

# Standard Prosecution Report

CM11000422

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<b>Witness list:</b>	
Witness 1 (Police): ROBERT DAILY	
Witness 2 (Police): MICHAEL STANWAY	
Witness 3 (Police): DOUGLAS HEED	
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## 1. Case Details

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### 1.1 General Information

**Reported by** : ROYAL MAIL CORPORATE SECURITY (STRATHCLYDE)  
**Sent to** : Fiscal  
**Case category** : STATUTORY (EXCEPT TRAFFIC)  
**Case number** : CM11000422  
**Lead incident number** : NSE1201311111      **Report date** : 16-11-2011  
**Prejudice incident** : No      **Date of first offence** : 01-04-2010  
**Document type** : SPR      **Document status** : Report

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### 1.2 List of Accused

#### 1.2.1 Accused 1: ALEID KLOOSTERHUIS

**SCRO Number** : GRO  
**Date of Birth** : GRO (age 53)      **Undertaking date** : None noted.  
**Disclosable address** : AD      **Gender** : Female  
GRO

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### 1.3 List of Police Witnesses with Misconduct Marker

There are no police witnesses with a misconduct indicator.

## 2. Accused Details

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### 2.1 Accused number 1: ALEID KLOOSTERHUIS

SCRO number	: 	Gender	: Female
Date of birth	: 	Age	: 53
Status	: R	Ethnicity	: OTHER WHITE
Occupation	: GOVERNMENT OTHER		
Occupation info	: Subpostmaster		
Disclosable address	:		



#### Additional Information

Sexual Offenders Register	: No	OLR recommendation	: No
Prejudice incident	: No		

### 3. Charge Details

#### 3.1 Charge Number 1

##### 3.1.1 Details

**Incident number:** NSE1201311111

on Between 1st April 2010 and 15th September 2011 between at Isle of Gigha Post Office, **GRO**  
**GRO** you Aleid Kloosterhuis did while Subpostmaster of Isle of Gigha  
Post Office, **GRO** embezzle Twenty Four Thousand One  
Hundred and Thirty Nine pounds Eighty Two pence (£24,139.82) of Post Office money

**Related narrative :** Embezzlement  
**Modifier :** NO MODIFIER  
**Known date :** 15-09-2011

**Property value :** £24139.82

**Compensation required :** Yes

**Loss amount :** £24139.82

**Recovered amount :** £0.00

##### 3.1.2 Subject(s)

###### 3.1.2.1 ALEID KLOOSTERHUIS

**SCRO number :** **GRO**

**Caution date :** 20-09-2011

**Admitted Charge :** A

**Aggravator :** NO AGGRAVATION

#### 3.2 Charge Number 2

##### 3.2.1 Details

**Incident number:** NSE1201321111

on Between 1st April 2010 and 15th September 2011 between at Isle of Gigha Post Office, **GRO**  
**GRO** you Aleid Kloosterhuis did steal Twenty Four Thousand One  
Hundred and Thirty Nine pounds Eighty Two pence (£24,139.82) of Post Office money

**Related narrative :** Theft  
**Modifier :** NO MODIFIER  
**Known date :** 01-04-2010

**Property value :** £24139.82

**Compensation required :** Yes

**Loss amount :** £24139.82

**Recovered amount :** £0.00

##### 3.2.2 Subject(s)

###### 3.2.2.1 ALEID KLOOSTERHUIS

**SCRO number :** **GRO**

**Caution date :** 20-09-2011

**Admitted Charge :** A

**Aggravator :** NO AGGRAVATION

## 4. Summary

### 4.1 Antecedents

Mrs Aleid Kloosterhuis is married with two children. She resides at [GRO] [GRO] with her husband [GRO] and son [GRO]. Her daughter resides in Ardrishaig. The property is leased from the Isle of Gigha trust and she pays an annual rent of £10,000 paid monthly at an average of £833. She currently runs the shop where the Post Office is located. Her residence is located above the shop and forms part of the same building.

Mrs Aleid Kloosterhuis was contracted to provide Post Office services at Isle of Gigha Post Office (PO), [GRO] from 03rd February 2009 to 16th September 2011. Following a Twenty Two Thousand, Eight Hundred and Eighty Nine pounds Eighty Two pence (£22,889.82) shortage at Isle of Gigha PO on 16th September 2011 Mrs Kloosterhuis was precautionary suspended.

### 4.2 Summary of Evidence

#### 4.2.1 Description of locus

The locus of the offence is Isle of Gigha PO, [GRO]. The Post Office is located in the village store that sells groceries, newspapers and alcohol. An area at the back of the store is utilised by Royal Mail for sorting local mail being delivered and sent.

#### 4.2.2 Description of event

On Thursday 15th September 2011 Douglas Heed (witness) and John Fraser (witness), Post Office Ltd Field Support Advisors (Auditors) attended Isle of Gigha PO to conduct an audit. They arrived at approximately 16.00 hours. Mr Heed obtained a balance snapshot from the Horizon system. The balance snapshot details the cash and stock on hand that should be present in the stock unit at the time it is printed. The cash figure stated was £27,468.63. Mr Fraser noted there was not a lot of cash in the safe. Mrs Aleid Kloosterhuis stated there was no more cash in the branch. She informed Mr Heed and Mr Fraser that she had messed up and had made mistakes while her husband had [GRO]. Mrs Kloosterhuis stated that her husband was unaware of the situation and that her assistant Jennifer Brown had no knowledge or involvement. Mrs Kloosterhuis referred to banking money and to an energy company who had faulty meters. Mrs Kloosterhuis said she kept a manual record of the shortage Mr Heed pointed out to her that the cash declaration and system figure did not show a discrepancy of the expected amount. Mrs Kloosterhuis confirmed that she increased the cash declaration in line with her manual record.

As the last ferry off the island left at 17:30 Mr Heed and Mr Fraser locked all cash and stock belonging to the Post Office in the safe. Mr Heed retained the keys and arranged to return on Friday 16th September.

