

Received 154
September 2013

GRO

30th August, 2013

Dear Sir

Thank you for your recent
correspondence enclosing an application form for
details of my complaints.

I now have pleasure in returning my
completed form, and look forward to hearing from
you again in due course.

Yours faithfully

GRO

(ALAN HOBBS JONES).

BRANCH 2 (WHERE THE PROBLEMS OCCURRED).

BRANCH : BLAENPHWYF. FAD : 237 647

ADDRESS : POST OFFICE & COMMUNITY SHOP,
BLAENPHWYF,
ABERYSTWYTH,
CEREDIGION,
SY23. 4DH.

MY ROLE : SUB-POSTMASTER.

BEGAN : APPROX. 2005/06.

NOT STILL IN THIS ROLE.

**Application Form**Received 1st Sept 2013
(mail)

For Second Sight use only

Case ref: M018

Your Details	
Surname: JONES	Forenames: ALUN LLOYD
Your address:	GRO
Postcode:	
Telephone number 1: GRO	Email address:
Telephone number 2: -	GRO
My current Member of Parliament is: MARK WILLIAMS (LIBERAL DEMOCRAT.)	

Your Branch ①. <i>Please insert the details of the branch where you worked. If you worked at more than one branch, please provide details on an extra sheet of paper.</i>	
Name of branch: LLANFARIAN	FAD Code of branch: 1616471
Address of branch: NEW STREET, LLANFARIAN, ABERYSTWYTH, CEREDIGION.	
Postcode: SY23 4UA	
Your role at the branch (ie. Subpostmaster, Subpostmistress, clerk, etc.): SUB-POSTMASTER.	
When did you begin in this role? 1-1-98 ?	Are you still in this role? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If no, when did you leave this role:

Initial Case Overview

To the best of your knowledge, is your case (or any part of it) currently subject to any on-going criminal investigations or proceedings (including the issue of a summons, sentencing hearings or a confiscation order)?

☐ YES – you may still submit your case, but Second Sight may not be able to investigate it whilst criminal investigations or proceedings are on-going.

☒ NO

The purpose of the 'Initial Case Overview' is to summarise the main issues you wish Second Sight to consider. If your case is accepted for mediation, you will then have an opportunity to supply much more detail together with supporting evidence.

The following Key Questions may help you with this Initial Case Overview but please feel free to supply any information that you consider may help explain your complaint.

What is the main issue or issues you wish us to consider that relate to Horizon or its associated processes?

DUE TO FAULTY EQUIPMENT, POOR COMMUNICATIONS, AND LACK OF SUPPORT, I HAD TO USE MY LIFE SAVINGS OF ALMOST £20K TO BALANCE MY ACCOUNTS AND "ROLL-OVER" TO THE POST OFFICE'S SATISFACTION.

When did the incidents relating to the main issue or issues occur?

1. 3-5-06, 29-11-06, 27-12-06.

2. MID 2007

What prior contact have you had with the Post Office in regard to the incidents/issues that you are now reporting?

I HAD CONTINUALLY REPORTED FAULTS WITH THE SYSTEM. - FAULTY PRINTER, INTERMITTENT SIGNAL, UNABLE TO OPEN BRANCH FOR WEEKS AT A TIME, NOT ABLE TO RECEIVE OR SEND NOTICES. MECHANIC FROM P.OFFICE ATTENDED OFTEN!

How was the issue or issues resolved at the time they occurred?

I HAD TO REPAY THE AMOUNTS SHOWN, ALTHOUGH I HAD IMMEDIATELY REPORTED IT TO THE POST OFFICE AND THE C.I.D. (POLICE) IN CASE A THEFT HAD OCCURRED.

What is the monetary value of the issue or issues you are now reporting?

1. £2197-10p.

2. £17,271

Were you the subject of either civil recovery action or criminal prosecution regarding the main issue or issues you are now reporting?

NO.

How were these actions against you (if any) resolved?

/

What is your explanation for the events forming the main issue or issues you are now reporting?

THE POLICE FAILED TO FIND ANY EVIDENCE OF FRAUD/THEFT. THE ONLY OTHER EXPLANATION IS A FAULT & FAULTS WITH THE "HORIZON" SYSTEM. I HAD LITTLE OR NO HELP OR ADVICE FROM THE POST OFFICE. THEIR ONLY INTEREST WAS REPAYMENT AND BALANCING THE HORIZON ACCOUNTS.

Did you request assistance from the Post Office regarding the issue or issues you are now reporting?

YES; ON SEVERAL OCCASIONS.

What assistance if any was provided?

NO HELP; BUT I REPORTED THE MATTER TO THE P. OFFICE AUDITORS. THE INITIAL REACTION WAS TO IMMEDIATELY SUSPEND ME FROM MY POSTS AND DEMAND REPAYMENT. MY SUSPENSION WAS OVERTURNED BUT I HAD TO FIND A VERY LARGE SUM OF MONEY AT VERY SHORT NOTICE.

Please attach additional sheets of paper if you require more space.

Declaration

I acknowledge that:

- As part of the Scheme, I must promptly provide information about my case to Second Sight. If I do not provide full information in a timely manner, I accept that it may not be possible to investigate or mediate my case.
- Information I provide about my case or the findings of Second Sight's investigation may help reach a resolution with Post Office but that it may also reveal further claims against me.
- I am only entitled to financial support from Post Office if I have signed a Funding Agreement.

I confirm that:

- My case relates to the Horizon system or an associated issue.
- Post Office may communicate details of my case to Second Sight, JFSA, my Member of Parliament and/or its professional advisors.
- The facts and matters set out in this Application are true and accurate to the best of my knowledge and belief.

I confirm that I am:

☐ Currently serving as a Subpostmaster and have already raised my case with Post Office and have completed all Post Office's internal complaint processes.

☒ Not currently serving as a Subpostmaster.

(Please tick one box)

If you are unable to give all the above acknowledgements and confirmations, your case may not be eligible for the Scheme. In that circumstance, please contact the JFSA for assistance.

This Application Form and your involvement in the Scheme do not create any legally binding contract or obligations between Post Office and you.

The Working Group, its members and their advisors owe no obligations or duties, and accept no liability, to you in connection with the Scheme.

Signed

GRO

Name

Ahalya Koyas Jones

Date

31st August 2013