

Royal Mail Group

ROYAL MAIL GROUP – CONFIDENTIAL Record of Taped Interview

Full Taped Interview Transcript

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Person interviewed: JENNIFER O'DELL (JOD)

Exhibit No:

Place of Interview: CAMBRIDGE CROWN OFFICE

Number of pages: 22

Signature of interviewer producing record

Date of Interview: 27.5.10

Time commenced: 10.55

Tape reference no.: 060370

Time concluded: 11.37

Duration of Interview: 42 MINUTES

Interviewing Officers: JON LONGMAN (JL)

LISA ALLEN (LA)

Other persons present:

Tape counter times	Person speaking	TEXT
1.30		Voice identification of everyone present and the nature of the enquiry explained. Permission to tape record given.
3.10		JO'D cautioned and reminded of legal rights. JO'D confirmed that prior to the interview, forms GS0001 and GS003 were completed and signed when it was indicated that no Solicitor or friend were required. JO'D was informed she could change her mind at any time. JO'D told she is not under arrest, is free to leave and is entitled to read the Police and Criminal Evidence Act 1984 Codes of Practice setting out the rules and rights governing the conduct of this interview.

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ROYAL MAIL – CONFIDENTIAL
Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
		Tuesday, Thursday, Friday and 9 – 2 on Wednesday.
5.40		JO'D confirmed her log on code to be JOD001, her sons being DOD001. She admits they had worked under each other's code during short breaks. JO'D does monthly balancing and the trading account. Her son is not trained to do them.
7.25	JL	How do you check the cash when you do a trading account?
	JO'D	I take everything out of the safe, all the bags copper all the notes all the stamp, well I take the whole bottom tray out and I count it. I mean I don't count the bags physically I weigh them because I know roughly how much the bags weigh so I do it that way and then I count the notes as well separately. I keep them in bundles of, well the £5 notes are in 500's and the 10's and the 20's are in 1000 bundles so I count them separately you know each note by note each trading period and I normally do that on the Wednesday morning and I do a quick balance before I do the main balance to see if there is anything amiss so that you know if there is anything I can see if I can count it as stamps wrong or done something stupid.
	LA	Have you always done it like that?
	JO'D	Yeah.
8.27	JL	So when you produce a trading account the cash on it is always correct is that right? The cash figure shown as on hand?
	JO'D	No not since I was having these discrepancies.
	JL	Ok we'll come onto that ok.
	JO'D	Alright yes no it hasn't no I mean I've never balanced exactly because it's always been about you know a couple of pounds down or a couple of pounds up. If I'm down I put the money in you know a few pounds, if it's up I put the money into a plastic bag and put it in the safe so that you

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
9.20		know.
	LA	You've got kind of like a little float?
	JO'D	Yeah it's no more than 10, well not even £5 I've never been really £5 wrong so I've got a kind of little float as you say 'cos that's what I was, well I don't know whether they were supposed to have told me to do it but they, I was, it was suggested when I was trained up when I first took over.
	JL	What level of cash holding is needed to run the Post Office are you a paying out office there or are you sort of self sufficient in terms of cash coming in?
	JO'D	Sorry I don't understand you?
	JL	Right ok some offices send a lot of money back because they receive a lot of money?
	JO'D	No I don't.
	JL	You're a paying out office are you?
	JO'D	Right.
	JL	What level of cash do you need, as a rough average?
	JO'D	Approximately £6,500 a week, 5,500, 6,500.
	JL	That's how much you need to?
9.43	JO'D	Roughly well it used to be yes.
	JL	It's quite a quiet office then?
	JO'D	Oh yes yes.
	JL	Right obviously an audit shortage was performed at your office on the 6 th January 2010 and it was by?
	JO'D	Lesley.
	JL	Lesley Frost?
	JO'D	Yes.
	JL	She came to the office, she found, I can give you the full audit report.
	JO'D	I've got it at home I've read it.