Mr Heed contacted Robert Daily, Post Office Ltd Security Manager. He informed him of the circumstances and that the full audit would be conducted the next day, Friday 16th September.

On Friday 16th September 2011 Mr Heed and Mr Fraser returned to Isle of Gigha PO at approximately 14.30 hours to conclude the audit.

The result of the audit was a £22,889.82 shortage. A breakdown of the audit result and details of the audit findings are as follows:

£  
23088.54  
(-)  
Identified as a difference in cash figures  
£

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198.72

(+)

Identified as a difference in stock figures

£

22889.82

(-)

Total shortage

Production Isle of Gigha Audit Report 16th September 2011

Cash and stock are held in a Stock Unit and allocated an identification letter/number i.e. AA or 1 etc. Each Post Office Branch is unique in its make up of stock units. Whereas one office may have staff sharing one Stock Unit, another may have each member of staff assigned to an individual Stock Unit.

Isle of Gigha PO operates a single stock unit AA.

Mr Heed contacted Mr Daily by phone the same day and informed him of the audit shortage. Mr Heed then passed the phone to Mrs Aleid Kloosterhuis so that Mr Daily could speak to her. Mr Daily invited her to attend a tape recorded interview under caution. He explained her legal rights and the concession to have a friend present during the interview in accordance with Post Office rules. The interview was arranged and mutually agreed for Tuesday 20th September 2011 at Isle of Gigha PO, [GRO]

[GRO]

On Monday 19th September Robert Daily met Doug Heed to obtain a copy of the audit report and Branch Trading Statements he removed from the branch.

On Tuesday 20th September accompanied by Michael Stanway, Security Manager Mr Daily attended Isle of Gigha PO. They were shown in to a Holiday Cottage, [GRO]

[GRO]

The Holiday Cottages, share the same address as the Post Office and store. Mr Daily introduced himself and Mr Stanway to Mrs Aleid Kloosterhuis. Mr Daily explained the nature of the enquiry and cautioned Mrs Kloosterhuis at 09.35 hours. Mrs Kloosterhuis completed form GS001 Side A (Scotland) explaining her legal rights. Mr Daily asked Mrs Kloosterhuis if she would consent to a voluntary search of her vehicle and premises. Mrs Kloosterhuis consented to the search and completed form GS005(S) Consent to Searches – Interviewee. Mrs Kloosterhuis declined the opportunity to have a friend present during the search and completed form GS003. A notebook entry was made of the introduction and caution of Mrs Kloosterhuis and her consent to search. All persons present signed the entry.

Production Notebook entry Introduction, Caution and Consent to Search

Production GS001 (Scotland) – Legal Rights

Production GS003 – Royal Mail Employees Rights to a Friend at an Interview or Search

Production GS005(S) Consent to Searches – Interviewee

Mrs Kloosterhuis informed Mr Daily and Mr Stanway that her husband had suffered [GRO]

[GRO]

She stated her financial documents were kept in the back shop and Post Office.

Robert Daily contacted Lesley Frankland, Security Programme Manager and informed her of Mr Kloosterhuis' [GRO] The decision was taken that Mrs Kloosterhuis' living area would not be searched [GRO] Permission was given to conduct a search of the back shop area and Post Offices areas only.

Financial documentation was found or handed over by Mrs Kloosterhuis and the following was seized with Mrs Kloosterhuis' permission.

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## Retail/Domestic Productions

Production Invoice amazon.co.uk

Production Invoice  Catriona Scott

Production Customer Advice Note/Statements Ambrose Wilson Customer Number Y9292179

Production Invoices Argyle Bakeries Ltd, Campbeltown

Production Invoices Cadenhead's Campbeltown Whiskey Shop

Production Invoice Messrs D.J. Campbell, Achnashelloch Farm, Lochgilphead

Production Invoice Ferry Farm, Tayinloan

Production Statement/Invoice Glenbarr Nurseries

Production Invoices/Statements Forteith Foodservice Oban

Production Harrison Direct Order Details and Receipts

Production Statement R Hyslop & Son, Tarbert

Production Invoices The Isle of Gigha Heritage Trust

Production Invoices Isle of Kintyre t/a Inverloch Cheese Co, Campbeltown

Production Invoice J. McDowall & Son, Paisley

Production Invoices/Statements D. McNair & Son, Campbeltown

Production Invoice Thomas Myers & Co

Production Invoices Opus Energy

Production Invoice The Price Gunshop

Production Invoices West Highland Gas Ltd, Lochgilphead

Production Statement Your Cash Ltd

## Banking/Finance Productions

Production Annual Statement/Default Payment Notices Hitachi Loan Agreement Number   
Account Name Mr Rudi S Kloosterhuis

Production Statements Capital One Visa Account No.   
Account Name Mrs Aleid Kloosterhuis

Production Statement Bank of Scotland Personal Loan Agreement No.  Account Name  
Mrs Aleid Kloosterhuis

Production Statements Bank of Scotland Credit Card Account No.  Account Name  
Mrs Aleid Kloosterhuis

Production Statements/Default Payment letters Barclays Partner Finance



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Account No. **GRO** Account Name Mr R Kloosterhuis

Production Statements/ Unpaid Item letters Bank of Scotland Account No. **GRO**  
Sort code **GRO** Account Name Mrs Aleid Kloosterhuis

Production Statements Lloyds TSB Classic Account No. **GRO** Sort Code **GRO**  
Account Name Mrs A Koelstra & Mr R H Kloosterhuis

Production Statements Lloyds TSB Business Extra Account No. **GRO**  
Sort Code **GRO** Account Name KLOOSTERHUIS T & MRS A (A FIRM) T/A GIGH

Production Statements Lloyds TSB Business Extra Account No. **GRO**  
Sort Code **GRO** Account Name KLOOSTERHUIS T & MRS A (A FIRM) T/A GIGHA - FUEL

Production Invoice Lloyds TSB Invoice Reference **GRO**  
Account Name Kloosterhuis T & Mrs A (A Firm) T/A Gig

Production GS005c Record of Search

Production GS005d Record of Property Recovered During Search

Photocopies of all financial documentation seized were sent to Mrs Kloosterhuis as agreed.

