

Thomas Penny



From: Lillywhite Tom
Sent: 29 September 2010 15:43
To: Thomas Penny
Cc: Prenovost Jean-Philippe
Subject: FW: Matter Arising from ARG194/1011

Penny

Had intended talking to you about this and anything else we might want to say. However, you have been on leave, and I will be away until 12th October...perhaps can wait until then...unless another ARQ falls within this frame?

Tom Lillywhite
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From: John M Scott [REDACTED] GRO
Sent: 18 September 2010 11:05
To: Lillywhite Tom
Cc: Thomas Penny; Mark Dinsdale
Subject: RE: Matter Arising from ARG194/1011

Tom.

Thank you for your telephone call and email in regards to the matter below.

Just to let you know the outcome, the ARQ was raised due to a key entry discrepancy in a customer deposit. There is no investigation in this matter and will therefore not be used in Court.

I would also be grateful if you could advise if there are any other ARQs at risk.

Many thanks.

John.

From: Lillywhite Tom [REDACTED] GRO
Sent: 14 September 2010 14:51
To: John M Scott
Cc: Thomas Penny; Mark Dinsdale
Subject: Matter Arising from ARG194/1011
Importance: High

John,

04/10/2010

The email text I promised, following our telephone call:

Our RMG Account Fraud and Litigation Service are currently acting on an ARQ (194/1011). This request for transaction records, which covers March 2010, is in respect to an outlet (Derby 005207) which is already migrated to HNG-X.

Because of a number of technical issues (errors detected) that arose during migration up to June 2010, and which POL technical specialists are aware of, the information gathered in respect to this particular ARQ may be subject to issues of integrity. Our technical staff have investigated the record in question and, at this stage, although they report that there is no obvious evidence of suspicious behaviour, they can add nothing further with any certainty and they do not have the ability to determine if there really are any financial implications with the messages. In other words, any response from us would have to bear the health warning that there was no guarantee as to the integrity of the data provided by us.

The issue is of particular relevance in light of the fact that provision of an ARQ could result in a request for a Statement of Witness to support litigation activity. As such, any statement of witness provided would, in real terms, have to reflect this.

I am passing this information to you, for your perusal and comment as to how you may like this matter managed going forward.

(You will note that I have also copied in Penny, who manages the RMG Account Fraud and Litigation Services, and her opposite number/contact within POL)

Regards

Tom

Tom Lillywhite
Principal Security Consultant
Information & Security Services

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04/10/2010