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Record of Taped Interview – Continued

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10.45	JL	Ok.
	JO'D	Can I just butt in, there was Lesley Frost and a gentleman that I can't remember his name he also came with her.
	JL	But anyway there was a difference in the cash figures round of £15,412.52, difference in stock figures of a gain of £3,906.90, a difference in the foreign currency figures of a gain of £35.83.
	JO'D	Oh yes that's right yeah.
	JL	And an outstanding amount previously settled centrally of again a gain of £1,853.13p which resulted in a total shortage of £9,616.66. Now we know that you've been in contact with the helpline about issues at the Post Office but in your own words would you like to explain how the losses started occurring at your Post Office?
	JO'D	Right June the, I've forgotten the dates sorry.
	JL	Approximately.
	JO'D	Was it June the 2 nd would have been my trading period balance for the May, I did my balancing and the monies were down £1,000 and something I know there was a 6 at the end and I can't remember exactly how much.
	JL	Roughly £1000 over?
	JO'D	Well it was just over £1,000 down. I tried to find the £1,000 couldn't find it looked everywhere for it, there's my counter here my safe is down there, my drawer is there and the post bags are kept there and then my counter is like that.
11.37	LA	Is it just a one position office?
	JO'D	One position, the parcel?
	LA	Hatch?
	JO'D	Hatch sorry is by the post bags right and I've got the scales on the other side. Anyway I looked for this £1,000 'cos I'd normally take it out of the safe and put it in the drawer ok that's the way it goes and I couldn't find

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
		this £1,000 I looked everywhere and I thought would I have put it down somewhere I looked everywhere in the office I mean it's not very big but I even looked, went down into the kitchen and looked in the fridge and the freezer 'cos you just don't, I mean I don't know about you but I do stupid things put things down can't think. Anyway so I started panicking thinking did I put it in the drawer or I couldn't have done, did I put it in the post sack not thinking, don't know so I looked and I looked and I thought it's no good I've looked so much that I'm looking too much now so I made it balance. I think I put in the odd money the something £6 or whatever it was I put that in so it was £1,000 down on.
	LA	Exactly at that time now?
13.43	JO'D	Yeah on the May trading period.
13.47	JL	And that was the first major discrepancy you'd had?
	JO'D	Yes.
	JL	In all your years at the Post Office?
	JO'D	No it wasn't.
	JL	Right.
	JO'D	Shall I explain about that one?
	JL	No no carry on.
	JO'D	No carry on with this one. So when I went to the June trading period which I can't remember what the date was now must have been July something, I did it and I was just under £2,000 wrong and I thought no there's something going on here there's something really really strange here it's almost double what it was so I thought well is my son doing something wrong, have I not shown him something and the next time he did it I stood in and I couldn't see anything that he was doing wrong, I checked all my figures, checked all my stamps because you know if you're wrong it's normally in the adding up of your stamps you know. Couldn't

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
15.00	JL	find it and did I ring the helpline up then or was it afterwards, can't remember, July. If it helps I've got the first record is the 4 th August 2009. I thought it was July anyway sorry. I'll show you that. Yes yeah it probably was I haven't brought those paperworks. So I just thought well I don't know what's going on here there is something going on and my pin pad was playing up, started playing up in the May sorry I meant to say that. Can I explain what was going on there? Sure. Yeah, people would come along with like a Barclays connect card wanting to withdraw cash so they'd put it in the pin-pad, I'd go through it all supposing they wanted £40 I'd put it on the computer and everything and it would go through it all and then it would just say no this card is not for the pin-pad, ask the customer to give it to you to swipe so I'd swipe it, put in the £40 bla bla bla they'd put the pin number in and then it would come up no this card is not for swiping give it back to the customer so I'd have to give it back to the customer, they'd have to put it back in the pin pad we'd have to go through it all, sometimes it would work and we'd get the £40 out and sometimes it wouldn't and that was with both not Nat West is it Nat West no Lloyds sorry, Lloyds and Barclays and with all the other cards that you can and that would happen not every day, there was no rhyme or reason for it, it just sometimes it would happen and sometimes it wouldn't.
		JL But if, how would it cause a loss, if it I know you can't?
		JO'D Well I don't know, no I'm just saying to you that it was about May time that this was happening. I don't know I'm just saying to you.
		JL Ok you're just, you're topping it up.