#### 4.2.3 Medical evidence

No details provided.

#### 4.2.4 Interview

On Tuesday 20th September accompanied by Michael Stanway, Security Manager Mr Daily attended Isle of Gigha PO. They were shown in to a Holiday Cottage, **GRO**  
**GRO** The Holiday Cottages, share the same address as the Post Office and store. Mr Daily introduced himself and Mr Stanway to Mrs Aleid Kloosterhuis. Mr Daily explained the nature of the enquiry and cautioned Mrs Kloosterhuis at 09.35 hours. Mrs Kloosterhuis completed form GS001 Side A (Scotland) explaining her legal rights. Mr Daily asked Mrs Kloosterhuis if she would consent to a voluntary search of her vehicle and premises. Mrs Kloosterhuis consented to the search and completed form GS005(S) Consent to Searches – Interviewee. Mrs Kloosterhuis declined the opportunity to have a friend present during the search and completed form GS003. A notebook entry was made of the introduction and caution of Mrs Kloosterhuis and her consent to search. All persons present signed the entry.

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Mrs Kloosterhuis informed Mr Daily and Mr Stanway that her husband had suffered **GRO**  
**GRO** She stated her financial documents were kept in the back shop and Post Office.

Robert Daily contacted Lesley Frankland, Security Programme Manager and informed her of Mr Kloosterhuis' **GRO** The decision was taken that Mrs Kloosterhuis' living area would not be searched  
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Production Invoice Ferry Farm, Tayinloan

Production Statement/Invoice Glenbarr Nurseries

Production Invoices/Statements Forteith Foodservice Oban

Production Harrison Direct Order Details and Receipts

Production Statement R Hyslop & Son, Tarbert

Production Invoices The Isle of Gigha Heritage Trust

Production Invoices Isle of Kintyre t/a Inverloch Cheese Co, Campbeltown

Production Invoice J. McDowall & Son, Paisley

Production Invoices/Statements D. McNair & Son, Campbeltown

Production Invoice Thomas Myers & Co

Production Invoices Opus Energy

Production Invoice The Price Gunshop

Production Invoices West Highland Gas Ltd, Lochgilphead

Production Statement Your Cash Ltd

## Banking/Finance Productions

Production Annual Statement/Default Payment Notices Hitachi Loan Agreement Number GRO  
Account Name Mr Rudi S Kloosterhuis

Production Statements Capital One Visa Account No. GRO  
Account Name Mrs Aleid Kloosterhuis

Production Statement Bank of Scotland Personal Loan Agreement No. GRO Account Name  
Mrs Aleid Kloosterhuis

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Production Statements Bank of Scotland Credit Card Account No. **GRO** Account Name  
Mrs Aleid Kloosterhuis

Production Statements/Default Payment letters Barclays Partner Finance  
Account No. **GRO** Account Name Mr R Kloosterhuis

Production Statements/ Unpaid Item letters Bank of Scotland Account No. **GRO**  
Sort code **GRO** Account Name Mrs Aleid Kloosterhuis

Production Statements Lloyds TSB Classic Account No. **GRO** Sort Code **GRO**  
Account Name Mrs A Koelstra & Mr R H Kloosterhuis

Production Statements Lloyds TSB Business Extra Account No. **GRO**  
Sort Code **GRO** Account Name KLOOSTERHUIS T & MRS A (A FIRM) T/A GIGH

Production Statements Lloyds TSB Business Extra Account No. **GRO**  
Sort Code **GRO** Account Name KLOOSTERHUIS T & MRS A (A FIRM) T/A GIGHA - FUEL

Production Invoice Lloyds TSB Invoice Reference **GRO**  
Account Name Kloosterhuis T & Mrs A (A Firm) T/A Gig

Production GS005c Record of Search

Production GS005d Record of Property Recovered During Search

Photocopies of all financial documentation seized were sent to Mrs Kloosterhuis as agreed.

#### Interview

After completion of the search, the accused Kloosterhuis was interviewed on tape and under caution in accordance with Scots Law in the Holiday Cottage, **GRO**. Also in attendance was Michael Stanway. Mrs Kloosterhuis further declined the offer of the opportunity to have a Solicitor present and completed side B of form GS001 (Scotland). Mrs Kloosterhuis further declined the opportunity to have a friend present during the interview. The interview commenced at 11.49 hours and concluded at 13.54 hours. The tapes were sealed with master tape seals 070879, 070880 and 070881.

The tape transcripts are at pages 15 to 70 of this report.

Production Master Tape seal 070879 Interview Aleid Kloosterhuis 20/09/11

Production Working Tape seal 070879 Interview Aleid Kloosterhuis 20/09/11

Production Master Tape seal 070880 Interview Aleid Kloosterhuis 20/09/11

Production Working Tape seal 070880 Interview Aleid Kloosterhuis 20/09/11

Production Master Tape seal 070881 Interview Aleid Kloosterhuis 20/09/11

Production Working Tape seal 070881 Interview Aleid Kloosterhuis 20/09/11

Production Transcript of Taped Interview 1 Aleid Kloosterhuis 20/09/11

Production Transcript of Taped Interview 2 Aleid Kloosterhuis 20/09/11

Production Transcript of Taped Interview 3 Aleid Kloosterhuis 20/09/11

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Kloosterhuis explained the audit shortage. She said she it happened over a long period and she had used the money to pay bills. She said she went once a week to her bank in Campbeltown to exchange £1 coins for £10 notes for the ATM. When the bank started to charge her for changing it she deposited the £1 coins in to her account then withdrew the same amount in £10 notes. The first time she was short was when she deposited Two Thousand pounds (£2,000) in £1 coins and forgot to withdraw the same amount in £10 notes. This left the Post Office £2,000 short. The next time she went to the bank to withdraw the £2,000 direct debits had come off the account and she couldn't repay it. Kloosterhuis said she did this in the summer of 2010. She said on another occasion she put her shop money in the Post Office safe. She took what she thought was all shop money to put in to her account but realised later she had taken Post Office money as well. Kloosterhuis said this was another £1,000 or £2,000.

