

## Message

**From:** Nina Arnott [IMCEAEX-  
 \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=NINA+20ARNOTT3A57E  
 3F07-4026-A548-2ABA48C32F17F24@C72A47.ingest.local]  
 on behalf of Nina Arnott <IMCEAEX-  
 \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=NINA+20ARNOTT3A57E  
 3F07-4026-A548-2ABA48C32F17F24@C72A47.ingest.local> [IMCEAEX-  
 \_O=MMS\_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29\_CN=RECIPIENTS\_CN=NINA+20ARNOTT3A57E  
 3F07-4026-A548-2ABA48C32F17F24@C72A47.ingest.local]  
**Sent:** 08/12/2014 14:29:14  
**To:** Melanie Corfield [GRO] Patrick Bourke [GRO] Mark R Davies [GRO]  
**CC:** Belinda Crowe [GRO]; Rodric Williams [GRO]; Chris Aujard [GRO];  
 Tom Wechsler [GRO]; ruth [GRO]; Susan.BARTY [GRO]  
**Subject:** RE: The One Show URGENT

Thanks Mel. Will this come from us or from legal?

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**From:** Melanie Corfield  
**Sent:** 08 December 2014 13:48  
**To:** Patrick Bourke; Mark R Davies  
**Cc:** Nina Arnott; Belinda Crowe; Rodric Williams; Chris Aujard; Tom Wechsler; ruth [GRO];  
 Susan.BARTY [GRO]  
**Subject:** RE: The One Show URGENT

Here's the revised statement and the Qs and as for One Show, hopefully taking on board comments so far. I suggest in a covering note to Jane we underline the first par of the statement and also make it clear that, given the fact they are still not giving us detail of what the contributors are saying, we expect our statement to be used in its entirety etc.  
 Mel

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**From:** Patrick Bourke  
**Sent:** 08 December 2014 13:29  
**To:** Mark R Davies; Melanie Corfield  
**Cc:** Nina Arnott; Belinda Crowe; Rodric Williams; Chris Aujard; Tom Wechsler; ruth [GRO];  
 Susan.BARTY [GRO]  
**Subject:** RE: The One Show URGENT

Just one thought - for reasons relating to any potential future attempt at JR, I'm keen that we stress the individuality of complaints in the Scheme where poss.

Patrick

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**From:** Mark R Davies  
**Sent:** 08 December 2014 13:23  
**To:** Melanie Corfield  
**Cc:** Nina Arnott; Belinda Crowe; Rodric Williams; Chris Aujard; Patrick Bourke; Tom Wechsler; ruth [GRO];  
 Susan.BARTY [GRO]  
**Subject:** Re: The One Show URGENT

Thanks. I do think we can answer most of their points and presumably we could say that the mediation scheme is just that - a scheme where two parties can seek to mediate a way through their differences. On criminal cases there are - necessarily given that these involve a clear judgement of the courts - alternative routes.

Mark

Mark Davies  
Communications and Corporate Affairs Director  
Mobile [REDACTED] GRO [REDACTED]

Sent from my iPhone

On 8 Dec 2014, at 12:44, "Melanie Corfield" [REDACTED] GRO [REDACTED] wrote:

Thanks – I will incorporate – Rod also has sent me legal comments so will circulate revised version asap

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**From:** Nina Arnott  
**Sent:** 08 December 2014 12:37  
**To:** Mark R Davies; Melanie Corfield  
**Cc:** Belinda Crowe; Rodric Williams; Chris Aujard; Patrick Bourke; Tom Wechsler; ruth [REDACTED] GRO [REDACTED]; Susan.BARTY [REDACTED] GRO [REDACTED]  
**Subject:** RE: The One Show URGENT

I like the robustness.

Just a thought, but given this is (supposed to be!) a consumer affairs show I'd really like to make it clear that at no time has there ever been any suggestion that customers have or could be affected.

But the problem with that is how to do so, without making it sound as though there was or could have been a issue.

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**From:** Mark R Davies  
**Sent:** 08 December 2014 12:13  
**To:** Melanie Corfield  
**Cc:** Belinda Crowe; Rodric Williams; Chris.Aujard; Patrick Bourke; Tom Wechsler; Nina Arnott; ruth [REDACTED] GRO [REDACTED]; Susan.BARTY [REDACTED] GRO [REDACTED]  
**Subject:** Re: The One Show URGENT

Suggested lines but happy to be talked down:

"It is unfortunate and deeply regrettable that the BBC continues to report on this issue in such a skewed fashion. The Post Office cannot for legal reasons comment on individual cases and is therefore placed in a intolerable position when faced with unfounded accusations.

"The business has full confidence in the Horizon system, which deals with xxx transactions a day and is used by tens of thousands of people without difficulty.

"Given our responsibility to our people, we have agreed to examine the very small number of cases put to us where postmasters past and present feel they have been unfairly treated. We have set up a Mediation scheme to consider such cases and even paid for postmasters to prepare their cases.

"In two and a half years since we set up an independent review there is simply no evidence of any systemic issue with the Horizon system - none at all. Any suggestions to the contrary are extremely serious, without foundation and damaging to the interests of our millions of customers and all those who use the system every day without difficulty.

"The Post Office has gone beyond the call of duty in examining these matters and is committed to completing investigations into all those cases raised with it as part of the Mediation Scheme."

Mark Davies  
Communications and Corporate Affairs Director  
Mobile [REDACTED] **GRO** [REDACTED]

Sent from my iPad

On 8 Dec 2014, at 11:53, "Melanie Corfield" [REDACTED] **GRO** [REDACTED] <> wrote:

To see. We are currently on call with Susan and have not yet looked at attachment.  
Mel  
Mel Corfield  
Communications Team  
Mobile [REDACTED] **GRO** [REDACTED]

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**From:** Jane French [REDACTED] **GRO** [REDACTED]  
**Sent:** Monday, December 08, 2014 11:36 AM  
**To:** Melanie Corfield  
**Cc:** nick [REDACTED] **GRO** [REDACTED]; Nick Wallis [REDACTED] **GRO** [REDACTED]  
**Subject:** The One Show URGENT

Dear Melanie,

I am sending the detail you requested as an attachment from Nick Wallis and would appreciate it if you could reply to me (ideally copying Nick in) so that we can properly accommodate the Post Office response in the film which is transmitting on The One Show this week.

Many thanks,  
Jane French  
Editor, Current Affairs  
BBC South  
[REDACTED] **GRO** [REDACTED]

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