
From: Alisdair Cameron [GRO]
Sent: Fri 15/03/2019 1:29:41 PM (UTC)
To: "Duncan.Tait" [GRO]
Cc: Rob Houghton [GRO]
Subject: RE: Post Office update - Group Litigation

Sorry Duncan, this was too standard a message given that we were discussing it last week. But give me a ring anytime if you want to talk it through, number below. Thanks Al



Alisdair Cameron
Chief Finance & Operating Officer

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[GRO]

From: Avene Regan [GRO] **On Behalf Of** Alisdair Cameron
Sent: 15 March 2019 13:23
To: 'Duncan.Tait' [GRO]
Cc: Rob Houghton [GRO]
Subject: Post Office update - Group Litigation

Dear Duncan,

As you may be aware, there is continuing Group Litigation involving Post Office as part of a long-running dispute with a small minority of mainly former postmasters. The case is very complex and the Judge has ordered that it will be heard as a series of trials.

I wanted to let you know that we have today received the judgment from the first trial, which was about determining the legal construction of the contract between Post Office Limited and our Postmasters. [GRO]

[GRO]
[GRO]

I know that colleagues from Post Office will be talking to yours about the judgment but wanted to flag it to you personally.

The judgment is long and detailed and makes strong criticisms of Post Office, including of behaviours. We are taking these criticisms very seriously and taking action as necessary.

It is important to underline that the judgment does not affect the products and services we provide for our millions of customers through our network of 11,500 Post Office branches. It is about how we work with our postmasters and the contracts that underpin the relationships.

We will be taking a number of immediate steps in relation to the judgment, including accelerating action to investigate problems brought to us by postmasters and stepping up our ongoing drive to improve training and

support.

I hope this is helpful: I know your teams will be updated in more detail but I did want to flag this to you, particularly as it is likely to receive media coverage. If you would like a call or meeting please let me know.

With best wishes,

Al Cameron
Chief finance & Operating Officer



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GRO

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