Kloosterhuis confirmed she has been Subpostmaster at Isle of Gigha since 3rd February 2009. She confirmed she employed Jennifer Brown (witness) and her hours of work. Kloosterhuis stated she did the cash declarations. She added Ms Brown did the cash declarations until April/May 2010. Kloosterhuis said she did the cash declaration herself from then because she didn't want Ms Brown involved. Kloosterhuis said she prepared the Branch Trading Statement herself counting the cash and stock. She said Ms Brown hasn't helped her since April/May 2010.

Kloosterhuis was asked to examine the manual cash sheet containing all the denominations of notes and coin. She said the date 09/09 written on it was the date she put money back in to the Post Office. Kloosterhuis said she used one every week adding the one shown to her was for the previous week with the last entries for Wednesday 14th September 2011. The denominations for Wednesday 14th September were read out. Kloosterhuis was then asked to examine the Horizon cash declaration printed at 16.14 hours on 14th September 2011 for Isle of Gigha. Kloosterhuis confirmed the User ID AKL001 on it was hers. Kloosterhuis confirmed the figures on the cash declarations were the same with the exception of the £1 coins which were £1 out. She confirmed the total on the Horizon cash declaration as Twenty Seven Thousand Two Hundred and Thirty Nine pounds Ninety Nine pence (£27,239.99). Kloosterhuis admitted the full amount of £27,239.99 was not in the office. She said she added on Seven Thousand Two hundred pounds (£7,200) & One Thousand and Eighty pounds (£1,080) in £20 notes, Nine Thousand pounds (£9,000) & Two Thousand Seven Hundred and Twenty pounds (£2,720) in £10 notes totalling Twenty Thousand pounds (£20,000). She also said she added on One Thousand pounds (£1,000) of £2 coins taking the total added on to Twenty One Thousand pounds (£21,000). Kloosterhuis also said she didn't think all the £1 coins were there.

Kloosterhuis was asked to examine the Tier 2 Audit Cash Sheet for Gigha, code 178 858, date 16/09/2011, stock unit AA completed at the audit. Kloosterhuis confirmed the office operated one stock unit AA. The figures on the Cash Sheet reflect the actual holdings in the office at audit, Three Thousand Six Hundred and Twenty Six pounds Forty Six pence (£3,626.46).

Production Manual Cash Sheet

Production Horizon Cash Declaration

Production Tier 2 Audit Cash Sheet

Kloosterhuis confirmed the office was open on the 15th (September) when the Auditors turned up. They took a balance snapshot and noted the money stated didn't appear to match the actual money. Kloosterhuis stated she took the auditors upstairs and told them she had been stupid and "Fucked it up".

Kloosterhuis said she inflated the £20 and £10 notes because they were the denominations she was trying to pay back the money with. She stated she had been trying to pay back the money and confirmed the figures Three Hundred pounds (£300) and One Hundred and Eighty pounds (£180) on the manual cash sheet were amounts she had paid back.

Kloosterhuis was asked how the shortage occurred. She said she opened a Lloyds TSB personal bank account where she could deposit her daily shop takings at her Post Office. She added her direct debits came off her bank account on a Tuesday. If she knew she wouldn't have enough to cover them she

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would bank her takings in advance and try to put them back the next day. Kloosterhuis explained she had to bank on the Thursday for the deposit to clear for the Tuesday. She'd put her what she thought Friday shop takings would be through on a Thursday with the purpose of the Friday takings covering the shortfall caused.

Kloosterhuis said in the summer the shop takings would cover the direct debits but they didn't in the winter.

Kloosterhuis said because her husband had GRO she had to do everything on her own. She said he wanted to take charge of the ordering because he couldn't do anything else and he was ordering too much stock.

Kloosterhuis said when she took over the shop she expected to pay Fifteen Thousand pounds (£15,000) for the stock but had to pay Thirty Three Thousand pounds (£33,000). This left her with no working capital causing her to struggle from the start. She said the bank also refused her Ten Thousand pounds (£10,000) overdraft.

Kloosterhuis said she paid her bills by cash and others by direct debits through her business and personal accounts. Kloosterhuis said the bills she paid by cash, she took from the shop takings. Kloosterhuis said if she didn't have enough in the shop takings she would take money from the Post Office with the intention of paying it back the next day. She said she didn't always pay it back because something else came up.

Kloosterhuis said she didn't always have enough money from the shop takings to cover the direct debits. She added if this happened she would the deposit with amount she required. She agreed the example if she needed to deposit One Thousand pounds (£1,000) and only had Three Hundred pounds (£300) she would inflate the deposit by Seven Hundred pounds (£700).

Kloosterhuis admitted she didn't have permission to use Post Office money to pay her bills. Kloosterhuis admitted to theft of Post Office money. She also admitted to making fraudulent deposits in to her bank account by not putting the money in to the Post Office drawer.

Kloosterhuis tried to pay the money back but something else cropped up like another bill to pay.

Kloosterhuis ran the Post Office, the shop and the Filling Station. She said there was no petrol or diesel in the pumps at present. Kloosterhuis said paying for the fuel was the main problem because she had to pay for it in advance. The amounts were Four Thousand pounds (£4,000) or Five Thousand pounds (£5,000). She said for the first year she was able to cover the costs then she started having too many bills to pay. Kloosterhuis said the summer of 2010 was poor due to the bad weather in the winter. What she planned to gain in the summer didn't happen so she couldn't build up a reserve to pay for the fuel.

