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Mr Chris Aujard
General Counsel
Post Office Limited
148 Old Street
London EC1V 9HQ

By Email

10 March 2014

Our Ref Christa Band/ Jonathan Swil

Dear Chris

Outline of report on Initial Complaint Review and Mediation Scheme

As requested, we enclose for the Chief Executive's comment a high level scoping document for the report the Board of Post Office Limited has commissioned us to prepare in connection with the Initial Complaint Review and Mediation Scheme.

We look forward to receiving the Chief Executive's comments.

Yours sincerely

Christa Band
Partner

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