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**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Mon 14/02/2011 8:27:17 AM (UTC)  
**To:** Dunks Andy [REDACTED] GRO [REDACTED]  
**Cc:** Bains Rajbinder [REDACTED] GRO [REDACTED]; Munro Donna [REDACTED] GRO [REDACTED]  
**Subject:** FW: Matter Arising from ARG194/1011

Andy

As you are starting to cover audit you need to be aware of the situation detailed on this mail string. In this case we did not return the ARQ data.

Kind regards  
Penny

Penny Thomas  
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

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**From:** Lillywhite Tom  
**Sent:** 14 September 2010 14:51  
**To:** john.m.scott [REDACTED] GRO [REDACTED]  
**Cc:** Thomas Penny; mark.dinsdale [REDACTED] GRO [REDACTED]  
**Subject:** Matter Arising from ARG194/1011  
**Importance:** High

John,

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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