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	JO'D	This is what was happening.
	JL	Right ok.
	JO'D	So anyway yeah so then 4 th August which that would be then roughly when I would balance with July wouldn't it?
	JL	Yeah.
	JO'D	Right I rang up the helpline and I just said, oh no, I rang up helpline I then had to leave a recorded message and I asked for my BDM 'cos I wanted them to know. The helpline rang back and I don't know whether it was the next day or whether it was the same day I can't remember and I said I wanted to speak to my BDM and they said you can't you have to speak to us. Because unbeknown to me I haven't got a BDM and I was never told I haven't got BDM and I don't really know what BDM stands for.
17.30	LA	Branch Development Manager.
	JO'D	Well I've never been told that. As far as I was concerned I had an RN.
	LA	RNM.
	JO'D	Yeah which is Mr. Sinclair and it changed and I've never been told anything.
	JL	When you rang the helpline, we've got the dates to the 4 th August.
	JO'D	Right ok.
	JL	And that would have been, would that have been your third balance with?
	JO'D	Yeah probably it sounds about right.
	JL	So how much were you down at the time when you made that call?
	JO'D	Nearly 3,000 by then.
	JL	So it was going up by £1,000 each?
	JO'D	Roughly each month. The helpline I said I wanted to speak to my BDM I was told, I wasn't told that I hadn't got a BDM by then and I was told that they would sort it out and I said well there's a discrepancy and all I got was a very curt message well you've got to make it good yourself and I

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Tape counter times	Person speaking	TEXT
		said but I'm not, I've not taken it, there's something wrong with the machinery. Well you've got to make it good yourself and that was it she was very curt, very nasty and I thought what else do I do, what else can I do. So yes I falsified the accounts on mitigating circumstances because I wasn't taking the money, I haven't taken the money so why should I make it good if I'm not taking it.
	JL	Can I just clarify Jenny?
	JO'D	Yeah.
	JL	You made the call on the 4 th August I've got, can show you the log.
	JO'D	Yeah I know you've got them there.
	JL	Just to prove that.
	JO'D	Yes right.
	JL	Probably said a lot more than what's actually typed in.
	JO'D	That's right.
	JL	On the 4 th August pm Postmaster says has ongoing discrepancies where to look for them, that was what's recorded. Are you saying that before you made that call when you did the end of May balance did you inflate your cash on that first occasion when?
	JO'D	Yeah.
19.23	LA	Up until that point you've done it in May you've done it in June?
	JO'D	That's right.
	LA	And then you did it again in the August.
	JO'D	Yeah because.
	LA	You'd left the message and they hadn't helped you?
	JO'D	Yeah exactly.
	JL	Right but the first two inflations or 3 inflations you done before you made the phone call?
	JO'D	No.

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Tape counter times	Person speaking	TEXT
20.03	JL	First 2?
	JO'D	2.
	JL	Ok alright so can I just ask you why you didn't ring the helpline when you first, got the first £1,000 discrepancy?
	JO'D	Because I thought I'd put it down somewhere and I thought that I would find it.
	JL	What you thought it might come out in the next balance or?
	JO'D	Yes.
	JL	Come out in the wash somewhere so to speak?
	JO'D	Yes absolutely. As I said earlier you know you kind of you spend too much time looking for something and you can't see it so I thought if I walk away from it I might find it somewhere.
	LA	The day when you initially in May discovered your £1,000 loss you're saying.
	JO'D	No in June.
	LA	In June sorry you're saying it was £1,000 you're saying as if you had it in your hand at one point and then it was gone?
	JO'D	I don't know.
	LA	Right that day do you recall if you had any visitors to your office?
	JO'D	Nobody comes round, only the postman and my drawer is always shut.
	LA	Right does the postman have to come into the office to collect the mail then or does he collect it from the public side?
	JO'D	No he takes the bags off for me to save me 'cos the door where he comes in is just there and the mail bags are there and I shut my drawer 'cos I can't get through with my drawer open and he comes round clicks them off and takes them out and that's all that happens but my drawer is shut.
	LA	Right so he wouldn't have access to your cash?
	JO'D	No not at all.

