

Message

From: Andrew Winn [REDACTED] **GRO**
Sent: 25/03/2013 13:25:39
To: Jenkins Gareth G [REDACTED] **GRO**
CC: Rodric Williams [REDACTED] **GRO**; Rod Ismay [REDACTED] **GRO**; Alison Bolsover [REDACTED] **GRO**
Subject: SR001 Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation
Attachments: image003.png; image004.png; image005.png; image006.png; image002.jpg

SR001 Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation

Hi Gareth

We have been asked by Second Sight Support Services Limited to respond to an allegation that Horizon reverses transactions without alerting the branch.

As you are aware, allegations that the Horizon system is defective and/or that the processes associated with it are inadequate have been, and continue to be, the subject of legal challenges. We must therefore assume that the parties who want to pursue these allegations will look to our response to advance their allegations, including through the Courts. We will therefore be obtaining legal advice on the response before it is finalised and sent to Second Sight to ensure it fairly represents our position and does not prejudice our ability to advance that position before the Courts.

As the provider of the Horizon system which Post Office Limited uses, it is in the interests of both Fujitsu and Post Office Limited to ensure that the response to this allegation is accurate and fair. We would therefore like you to comment on our draft response (copy attached) before we provide it to our solicitors. We would be grateful to receive this by 28th March 2013.

I need to respond to the 2nd bullet under second sight's preliminary conclusions.

"The decision by P&BA not to examine the Horizon detailed transaction data on cost grounds delayed or denied the SPMR the opportunity to process the transactions correctly or understand what happened."

- Under the terms of the current contract with Fujitsu Post Office Ltd are entitled to request Fujitsu to provide detailed branch historical transactional data. The number of requests that can be actioned within a month without additional charge is capped at (Gareth can you confirm the current number? Dave is on leave this month)
- The Security team of Post Office Ltd manage this process. Access to this data is intended to support specific Security investigations which may ultimately require this data to be presented before a court of law.
- Finance Service Centre is able to request such data but has no budget to fund this should a request breach the cap.
- Such a request would inevitably create a delay in providing the branch with a meaningful reply.
- Finance Service Centre was able to informally determine from Fujitsu why there was a break of continuity in the transaction session numbers as raised by Mr Armstrong.
- Finance Service Centre believed they had an adequate understanding of the event to provide a response to the points made in the letter received:-
 1. There was no reversal carried out in branch.
 2. A loss of connectivity caused the problem.
 3. It is understandable that the branch may have got confused.
 4. The lack of receipt indicates that the bill had not been paid.
 5. There is no actual financial loss to the branch.
- There was no response to the letter sent on 14th December 2012 to suggest the response had not addressed the concerns raised.

- A transaction correction had already been issued to correct the transaction before the letter was sent to the Relationship Manager so the decision did not prevent “the opportunity to process the transactions correctly.”
- Finance Service Centre does not have access to transactional information to evidence a loss of connectivity or the generation of disconnected session receipts. It is acknowledged that such visibility would enable a more complete response to be available under business as usual enquiries of this nature.

Andy

Andy Winn Relationship Manager



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