

Message

**From:** Dave Posnett [REDACTED] **GRO**  
**Sent:** 12/06/2013 15:54:29  
**To:** Simon Baker [REDACTED] **GRO**; Andy Wynn [REDACTED] **GRO**; Lin Norbury [REDACTED] **GRO**; Parsons, Andrew [/O=BOND PEARCE/OU=First Administrative Group/cn=Recipients/cn=ap6]; Gaisford, Rosie [/O=BOND PEARCE/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Rosie Gaisford65d]; Rodric Williams [REDACTED] **GRO**  
**Subject:** FW: SR021 and 022  
**Attachments:** Scratchcards.zip

All,

FYI.

Apologies for size of email.

NB: the Branch Focus (associated in folder 1) relates to 2009, not 2008 ... not sure if there was another Focus in 2008?

Regards,

Dave Posnett I Accredited Financial Investigator

Security Team, 2<sup>nd</sup> Floor Banner Wing, 148 Old St, London, EC1V 9HQ

**GRO** Postline **GRO**  
Mobex **GRO**



---

**From:** Dave Posnett  
**Sent:** 10 June 2013 11:29  
**To:** Simon Baker  
**Subject:** RE: SR021 and 022

Simon,

I've read the associated document and would say there were issues ... the scratchcard process worked but some SPMRs had trouble getting to grips and understanding it. The volume of TC's across the network were, I recall, a concern. I owned Scratchcards as a fraud risk programme when I was a Fraud Risk Manager up until around May 2010. The problem was that Scratchcards were the only product which wasn't simply remmed in and then sold. Instead, they had to be accepted on the Lottery Terminal as received and then activated as and when required on Lottery Terminal and remmed in on Horizon when activated, then sold, and then prizes/stock holdings recorded on Horizon ... as well as on line sales.

I ran a number of intervention/education initiatives and associate a zip file of two such initiatives (1 & 2) ... both of which featured Hightown (so they weren't left to flounder as seems to be the insinuation). There are also help guides and comms articles included and I would think that POL sent out many more comms to branches and the Lottery Team made numerous TP calls each month, as well as the Ops Manual as a point of reference in branch.

Also in the file is my (then) monthly holdings overview spreadsheet (3). From this data we determined branches that would be telephoned and branches that I would request an audit. If you see the 'branches of concern' tab you can get a sense of the concerns around perceived scratchcard holdings. There were many audit shortages and scratchcard holding concerns seemed to highlight other problems at branches.

Also associated is a powerpoint describing scratchcard process at the time (4) and the Ops Manual at the time (5) and proposed new system of dealing with scratchcards (6) ... though I had long gone by the time the new system came in and I can't say if this was the actual system.

I've only sent this to you for fear of bogging everyone down with data (sorry!) ... up to you if you want to use in any way shape or form.

Regards,

Dave Posnett I Accredited Financial Investigator

---

Security Team, 2<sup>nd</sup> Floor Banner Wing, 148 Old St, London, EC1V 9HQ



---

**From:** Simon Baker

**Sent:** 09 June 2013 13:59

**To:** Andrew Parsons [REDACTED] GRO [REDACTED]; Andrew Winn; Craig Tuthill; Dave Posnett; gareth jenkins

[REDACTED] GRO [REDACTED]; Ivan Swepson; Lin Norbury; Rod Ismay; Rodric Williams; Rosie Gaisford; Rosie;

[REDACTED] GRO [REDACTED] Parsons, Andrew

**Subject:** FW: SR021 and 022

All

We now have a new spot review -- SR022.

Please can you come to the dial-in on Wednesday having reviewed and your comments on how to approach this one.

Pete, it would be good if you could join us so we can get the request into Fujitsu for the XML data so it is ready for when Gareth when he gets back.

Simon

---

\*\*\*\*\*  
This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

---

\*\*\*\*\*  
This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

POL00098520  
POL00098520

\*\*\*\*\*