

Bond Dickinson

Meeting: 23 October 2013

Attendees:

| Team/Function | Attendees |
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| Legal | Rodric Williams (RW) Jarnail Singh (JS) Andrew Bolc of Cartwright King (AB) Kayleigh Harding (KH) |
| Financial Services Centre (FSC) | Andy Winn (AW) |
| Security | Dave Posnet (DP) Rob King (RK) |
| Communications | Sophie Bialaszewski (SB) |
| Network | Gayle Peacock (GP) Anne Allaker (AA) Nick Beal (NB) |
| Information Technology & Change (IT&C) | Jeff Burke (JB) |
| Network Business Support Centre (NBSC) | Kendra Dickinson (KD) |

Previous issues identified and further action to be taken

| Issue | Issues/Comments/Next steps |
|-----------------|---|
| Prestbury | Awaiting feedback. Disks received. |
| ATM Gluing Case | GP sent details to DP regarding other 2 branches. To go back to contract managers. GP and RW consulted after call last week. Next action - GP and RW to put together a note advising branches the matter is still being investigated. Loss to be quantified and look to recover from Wincor. RW to discuss with FSC. |
| Rhigos Branch | Fact finding interview was held 4 October 2013. SPM could not provide dates. SPM blaming Horizon however was unable to provide specific examples. Nelson investigations and actions to be taken at the branch to come to a conclusion. |
| Post & Go | JB – no update. |

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| Belfast Refresh | No update – Timetable will take to next year. |
| Nelson | <p>Field officer in branch on Friday and Sat to transfer to single balance. Field officer also visited Monday, Tuesday, and Wednesday, no discrepancy on balance. Returning to cover part time staff who were absent during previous visits. Kath Alexander from Mediation visiting on 31 Oct to explain Horizon queries. No system issue identified.</p> <p>To be documented what action taken to investigate.</p> <p>Helen had reviewed ARQ reports – pinpointed cash declaration activity when SPM wasn't in. Help SPM identify staff fraud.</p> |
| Pontycymru | Will also get a visit on 31 October 2013 to explain processes. |
| Carluke Post Office | MS discussed with BTO – Andrew confirmed BTO liaising with Crown and Advocates office to attempt to obtain information from Police. No information received to date. |
| Rodmill | Interpreting sales report incorrectly – to be closed. |

New Issues Identified

| Name | Area | Issues/Observations/Comments |
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| JS | Legal | <p>Corporate branches – Any conversation with CPS is lawyer to lawyer and cannot be shared. Decision of CPS to take case forward. Legal team cannot influence CPS; they are simply guide CPS through internal procedure.</p> <p>GP awaiting call from Judith – accepts conversations subject to legal privilege.</p> |
| AW | FSC | <p>Dispute letter – Lake in Isle of Wight – transaction correction. Horizon system stated as cause of discrepancy. SPM claims Horizon system not robust. SPM not following process correctly, no financial loss.</p> <p>SB queried at what point is mediation scheme mentioned? GP confirmed once internal process followed. SB to request Martine speaks to Angela to enable her to respond.</p> |

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| | | <p>Lake Post office – customers emailing. Queries logged with customer service team. Customers mentioning Horizon.</p> <p>NB – South Darenth – Mediation ought to be mentioned. Issues not related to Horizon.</p> <p>NB is aware of case where SPM dismissed for acting inappropriately. Customers believe he had retired and POL had failed to reopen branch. NB to discuss how this could be dealt with publicly. Stakeholder managers not clear on what can be discussed.</p> <p>SB – if anything comes about Horizon from senior stakeholder managers, SB and MH are notified.</p> <p>JS – mediation should be publicised. Closing date mid-November.</p> <p>GP to speak to Angela. SB to email GP with information about what stakeholder managers need. Response line needed and who should be notified.</p> <p>AW to discuss response to Lake dispute letter with RW before it is sent out.</p> |
| DP RK | Security | <ol style="list-style-type: none"> 1. ATM – email update sent re meeting. Want to settle on goodwill. Do not want to pursue contract route Investigation – Arrest on 22 Oct 13 by DCPCU. Interviewed under caution. Denied involvement of theft. Bailed until Feb 2014. Investigations will continue. Do they wait until criminal investigation resolved or claim from Wincor? GP to discuss with Rodric the issue of recovering the losses. DP to send email to GP 2. Mannacan – SPM in contact with SPM of Cavern. Anonymous letter received from a South West England active SPM. Office badly managed with undetected fraud. Perplexed why SPM not pursued. Letter written in favour of POL. If reappointed – office to be monitored. 3. DWP case – Sharon forwarded details of outcome. Assistant found guilty of theft of over £13k. Sentenced on 21 Nov 13. Indicated he could be looking at 12 months |

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| | | custodial sentence. Questions surrounding Horizon batted off. Judge and Jury discounted questions as not relevant. |
| SB | Comms | No issues other than those raised previously regarding communication relating to Lake and South Darenth branches. |
| NB | Network | No issues |
| JB | IT&C | No Issues |
| KD | NBSC | Fleckney - Branch reported concern with DVLA issue. Recorded on Horizon service desk. To update further. NB – branch known as disruptive. Threatened to stop doing DVLA transactions and close branch. Keith Bridges (contract manager) to be copied in. KD to flag with Steve Beddoe |
| GP | | Instances where branches offline for considerable length of time. Wallsend offline since Thursday, a further branch going on and offline. GP to send branches to JB to look into the matter. |
| KH on behalf of AP | Legal | No issues |

Action Points

1. Prestbury – GP to update in due course.
2. ATM Gluing case - GP and RW to put together a note advising branches the matter is still being investigated. Loss to be quantified. RW to discuss with FSC.
3. Rhigos – Investigation as carried out in Nelson to be replicated here. Update to be provided in due course.
4. Post & Go – SB to update further.
5. Nelson – GP to document what action taken to investigate the matter and the outcome of that investigation.
6. Nelson and Pontcymmer – branches to be visited to explain Horizon system and respond to issues raised/identified. Further update to be provided following visit.
7. Carluke Post office – Awaiting response from Police. Cartwright King to update further in due course.

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8. Lake Post office dispute letter – AW to discuss with RW before response sent out.
9. Mediation - SB to email GP with information about what stakeholder managers need. GP to discuss mediation, response line and who should be notified with Angela.
10. ATM prosecution and branch losses – GP to discuss with RW recovering losses. DP to send email of result of GP.
11. Fleckney – KD to copy Keith Bridges into correspondence regarding the branch. KD also to flag issue to Steve Beddoe.
12. Branches offline – GP to send list of branches to JF and IT&C team to be investigated.