Kloosterhuis said in 2010 she had problems with the electricity meters as they were so old. She said her bills were around One Thousand pounds (£1,000) a month while the previous owner paid around Four Hundred, Five hundred (£400, £500) a month. Kloosterhuis said she was paying Five Hundred pound (£500) a week to Opus Energy in 2010 to stop them cutting the electricity off. Kloosterhuis said the electricity bills were one of the reasons she didn't have the money for the direct debits.

Kloosterhuis' personal bank statements were examined. In April 2011 it was noted she was paying £500 each week to Opus Energy. Kloosterhuis said she didn't have the £500 each week to put in to the account to pay the bills.

Financial details were taken. The shop takings in winter were Two Thousand pounds (£2,000) to Two Thousand Five Hundred pounds (£2,500) and in summer up to Eight Thousand pounds (£8,000) a week. In 2010 the summer takings were about Five Thousand pounds (£5,000) or Six Thousand pounds (£6,000). Kloosterhuis said she wasn't making a profit in the shop.



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Kloosterhuis explained the premises (house/shop/Post Office), filling station and the two holiday cottages were leased from Isle of Gigha Trust. The lease is Ten Thousand pounds (£10,000) a year paid monthly on average Eight Hundred and Forty Nine pounds. (£849).

Kloosterhuis rented out one cottage in the summer taking in Three Hundred and Fifty pounds (£350) a week.

Kloosterhuis said she also received a Twelve Thousand pounds (£12,000) income from Couriers.

Kloosterhuis was asked to examine the Branch Trading statements for Isle of Gigha Post Office

Production Branch Trading Statement Trading Period 05 Ending 24/08/11

Production Branch Trading Statement Trading Period 04 Ending 27/07/11

Production Branch Trading Statement Trading Period 03 Ending 22/06/11

Production Branch Trading Statement Trading Period 02 Ending 25/05/11

Production Branch Trading Statement Trading Period 01 Ending 27/04/11

Kloosterhuis confirmed the cash on hand figures on the statements for Trading Period 01 and 05. Kloosterhuis admitted to inflating the cash to disguise a shortage in the office.

Kloosterhuis was asked to examine the Retail/Domestic Productions

She said some were still owed money. She also said she didn't know which direct debits were paid using Post Office money.

Kloosterhuis was asked to examine the Banking/Finance Productions.

The default payment notices for the Hitachi Loan Agreement and Barclays Partner Finance were because they were trying to take the money from a closed account.

Kloosterhuis deposited money at the Isle of Gigha Post Office in to her Lloyds TSB Classic (Personal) Account No. GRO The money deposited was inflated if she didn't have enough shop takings. Kloosterhuis transferred money from this account to pay her direct debits including her personal loan from the Bank of Scotland.

Kloosterhuis made admissions to the theft and embezzlement of £22,889.82 of Post Office monies. She was cooperative throughout and made no attempt to blame anyone other than herself for her actions.

After each break in interview Kloosterhuis was reminded she was still under caution, not under arrest and was free to leave. She declined to have a Solicitor or friend present.

A notebook entry of the master tape seal numbers was made.

Production Notebook entry Master Tape seal numbers

After the interview a statement was obtained from Jennifer Brown. Ms Brown confirmed Kloosterhuis dealt with the daily dockets, declared the cash and did the Branch Trading statement. She also confirmed she was not involved in any part of it. She stated she used to declare the cash but hadn't done so for about a year and a half. She was made aware there was an shortage on the day of the audit but doesn't know how much.

After the interview the Branch Trading Statements for the financial year 2010/2011 could not be obtained as the Post Office and shop were closed. These have since been obtained and are listed as Productions

Production Branch Trading Statement Trading Period 12 Ending 23/03/11

Production Branch Trading Statement Trading Period 11 Ending 23/02/11

Production Branch Trading Statement Trading Period 10 Ending 26/01/11

Production Branch Trading Statement Trading Period 09 Ending 22/12/10

Production Branch Trading Statement Trading Period 08 Ending 24/11/10

Production Branch Trading Statement Trading Period 07 Ending 27/10/10

Production Branch Trading Statement Trading Period 06 Ending 22/09/10

Production Branch Trading Statement Trading Period 05 Ending 27/08/10

Production Branch Trading Statement Trading Period 04 Ending 02/08/10

Production Branch Trading Statement Trading Period 03 Ending 23/06/10

Production Branch Trading Statement Trading Period 02 Ending 27/05/10

Mrs Aleid Kloosterhuis made full admissions to the theft and embezzlement of £22,889.82. of Post Office monies. She was cooperative throughout and made no attempt to blame anyone other than herself for her actions.

Kloosterhuis said she used the money to pay bills. These related to domestic bills and suppliers. She admitted to physically taking money from the Post Office to pay her lease to the Isle of Gigha Trust. She made deposits in to her Lloyds TSB Classic account (Personal) through the Post Office using her shop takings. She admitted to inflating the deposits if she had insufficient funds from her shop taking to meet her direct debits. By inflating the deposits she created a shortage in the Post Office as the money wasn't put in the till.

Kloosterhuis committed the offences by physically removing money from the Post Office and making fraudulent deposits into her Lloyds TSB Classic (Personal) account by using her bank card at Isle of Gigha Post Office. She made cash deposits through the Horizon system knowing the full amount of cash was not being put in the drawer to balance the Post Office accounts. Kloosterhuis then inflated the cash on hand figure to disguise the shortage in the branch. To disguise this from her Assistant, she declared the cash and completed the Branch Trading statements on her own. Kloosterhuis kept a note of the amounts inflated on a manual cash sheet.