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
21.18	JL	Ok so we're up to £3,000 you've made a call and what response did you get from that call?
	JO'D	I've just told you.
	JL	Just to make it good?
	JO'D	Just to make it good that's all. She was very curt very unhelpful not very good at all.
	JL	Ok but obviously you weren't making it good you were inflating the cash?
	JO'D	No yeah.
	JL	So what happened at the end of August 'cos we're up to £3,000.
	JO'D	Yeah it was once again, it was nearly was it over 4,000, 4,000 it was roughly £1,000 a month.
22.09	JL	And September 5,000?
	JO'D	Yeah.
22.18	JL	October's balance 6,000?
	JO'D	Yeah now I did ring the helpline again.
	JL	I can confirm that.
	JO'D	Oh right yeah sorry.
	JL	On the 4 th November 2009 there's a record that somebody's rang the office.
	JO'D	Myself.
	JL	Right and said.
	JO'D	So that would have been October's balancing.
	JL	Right a loss of £7,000. I'll read it as it is it doesn't quite.
	JO'D	I know it doesn't does it.
	JL	Office has a loss of £7,000 she has been carrying this since May, refused to make it good as she said it's not her loss. E-mailed NSA but PM wants a call back from tier 2. well again you're asking for assistance from some manager?
	JO'D	Yeah I've been asking assistance all the time.

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	JL	Right so between August and this call in November had anybody come out to see you?
	JO'D	No nobody.
	JL	So they just told you to make the money good?
	JO'D	Yes.
	JL	And of course you hadn't been making it good because?
	JO'D	No.
	JL	It was accruing at £1,000?
	JO'D	Yes that's why I kept ringing them up asking for my BDM because I wanted somebody to come out and see or somebody to start taking action. I was never told anything by that helpline only that I've got to make it good that's all they said to me and well one of them, the second caller she said well you've got to check and I said I have been checking and I started doing daily logs of the work, excuse me I'm going to cough (coughs), sorry about that, can I have a Lozenger?
24.18	LA	Is the Post Office attached to your private premises?
	JO'D	Yes.
24.23	LA	Right ok and has the Post Office been re-opened since you've?
	JO'D	No.
24.30		JO'D said her husband has access to the cash as he brings her coffee down but never covers for her.
25.04	JL	Ok I've just noticed on the 5 th November there was another entry on this helpline?
	JO'D	Right.
	JL	Did you call 2 days on the trot?
	JO'D	Oh I don't know I can't remember.

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	JL	It says Sub-Postmaster reports having £1,000 loss a month since May now totalling 7,000. That she refuses to make good as she blames the system for the losses. Sub-Postmaster's done many checks and cannot find anything and not had corrections. Sub-Postmaster insisting on, and it's got escalating and it's got nothing else.
	JO'D	No exactly. I would like to say at this point that I did ask for proper copies of what I was told by the helpline that you will not supply me with any of it all because it will cost £2,000 for the Post Office.
	JL	Sorry no no I think.
	JO'D	That's what it says in your letter.
	JL	That's right I understood you wanted all the transaction data?
	JO'D	I did.
	JL	That would cost £2,000 not the helpline cost.
	JO'D	Well I haven't been issued any of what I have asked Miss. Muddeman for.
	JL	Yeah if I can just clarify the transaction logs 'cos that comes from the investigation department, if you wanted.
	JO'D	I wanted 3 things.
	JL	Yeah you wanted.
	JO'D	I wanted hard copies of everything that I've told by the helpline because surely that's been copied, hard copies of what I actually said and also I received a telephone call and I think it was from, sorry was it Swindon where.
	LA	Stock centre?
	JO'D	Stock centre last year, I received a call from a chap asking me why I was moving my large letter stamps which I thought was really weird, why I had moved them and it's 'cos I had sold out of the loose ones so I used a book of them and I thought that was really weird and I haven't received anything because your letter said that.

