

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

Page 2 of 3 Pages

Continuation Statement of Louise SHERIDAN

Call Type - Branch Trading Procedure

Client - Balancing

Activity - All stock units

Sub-Activity - Discrepancy

As from the 22 November 2010 the call logging headings changed to

Call Type Horizon on line

Client -Branch Trading

Activity -All Stock Units

Sub- Activity - Discrepancy

I now produce exhibit LS/01 which is a log from the Remedy system relating to the calls recorded as received by Rowlands Castle Post Office between 01 June 2010 and 05/04/2011. I can see from this exhibit that there are records of 33 calls made to the NBSC from the Rowlands Castle branch. Of these there are two which fall under one of the aforementioned headings, which may relate to losses and gains at the office. The first call, made on 02 July 2010 refers to A CO OP cash deposit which was accepted incorrectly at the branch as an Alliance and Leicester deposit and the branch has now received a Transaction Correction notice. The resolution of this inquiry advises that the deposit should not have been accepted and the cash and deposit slip handed back to the customer. The second call under one of these headings was made on 16 November 2010 and refers to the branch remitting in stock from a previous Trading Period. The resolution shows the entry

Signature

GRO

Signature witnessed by

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

Page **3** of **3** Pages

Continuation Statement of Louise SHERIDAN

'KB' which means Knowledge Base which is information on the system which advisors can gain access to give the relevant information to the caller.

Various other calls appear on the log **LS/01** however none appear to be in relation to the reporting of cash shortage in the accounts or anything that would immediately appear to indirectly cause a large cash shortage in the accounts.

Signature

GRO

Signature witnessed by