Kloosterhuis stated she would take £1 coins to her bank in Campbeltown and exchange them for £10 notes. In April or May 2010 she deposited £2,000 in £1 coins and forgot to withdraw it in £10 notes as she got distracted. She said when she returned the next week she was unable to withdraw the £2,000 as direct debits had come of the account leaving it short. This created a £2,000 shortage in the Post Office. On 27th May 2010 deposits made at Gigha Post Office can be seen on Kloosterhuis' Personal account. From this point on further deposits are made in to the same account. Transfers between her Personal and Business accounts are made at Gigha Post Office. Subsequently bill payments and direct debits are taken from both accounts

On Monday 24th October 2011 communication was received from Post Office Ltd Former Agent Debt Team that three Transaction Corrections totalling One Thousand Two Hundred and Fifty pounds (£1,250) had been received for transactions conducted at Isle of Gigha Post Office. The Transaction Corrections are detailed on individual Former Subpostmasters Statement of Discrepancy.



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A Transaction Correction (TC) is an electronic Error Notice that is issued through the Horizon system to an branch when errors have been identified in the accounts for the office. The TC can be of both a positive and negative nature, namely claim or charge respectively. If it is a claim the TC is in the Subpostmaster's favour and he is entitled to remove the amount from the Post Office funds. If it is a charge then contractually he has to make good the amount by putting the money in to the Post Office funds. When a charge TC is received the Subpostmaster has three options to resolve it. Make Good - Cash, Make Good – Cheque or Settle Centrally. As Ms Kloosterhuis is suspended the amount of the TC's are added to her Debt Account and she is informed of them by letter.

**Production Statement of Debt – Aleid Kloosterhuis**

Two of the TC's were for two deposits of Five Hundred and Eighty pounds (£580) and Three Hundred and Eighty pounds (£380) made into a Lloyds TSB Bank Account number GRO Account Holders Mrs A Koelstra & Mr R H Kloosterhuis. This account is Mrs Kloosterhuis' personal account. The third TC was for a Two Hundred and Ninety pound (£290) error made in reporting the figures for the Hanco Automated Teller Machine (ATM).

The Hanco ATM is similar to ATM's found in Banks etc. All transactions conducted on these specific ATM's are sent electronically to Hanco. At the end of each working day the branch prints an End of Day Close print out from the ATM. This is the settlement figure for transactions conducted on the ATM that day. This figure is then entered on to the Horizon system. At the end of the week Hanco inform Post Office Ltd of the transactions conducted at each branches ATM. These figures are uploaded on to the SAP Post Office Ltd Finance System (POLFS) to compare the figures entered on to the Horizon system by the branch. In the period 19th July 2011 and 19th August 2011 there was a £290 difference between the figures received by Hanco from the ATM and the figures entered on to Horizon at Isle of Gigha PO.

Production Former Subpostmasters Statement of Discrepancy Lloyds Cash Deposits £580

Production Former Subpostmasters Statement of Discrepancy Lloyds Cash Deposits £380

Production Former Subpostmasters Statement of Discrepancy Hanco ATM £290

In her role as Subpostmaster Kloosterhuis was in a position of trust. Her contract with Post Office Ltd included a duty of care in regards to its money and stock. Section 12 of her contract forbids her from using Post Office money for her own private use.

The loss to Post Office Ltd now stands at Twenty Four Thousand, One Hundred and Thirty Nine pounds Eighty Two pence (£24,139.82). Mrs Aleid Kloosterhuis is contractually responsible for the entire loss.

Robert Daily  
Security Manager  
11th November 2011

**GRO**

**4.2.5 Caution and charge/reply**

No details provided.

## 5. Production Details

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### 5.1 Production number 1

**Production no.** : 1  
**Type** : WITNESS PRODUCTIONS  
**Description** : Isle of Gigha Audit Report 16th September 2011  
**Photograph** : No  
**Location** : Post Office Ltd Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Douglas Heed

### 5.2 Production number 2

**Production no.** : 2  
**Type** : WITNESS PRODUCTIONS  
**Description** : Notebook entry Introduction, Caution and Consent to Search  
**Photograph** : No  
**Location** : Post Office Ltd Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.3 Production number 3

**Production no.** : 3  
**Type** : DOCUMENTATION  
**Description** : GS001 (Scotland) – Legal Rights  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.4 Production number 4

**Production no.** : 4  
**Type** : DOCUMENTATION  
**Description** : GS003 – Royal Mail Employees Rights to a Friend at an Interview or  
Search  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.5 Production number 5

**Production no.** : 5  
**Type** : DOCUMENTATION  
**Description** : GS005(S) Consent to Searches – Interviewee  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.6 Production number 6

**Production no.** : 6  
**Type** : DOCUMENTATION  
**Description** : Invoice amazon.co.uk  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.7 Production number 7

**Production no.** : 7  
**Type** : DOCUMENTATION  
**Description** : Invoice 3: GRO Catriona Scott  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.8 Production number 8

**Production no.** : 8  
**Type** : DOCUMENTATION  
**Description** : Customer Advice Note/Statements Ambrose Wilson Customer Number  
Y9292179  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.9 Production number 9

**Production no.** : 9  
**Type** : DOCUMENTATION  
**Description** : Invoices Argyle Bakeries Ltd, Campbeltown  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.10 Production number 10

**Production no.** : 10  
**Type** : DOCUMENTATION  
**Description** : Invoices Cadenhead's Campbeltown Whiskey Shop  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.11 Production number 11

**Production no.** : 11  
**Type** : DOCUMENTATION

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**Description** : Invoice Messrs D.J. Campbell, GRO  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.12 Production number 12**

**Production no.** : 12  
**Type** : DOCUMENTATION  
**Description** : Invoice Ferry Farm, GRO  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.13 Production number 13**

**Production no.** : 13  
**Type** : DOCUMENTATION  
**Description** : Statement/Invoice Glenbarr Nurseries  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.14 Production number 14**

**Production no.** : 14  
**Type** : DOCUMENTATION  
**Description** : Invoices/Statements Forteith Foodservice Oban  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.15 Production number 15**

**Production no.** : 15  
**Type** : DOCUMENTATION  
**Description** : Harrison Direct Order Details and Receipts  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.16 Production number 16**

**Production no.** : 16  
**Type** : DOCUMENTATION  
**Description** : Statement R Hyslop & Son, Tarbert  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.17 Production number 17**

