

Post Office Ltd
Upper Floors, The Markets branch
6-16 New York Street
LEEDS
LS2 7DZ
T [] GRO

Miss Alison Hall
483 Halifax Road
Hightown
Liversedge
WF15 8HU

Strictly Confidential

15 October 2010

Dear Miss Hall

**Post Office® Hightown branch at 483 Halifax Road, Hightown,
Liversedge, WF15 8HU**

I am writing following our meeting on 8 October 2010 in which you put forward reasons why your Subpostmaster Contract should not be summarily terminated.

I have reviewed the papers relating to this case very carefully and have taken into account the points you have put forward.

After full consideration I have decided to summarily terminate your Subpostmaster Contract at the above Post Office branch with effect from the date of this letter on the following grounds:

1. A loss revealed at the audit of £14023.37 which after including the amount of £819.00 Transactional Corrections was increased to £14842.37
This loss was discovered initially during the Horizon migration support visit on 1 September 2010 and confirmed during the subsequent audit on the 2 September 2010.
2. Failure to make good losses at the branch - during our interview and previously to other team members you admitted that you had not made good the losses that occurred at the branch
and that you had been
3. Increasing the amounts of cash on hand during the accounting procedures at the branch therefore falsifying the accounts

Page 2 of 4

Since the meeting I have talked in length to our team in Chesterfield who deal with Lottery transactions. It would appear, and as discussed at the meeting, the number of scratchcard errors was caused by client rem in being made a day or so later than the activation. This however does not create a financial concern as all rem in that have been made mainly match up to the activations.

You asked me about the stock loss figure that was discovered at the branch on the day of the audit. The stamps on hand were +£306.05 but the stock discrepancies in mainly scratchcards (-£543) plus various philatelic items gave a total figure of -£752.08. These two added together gave the stock discrepancy at the audit of -£446.03.

Your Contract for services
Section 12 Paragraph 4

The Subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters Ltd are kept in the form prescribed by Post Office Counters Ltd. He must immediately produce these accounts, and the whole of his sub-office cash and stock for inspection whenever so requested by a person duly authorised by the Regional General Manager.

Section 12 paragraph 12
The Subpostmaster is responsible for all losses caused through his own negligence, carelessness or error, and also for losses of all kinds caused by his Assistants. Deficiencies due to such losses must be made good without delay.

You may, if you wish, appeal against this decision.

If it is your intention to appeal, you should notify me by signing and returning to me by 1 November 2010 the enclosed notice. The format of the appeal can either be a personal interview or written submission. Should you wish to progress an appeal, I will arrange for it to be heard by a member of Post Office Ltd Appeals Authority.

Please note that if you decide not to appeal or if you appeal and it is unsuccessful, Post Office Ltd will need to assess what to do in respect of the vacancy that termination of your contract has created. Post Office Ltd will conduct a review of service provision in the area to ensure that Post Office® services are provided by the most appropriate means available to us.

Page 3 of 4

The termination of your contract by Post Office Ltd is without prejudice to any rights or claims Post Office Ltd may have under the subpostmasters' contract or in law. You are still required to make good any outstanding shortages, as well as any further deficiencies highlighted by future enquiries which arose whilst you were subpostmaster.

Please note also that as your contract has been summarily terminated you will not be eligible to make an application to the Discretionary Fund in the event that the branch is closed or relocated.

Yours sincerely

Sue Muddeman
Agency Contract Manager
Post Office Ltd

Page 4 of 4

To: Sue Muddeman
Agents Contract Manager

From: Miss Alison Hall
Post Office® Hightown branch

I wish to appeal against Post Office Ltd's decision to summarily terminate my Subpostmaster Contract at the above branch I and would like to do so in the form of a *personal interview** OR *a written submission.**

**Delete whichever is not applicable*

Signed: _____

—

Name of subpostmaster in capitals: _____

Date: _____

—

Please note, if you wish to appeal, your reply must reach me by 1 November 2010. If I do not receive your reply by that date you will lose your right to appeal.