

Message

**From:** Paula Vennells [redacted] **GRO**  
on behalf of Paula Vennells <[\[redacted\]](#)> **GRO**  
**Sent:** 03/04/2012 22:31:42  
**To:** Susan Crichton [[\[redacted\]](#)] **GRO**; Alwen Lyons [[\[redacted\]](#)] **GRO**  
**Subject:** Fwd: Oliver Letwin

Below a note I have discussed with Alice. We are both of the view that this is inappropriate and I shall contact OL directly. (letting go is so very hard to do:) cue music .,,.

However, we could still do with the chat we didn't manage today. As you'll see JA is in the loop.

Mid am any good?

Thx both for your input today. P

Sent from my iPhone

Begin forwarded message:

**From:** Emily Pang [[\[redacted\]](#)] **GRO**  
**Date:** 3 April 2012 18:39:55 GMT+01:00  
**To:** Paula Vennells [[\[redacted\]](#)] **GRO**  
**Subject: Re: Hi there!**

Paula

Moya just got off the phone with MP Letwin. He feels there is a systemic issue. He knows of a postmistress Axminster who noted there was issues with horizon ("bizarre occurrences") and asked POL IT to come and fix. She thought there were discrepancies between the receipts in Horizon and her own of £2000. The PO then said no the discrepancy is £4000 and she was suspended from using the system. Many people have come forward to say she is honest and he personally vouches for her.

On top of this there was the subpostmistress of James Arburthnott who is the head of security for the houses of parliament. He said the exact same thing happened with the same amounts (£2000 and £4000) with his postmistress and he (James) also vouches for her.

Moya has committed that you and her will go brief Mr Letwin together in a couple weeks. Mr Letwin has been a big supporter of RM Group including PO so Moya would greatly appreciate if you can please initiate an investigation of these issues in a fully challenging way as soon as possible so that you two may discuss this in the next week or so and then go to Mr letwin together.

Thanks so much!

Best regards

Emily Pang  
Chief of Staff  
Royal Mail Group

----- Original Message -----

From: Paula Vennells  
Sent: Tuesday, April 03, 2012 12:39 PM  
To: Emily Pang  
Subject: RE: Hi there!

Emily

I know Paula just came out of her ET meeting (which is offsite) to call Moya. I've text her to ask her to call you.

Please let me know if this doesn't happen in the next few minutes and I'll phone Linklaters and get another message taken into her.

Thanks  
Theresa

-----Original Message-----

From: Emily Pang  
Sent: 03 April 2012 11:33  
To: Paula Vennells  
Subject: Hi there!

Moya is just speaking to front line managers and asked that I call you. I just called and got vmail.  
Can you pls call my mobile? **GRO**

Thanks!  
Emily Pang  
Chief of Staff  
Royal Mail Group