**Production no.** : 17  
**Type** : DOCUMENTATION  
**Description** : Invoices The Isle of Gigha Heritage Trust  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.18 Production number 18**

**Production no.** : 18  
**Type** : DOCUMENTATION  
**Description** : Invoices Isle of Kintyre t/a Inverloch Cheese Co, Campbeltown  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.19 Production number 19**

**Production no.** : 19  
**Type** : DOCUMENTATION  
**Description** : Invoice J. McDowall & Son, Paisley  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.20 Production number 20**

**Production no.** : 20  
**Type** : DOCUMENTATION  
**Description** : Invoices/Statements D. McNair & Son, Campbeltown  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.21 Production number 21**

**Production no.** : 21  
**Type** : DOCUMENTATION  
**Description** : Invoice Thomas Myers & Co  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.22 Production number 22**

**Production no.** : 22  
**Type** : DOCUMENTATION  
**Description** : Invoices Opus Energy

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**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.23 Production number 23**

**Production no.** : 23  
**Type** : DOCUMENTATION  
**Description** : Invoice The Price Gunshop  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.24 Production number 24**

**Production no.** : 24  
**Type** : DOCUMENTATION  
**Description** : Invoices West Highland Gas Ltd, Lochgilphead  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.25 Production number 25**

**Production no.** : 25  
**Type** : DOCUMENTATION  
**Description** : Statement Your Cash Ltd  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.26 Production number 26**

**Production no.** : 26  
**Type** : DOCUMENTATION  
**Description** : Annual Statement/Default Payment Notices Hitachi Loan Agreement  
Number: GRO Account Name Mr Rudi S Kloosterhuis  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.27 Production number 27**

**Production no.** : 27  
**Type** : DOCUMENTATION  
**Description** : Statements Capital One Visa Account No. GRO  
Account Name Mrs Aleid Kloosterhuis  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT



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Owner : Robert Daily

### 5.28 Production number 28

Production no. : 28  
Type : DOCUMENTATION  
Description : Statement Bank of Scotland Personal Loan Agreement No.  
                  GRO Account Name Mrs Aleid Kloosterhuis  
Photograph : No  
Location : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
            G1 3AT  
Owner : Robert Daily

### 5.29 Production number 29

Production no. : 29  
Type : DOCUMENTATION  
Description : Statements Bank of Scotland Credit Card Account No. GRO  
                  GRO Account Name Mrs Aleid Kloosterhuis  
Photograph : No  
Location : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
            G1 3AT  
Owner : Robert Daily

### 5.30 Production number 30

Production no. : 30  
Type : DOCUMENTATION  
Description : Statements/Default Payment letters Barclays Partner Finance  
                  Account No. GRO Account Name Mr R Kloosterhuis  
Photograph : No  
Location : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
            G1 3AT  
Owner : Robert Daily

### 5.31 Production number 31

Production no. : 31  
Type : DOCUMENTATION  
Description : Statements/ Unpaid Item letters Bank of Scotland Account No.  
                  GRO Sort code GRO Account Name Mrs Aleid Kloosterhuis  
Photograph : No  
Location : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
            G1 3AT  
Owner : Robert Daily

### 5.32 Production number 32

Production no. : 32  
Type : DOCUMENTATION  
Description : Statements Lloyds TSB Classic Account No. GRO Sort Code  
                  GRO Account Name Mrs A Koelstra & Mr R H Kloosterhuis  
Photograph : No  
Location : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
            G1 3AT

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**Owner** : Robert Daily

### 5.33 Production number 33

**Production no.** : 33  
**Type** : DOCUMENTATION  
**Description** : Statements Lloyds TSB Business Extra Account No.  Sort  
Code  Account Name KLOOSTERHUIS T & MRS A (A FIRM)  
T/A GIGH  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.34 Production number 34

**Production no.** : 34  
**Type** : DOCUMENTATION  
**Description** : Statements Lloyds TSB Business Extra Account No.  Sort  
Code  Account Name KLOOSTERHUIS T & MRS A (A FIRM)  
T/A GIGHA - FUEL  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.35 Production number 35

**Production no.** : 35  
**Type** : DOCUMENTATION  
**Description** : Invoice Lloyds TSB Invoice Reference  Account Name  
Kloosterhuis T & Mrs A (A Firm) T/A Gig  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.36 Production number 36

**Production no.** : 36  
**Type** : DOCUMENTATION  
**Description** : GS005c Record of Search  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.37 Production number 37

**Production no.** : 37  
**Type** : DOCUMENTATION  
**Description** : GS005d Record of Property Recovered During Search  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT

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**Owner** : Robert Daily

### 5.38 Production number 38

**Production no.** : 38  
**Type** : DOCUMENTATION  
**Description** : Master Tape seal 070879 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.39 Production number 39

**Production no.** : 39  
**Type** : DOCUMENTATION  
**Description** : Working Tape seal 070879 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.40 Production number 40

**Production no.** : 40  
**Type** : DOCUMENTATION  
**Description** : Master Tape seal 070880 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.41 Production number 41

**Production no.** : 41  
**Type** : DOCUMENTATION  
**Description** : Working Tape seal 070880 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

### 5.42 Production number 42

**Production no.** : 42  
**Type** : DOCUMENTATION  
**Description** : Master Tape seal 070881 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.43 Production number 43**

**Production no.** : 43  
**Type** : DOCUMENTATION  
**Description** : Working Tape seal 070881 Interview Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.44 Production number 44**

**Production no.** : 44  
**Type** : DOCUMENTATION  
**Description** : Transcript of Taped Interview 1 Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.45 Production number 45**

**Production no.** : 45  
**Type** : DOCUMENTATION  
**Description** : Transcript of Taped Interview 2 Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.46 Production number 46**

**Production no.** : 46  
**Type** : DOCUMENTATION  
**Description** : Transcript of Taped Interview 3 Aleid Kloosterhuis 20/09/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.47 Production number 47**

