

Royal Mail Group

CONFIDENTIAL Witness Statement

Criminal Justice Act 1967, Section 9; Magistrates Court Act 1980, sub section. 5A(3)(a) and 5B; Criminal Procedure Rules 2005, Rule 27.1

Statement of: Louise SHERIDAN

Age if under 18: Over 18 (if over 18 insert 'over 18')

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This statement (consisting of two pages page each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 24 day of November 2011

Signature

I am the person named above and I reside at the address stated overleaf. I am employed by Royal Mail Group as an Advanced Customer Advisor on the Network Business Support Centre (NBSC) Helpdesk at Dearne House, Barnsley and have been so since July 2004. Part of my responsibilities within this role is to answer telephone calls and record on the Post Office Limited Remedy helpdesk logging system problems or queries reported by Post Office Branches. I also have previous Post Office Branch experience having worked in a Sub Post Office for five years prior to my present role. I therefore have an understanding of the losses and gains procedures.

Calls are logged on the Remedy system in the first instance as a Tier 1 call and the operator will upgrade the call and pass it to a Tier 2 operator to deal with if they are unable to resolve the problem. It is my responsibility to deal with Tier 2 enquiries which are usually more complex than routine calls and will include problems with losses and gains. If a call was received in relation to losses and gains it would be recorded under the following headings:

Signature

L Sheridan

Signature witnessed by