POL00056420

I am Lynette Hutchings. This statement is my version of events and I have asked my solicitor to write it down

We migrated to Horizon OnLine in approximately May/June 2010. At the time of migration all accounts balanced.

Ever since we have been with HOL the balances have been wrong. When I talk about we I also refer to my husband who assists me in the Post Office

At no stage have we stolen money from the Post Office nor are we aware of making mistakes in our day to day operation of the system

Because of this we always believed that the incorrect balances would be sorted out through transaction corrections

When I altered the cash declarations this was not done in order to create a financial gain for myself or a loss to the Post Office. I genuinely believed that there was no loss and that the balances would be corrected in the fullness of time. The only reason the cash declarations were altered was to enable me to operate the Post Office

I am unable to explain why the balances are incorrect but would give examples of some difficulties as follows:-

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- the Helpline was difficult to access and unreliable
- secure stock created unexplained discrepancies on a weekly basis
- the screen on the stock unit need recalibrating on occasions due to the cursor sticking
- the back office printer was replaced because it was unreliable
- the small counter printers have stuck and not produced expected receipts
- ~~the~~ one monitor crashed and the power pack had to be replaced

Only myself and my husband worked in the Post Office. My log in code was LHU and my husband's was SHU. We only ever used our own log ins and did not know each others passwords.

I did not sign any trading statements

At no time did I act dishonestly

GRO

Lynette Jane Hutchings
20th April ~~2010~~ 2011