**Production no.** : 47  
**Type** : DOCUMENTATION  
**Description** : Manual Cash Sheet  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.48 Production number 48**

**Production no.** : 48  
**Type** : DOCUMENTATION  
**Description** : Horizon Cash Declaration

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**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daly

**5.49 Production number 49**

**Production no.** : 49  
**Type** : DOCUMENTATION  
**Description** : Tier 2 Audit Cash Sheet  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.50 Production number 50**

**Production no.** : 50  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 05 Ending 24/08/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.51 Production number 51**

**Production no.** : 51  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 04 Ending 27/07/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.52 Production number 52**

**Production no.** : 52  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 03 Ending 22/06/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.53 Production number 53**

**Production no.** : 53  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 02 Ending 25/05/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.54 Production number 54**

**Production no.** : 54  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 01 Ending 27/04/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.55 Production number 55**

**Production no.** : 55  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 12 Ending 23/03/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.56 Production number 56**

**Production no.** : 56  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 11 Ending 23/02/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.57 Production number 57**

**Production no.** : 57  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 10 Ending 26/01/11  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.58 Production number 58**

**Production no.** : 58  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 09 Ending 22/12/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.59 Production number 59**

**Production no.** : 59  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 08 Ending 24/11/10

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**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.60 Production number 60**

**Production no.** : 60  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 07 Ending 27/10/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.61 Production number 61**

**Production no.** : 61  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 06 Ending 22/09/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.62 Production number 62**

**Production no.** : 62  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 05 Ending 27/08/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.63 Production number 63**

**Production no.** : 63  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 04 Ending 02/08/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.64 Production number 64**

**Production no.** : 64  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 03 Ending 23/06/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.65 Production number 65**

**Production no.** : 65  
**Type** : DOCUMENTATION  
**Description** : Branch Trading Statement Trading Period 02 Ending 27/05/10  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.66 Production number 66**

**Production no.** : 66  
**Type** : WITNESS PRODUCTIONS  
**Description** : Notebook entry Master Tape seal numbers  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.67 Production number 67**

**Production no.** : 67  
**Type** : DOCUMENTATION  
**Description** : Statement of Debt – Aleid Kloosterhuis  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.68 Production number 68**

**Production no.** : 68  
**Type** : DOCUMENTATION  
**Description** : Former Subpostmasters Statement of Discrepancy Lloyds Cash  
Deposits £580  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.69 Production number 69**

**Production no.** : 69  
**Type** : DOCUMENTATION  
**Description** : Former Subpostmasters Statement of Discrepancy Lloyds Cash  
Deposits £380  
**Photograph** : No  
**Location** : Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow  
G1 3AT  
**Owner** : Robert Daily

**5.70 Production number 70**

**Production no.** : 70

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<b>Type</b>	: DOCUMENTATION
<b>Description</b>	: Former Subpostmasters Statement of Discrepancy Hanco ATM £290
<b>Photograph</b>	: No
<b>Location</b>	: Post Office Ltd, Security Section, The Guild Hall, 57 Queen St, Glasgow G1 3AT
<b>Owner</b>	: Robert Daily

## 6. Reporting Officer

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**Name** : ROBERT DAILY  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Rank** : NON POLICE REPORTING OFFICER  
**Officer unique no.** : 0000001  
**Shoulder No.** :  
**email** : robert.daily GRO

## 7. Supervisor

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**Name** : LELSEY FRANKLAND  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Rank** : NON POLICE REPORTING OFFICER  
**Officer unique no.** : 0000002  
**Shoulder No.** :  
**email** : lesley.frankland GRO

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## 8. Witness Details

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### 8.1 Unavailability

There are no unavailability dates noted for the witnesses.

### 8.2 Police witnesses

#### 8.2.1 ROBERT DAILY

**Witness number** : 1  
**Unique number** : 0000001  
**Misconduct** : No  
**Rank** : NON POLICE REPORTING OFFICER  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Email** : robert.daily@ **GRO**  
**Family Liaison** : No  
**Shoulder number** :  
**Ethnicity** : SCOTTISH

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#### 8.2.2 MICHAEL STANWAY

**Witness number** : 2  
**Unique number** : 0000003  
**Misconduct** : No  
**Rank** : NON POLICE REPORTING OFFICER  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Email** : michael.stanway@ **GRO**  
**Family Liaison** : No  
**Shoulder number** :  
**Ethnicity** : OTHER WHITE BRITISH

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#### 8.2.3 DOUGLAS HEED

**Witness number** : 3  
**Unique number** : 0000005  
**Misconduct** : No  
**Rank** : NON POLICE REPORTING OFFICER  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Email** : douglas.heed@ **GRO**  
**Family Liaison** : No  
**Shoulder number** :  
**Ethnicity** : OTHER WHITE BRITISH

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#### 8.2.4 JOHN FRASER

**Witness number** : 4  
**Unique number** : 0000006  
**Misconduct** : No  
**Rank** : NON POLICE REPORTING OFFICER  
**Station** : ROYAL MAIL CORPORATE SECURITY  
**Email** : john.fraser@ **GRO**  
**Family Liaison** : No  
**Shoulder number** :  
**Ethnicity** : SCOTTISH

## 9. Previous Convictions

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None recorded.



10. Soundex

Existing Cases: accused 1

Name: ALEID KLOOSTERHUIS

Date of Birth: GRO

SCRO Number: S223495/11A

PF Ref	Status	Closed	Agency Ref	Disposal	Category	Moorov	Name
CM11000422	P	No	NSE1201311111		ST		ALEID KLOOSTERHUIS

Standard Prosecution Report - Backing Sheet

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**PF Ref: CM11000422**

Accused

**ALEID KLOOSTERHUIS**

Offence(s)

**Embezzlement  
Theft**

Lead Incident Number:

**NSE1201311111**

Reporting Officer:

ROBERT DAILY

Rank:

NON POLICE REPORTING OFFICER

Station:

ROYAL MAIL CORPORATE SECURITY

Shoulder Number: