

Message

From: Simon Baker [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=SIMON+2EBAKER4B1A8
D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local]
on Simon Baker <IMCEAEX-
behalf _O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=SIMON+2EBAKER4B1A8
of D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local> [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=SIMON+2EBAKER4B1A8
D2E0-4DEC-94EA-591DFA651F2E@C72A47.ingest.local]
Sent: 03/05/2013 11:20:44
To: gareth jenkins
CC: Angela Van-De [REDACTED]
Subject: FW: spot review 1: Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

GRO

Gareth
Can you respond direct to Angela (copying me in)

Thanks,
Simon

From: Angela Van-Den-Bogerd
Sent: 03 May 2013 08:19
To: Simon Baker
Subject: RE: spot review 1: Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

Simon,

Happy in the main but I would like confirmation from Gareth that the system details a gain in the week in question.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



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From: Simon Baker
Sent: 26 April 2013 14:28
To: Angela Van-Den-Bogerd
Subject: FW: spot review 1: Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

Angela

Response from Gareth below.

Let me know if you have any further questions.

Simon

From: Jenkins Gareth GI [REDACTED] **GRO**
Sent: 26 April 2013 08:44
To: Simon Baker
Cc: andrew.parsons [REDACTED] **GRO**
Subject: RE: spot review 1: Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

Simon,

Angela made 3 comments which I have responses for:

1. AV1: "What does this mean? Is there anything on the system/logs that tracks from a gain to a loss?" where "this" is "the Discrepancy committed to the accounts"

When a Stock Unit is Balanced, a check is made as to any Discrepancy between the system derived Cash Figure (calculated by adding up all the Cash movements since the last Balance) and the Cash Declaration (that has to be done as part of the Balancing process). If they differ, then a transaction is generated to alter the system Cash figure to match the Declaration. In order to maintain the double entry, then the balancing transaction is posted to a "Discrepancy account". There are actually 2 Discrepancy accounts – one for gains and one for losses (products 145 and 222).

When the SU is rolled into a new TP, then the Discrepancy Account is cleared by generating a transaction such that the nett value of the sum of 145 and 222 is zero, with the Balancing transaction being written to the Local suspense account.

When the final SU in the Branch is Balances the SPMR is required to Clear the Local Suspense account by either making good or Settling Centrally.

All these transactions are visible in the system logs. The Discrepancies are written in Mode 17 (DDP), while Local Suspense transactions are in Mode 15 (Housekeeping).

So are we saying that there was a corresponding gain (albeit not the exact amount but in the range) in the same week?

2. AV2: "What evidence is there that this LTSB card is a credit card?"

I did not intend to suggest it was. What I am trying to say here is that there is nothing to indicate an attempt to use a Card as a method of Payment. I have also observed that for a BT Bill only a Debit Card would have been acceptable.

Had a card been attempted as a MoP, then even had it failed, a transaction would have been recorded in the logs. There is not such record.

Whether it was a Credit or a debit card is not really relevant as there is no sign of any card being used.

Apologies I've misread – but it is now clear that there is no logged attempt to use a card as MOP.

3. AV3: "How do we know that these LTSB cards aren't one and the same thing?"

I can only see the use of a single card and that was used as a banking Withdrawal. The SPMR has stated that there was an initial attempt to use it as a MoP and that is not substantiated by the Logs.

The Logs show the first 6 digits of the PAN which enables me to check with reference data what type of Card it is. This confirms that the card used for the banking withdrawal was a LTSB card and also that it could be used as a Debit card.

However there were other customers where this did happen and it is possible (or even probable) that he didn't recall the precise sequence of events as it was some time later that he made the complaint.

Hopefully that clarifies Angela's questions. The second relate to section 6 point 1 of the report which although factually correct are probably not too relevant to the overall report.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Simon Baker [REDACTED] **GRO**
Sent: 25 April 2013 19:28
To: Jenkins Gareth GI
Cc: [andrew.parsons](#) [REDACTED] **GRO**
Subject: FW: spot review 1

Gareth

We have a few questions on the spot review from Angela, who I ask to review.

Can you respond to the questions and return to me, I'll then forward to Angela.

Thanks, Simon

From: Angela Van-Den-Bogerd
Sent: 25 April 2013 19:25
To: Simon Baker
Subject: FW: spot review 1

Angela Van Den Bogerd I Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ

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From: Angela Van-Den-Bogerd
Sent: 25 April 2013 19:09
To: Simon Baker
Subject: RE: spot review 1

Hi Simon,

I have reviewed. In the main all very logical. I have a couple of questions – could you obtain the answers to these please.

Thanks,
Angela

Angela Van Den Bogerd I Head of Partnerships



148 Old Street, LONDON, EC1V 9HQ

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From: Simon Baker
Sent: 22 April 2013 12:18
To: Angela Van-Den-Bogerd
Subject: spot review 1

Angela

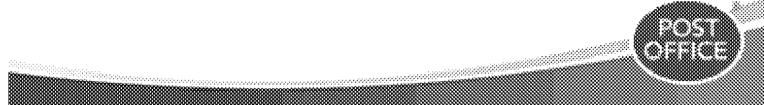
This isn't quite ready to release out for Susan, Alwen and your approval which is the last step before releasing to second sight, but as you have been involved in this case, I wanted to give you a heads-up for your early comment.

Regards, Simon

Simon Baker Head of Business Change and Assurance

2nd Floor, 148 Old Street, London, EC1V 9HQ

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