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	JL	No I think I was asked to deal with the transaction logs and if you.
	JO'D	I'm sorry Mr. Longman but whatever I've asked the Post Office, Post Office is absolutely useless.
27.40		JO'D was informed that it was too costly to fish out a year's supply of data. She continued:-
27.46	JO'D	The thing is I haven't done this. Now the Post Office presumably is missing over £9,000 according to that information.
	JL	Well as we stand they'd be expecting you under your contract to make that good.
	JO'D	Well I'm not going to, I'm not going to make it good because I don't owe that money so if it does go to court then you're going to have to produce that log aren't you?
28.18	JL	Which log are you talking about the?
	JO'D	Transaction log.
	JL	Transaction log.
	JO'D	And what else I've been asked. You're investigating me you haven't been giving me anything that I have asked for.
28.40		It was explained to JO'D that if she could be more specific as to when the error was made then the information could be obtained.
28.58	JO'D	The system's gone wrong since May?
	LA	Why would it go wrong from May work for the last however many years and then all of a sudden May it's gone?
	JO'D	I don't know, I have no idea I don't know the system I've never been trained up properly on the system.
	LA	Do you do cash declarations on a daily basis?

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	JO'D	Yes.
	LA	And what are the outcomes of those cash declarations on a daily basis?
	JO'D	Well I showed them all about it I've written on the top what the shortages were.
29.32	LA	But you would know roughly how much is in your office 'cos like if you said you only had £6,500 roughly.
	JO'D	That's right.
	LA	So it's quite minimal.
	JO'D	Yeah.
	LA	So how can you lose 1,000 in a day?
	JO'D	Exactly how can I, yes I can't, I can't work having lost that money but I haven't lost that money.
	LA	But it's gone somewhere.
	JO'D	Tell me.
	LA	If you're saying you haven't took it how do you know somebody else hasn't taken it?
	JO'D	Well there's only my son in there my son certainly hasn't but you'll have to ask him that 'cos he's over 18 now.
	LA	Does he work apart from the Post Office?
	JO'D	Yes he does yes. He was at college.
	LA	At the time the losses started he was at college?
	JO'D	Yes.
	LA	From May?
	JO'D	Yes well he was at college from the previous September.
	LA	Right and he just helped out occasionally?
	JO'D	Yeah.
	LA	So what did you pay him for his services or?
	JO'D	Well he worked for his keep so to speak so I didn't actually pay him but

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31.05	LA	when I was on, when I was away for days off and I'd be paid by the Post Office for his substitution, he's properly logged in at the Post Office to be a worker then he would get that money.
	LA	Right yes what is your monthly salary take home salary for that office?
	JO'D	Just over £800 and then I started my pension April last year I'm a pensioner as well and I have other businesses as well.
	LA	What other businesses do you have?
	JO'D	I breed pedigree cats.
		JO'D said she has no other income although she does have a shop where she sells greeting cards, and bags but sells these over the counter and does not employ anyone else to do it.
		JO'D said she only has one AA stock unit. She was informed that on the 16 th December the cash was declared by JOD001 under stock unit AA, till 1 for an amount of £5210.64 then on the 17 th December DOD001 did a cash declaration under till 2 for £8,880.87 leading the Horizon system to believe there was £14,091.51 on the system. JO'D was shown the schedule.
	JL	Then on the 18 th December we have another cash dec done so we've got.
	JO'D	You've got 1, 2 and then a 3 was done.
	JL	You have you've got JOD there's a cash dec of £6,544.73 declared on till 1.
33.47	JO'D	Yeah.
	JL	Nothing on till 2 but till 2 has still got recorded against it the £8,880 from the previous day.
	JO'D	Yeah that's right.
	JL	And on till 3 you've got £6,544.73 so the same amount in till 1 has been put into till 3.

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34.32	JO'D	That's right yeah.
	JL	So the system thinks it's got 2 lots of 6,500 and the 8,800 which brings it up to £21,970.
	JO'D	Yeah.
	JL	Can you explain why these, what's going on?
	JO'D	As I said earlier on I've never been trained up on Horizon system I had 1 day in Bedford on a one to one basis and to tell you the truth all I can remember of that training day was remming out the cheques on an evening, we weren't told how the system works or anything. On the 17 th December.
	LA	When was this do you remember what year it was?
	JO'D	Oh goodness when we were going to change over to Horizon, I don't know.
	JL	Could I just ask you to, 'cos at the beginning of the interview when we said about were you competent and how long you said you were, are you now saying that maybe you're not competent as a Sub-Postmistress or there are areas of weakness?
	JO'D	I'm competent the Post Office Limited is completely incompetent.
	JL	Right ok. Right ok carry on.
	JO'D	Right so I wasn't trained up on Horizon system properly I don't know how it works all I know is that there's in's and there's out's because I've done basic book keeping right. On the 17 th December, was 17 th wasn't it when number 2 was done?
	JL	Yes by yourself.
35.49	JO'D	My husband and I had the day off and we came into Cambridge to do some Christmas shopping. Whenever we had a day off we've always tried to get back to the office before 4 o'clock when it was closing. We got back, we were down in the kitchen, the Post Office is at the other end of the house (indistinct) my son came down and he said "I've done something wrong" so I went down there I seen immediately what he had done because the screen

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ROYAL MAIL – CONFIDENTIAL
Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
37.21		was showing, oh I've forgotten the exact wording but you know when it asks for your oh dear what does it ask for, sorry, 1 or 2 you know when you do your declarations.
	JL	Right.
	LA	Your cash declaration.
	JO'D	Or whatever declarations and you have to put in a number don't you 1 or 2, when you do your stamp declarations as well you have to put in number 1 or number 2 don't you?
	LA	I don't know do you?
	JO'D	Anyway what he had done you press the button to go into cash declaration and you got the screen saying make new declaration or 01 declaration and you press the arrow down and you normally go into the 1 declaration, press enter and that brings up your number 1 cash declaration. What he had done.
	LA	Sorry does that have the figures from the day before already on there?
	JO'D	Yes.
	LA	Right yeah.
	JO'D	What he had done he hadn't gone down to the number, well I'm just assuming this.
	LA	Yeah.
	JO'D	'Cos I wasn't actually there. He had gone on to make new declaration.
	LA	Right.
	JO'D	Which he did right so of course when he pressed enter it had asked for, what do they ask for, the number.
	JL	What a different number?
	JO'D	Yes right 'cos normally if you've done it under number 1 and you've entered it all and you press that it just goes back to your screen doesn't it?
	LA	Right does it tell you a discrepancy how much you're out?
	JO'D	No no.

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ROYAL MAIL – CONFIDENTIAL
Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	LA	It just prints.
	JO'D	No it doesn't print oh no it doesn't go back to your normally screen it goes back to the print screen so you press F4 is it to print your thing.
	LA	So the top of the cash declaration you was originally doing you didn't get a variance check on it it didn't tell you at that time how much you was out?
	JO'D	No comment.
	LA	It basically just recorded the amount of money that you've entered is that what you're saying?
	JO'D	No.
	LA	Right.
38.32	JO'D	It has gone to ask what number the declaration was.
	LA	Right.
	JO'D	And I said oh don't worry about that just put number 2 in, I should have said, no because you can't get out of that screen you can't escape or anything so I said don't worry just put number 2 in and he put number 2 in and I said right you know that's alright.
	JL	What you mean declared the cash on hand?
	JO'D	Yes so we'd got declaration 1 and 2 which I didn't think was any problem at all.
	JL	Right.
	JO'D	Right. He then locked up came down that was on the Thursday. On the Friday I worked in there so we're talking about the 18 th ?
	JL	Yeah.
	JO'D	Right so at the end of the day I did the cash declaration right on the 1.
	JL	The 6,544.73.
	JO'D	Right that was on number 1 and then I thought hold on a minute because it's still down.
	JL	What do you mean still down?

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ROYAL MAIL – CONFIDENTIAL
Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	JO'D	Well I haven't paid any attention to what cash declaration number 2 had done so i then went into cash declaration number 2 opened it up, closed it then did a discrepancy thing and it was showing up profit not a loss.
40.02	JL	A gain?
	JO'D	A gain sorry so I thought well what's going on here.
	JL	Sorry can I just and you were expecting to see a shortage of 7,000 were you?
	JO'D	Yes.
	JL	But you were seeing a gain?
	JO'D	A gain of whatever it was.
	JL	Can you remember what the gain was?
	JO'D	I haven't got a clue I've written it down on the bits of paper all at home.
	JL	Right.
	JO'D	So I thought well this is really strange so I then did a cash declaration number 3. Did it you know put in the monies all again.
	JL	The exact money.
	JO'D	Exact money because I'd printed out my cash declaration on the 1, just put it all in and I thought well what on earth is going on. Sorry previous to this I had spoken to and I'm sure it was Sue Muddeman had actually rung me back 'cos I had really created to the helpline about this 'cos I was going mad about it and I said I wanted to speak to my BDM because there's something going on and it was, and I'm sure Miss. Muddeman rang me back but I can't be absolutely certain and she said but you haven't got a BDM and that was the first time, helpline never told me and I said "well why wasn't I told this" and she said "well why haven't you been putting it into suspense account" and I said "well 'cos I've never been told about suspense account I've just been told by the helpline I had to make it good and that was the first time". I had told her it was the, I had been telling them that it was the system was wrong and is that the letter that I wrote.

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ROYAL MAIL – CONFIDENTIAL
Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
42.03	JL	21 st December.
	JO'D	Because I thought that that proved it was the system ,I didn't understand the system because I've never been taught what the system how it worked and that's why I thought that's my letter to her.
	JL	I'll read that letter out just for the benefit of the tape.
	JO'D	Yeah that's fine.
	JL	It's your letter of the 21 st December to Mrs. Miss. Muddeman.
	JO'D	Yeah.
	JL	Regarding my messages indicating that the above Post Office is losing approximately 1,000 a month by 16 th December 2009 it showed a loss of £8,506.00. I couldn't prove that it was the horizon equipment's fault. On the 17 th December 2009 my son declared cash and it came up as over 5,000 gain. Today 21 st December 2009 I took a look at the discrepancy without doing a cash declaration it showed a 7,000 odd gain, therefore maybe this will continue, convince you that it is horizon equipment's fault.
	JO'D	Yeah.
	JL	And you signed that letter.
	JO'D	Yes that's right.
43.00		JO'D states she told Miss. Muddeman that because she didn't understand the system she made a third declaration on the Friday and by the Monday she was trying to work out what was going on and made a 3 rd , 4 th and 5 th declaration.
43.40	JL	So what did you think when you made?
	JO'D	I have no idea what I thought I thought that it showed that machinery was wrong.
	JL	I don't understand why you kept re-entering the cash on the different, I can't

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Record of Taped Interview – Continued

Tape counter times	Person speaking	TEXT
	JO'D	<p>understand that?</p> <p>No because you understand how the system works, I have no idea how the system works. I am trying to, I haven't taken the money as far as I know my son hasn't taken the money. I am saying that the machinery is wrong, I'm clutching at straws here because that shows up that and I'm thinking hey that proves that the machinery's wrong because I'm going from one day from a loss to another day to a gain but I don't know how that works because I've never been told.</p> <p>Master tape seal signed on number 060370</p> <p>Interview terminated at 11.37</p>