

## Message

**From:** Melanie Corfield [GRO]  
**on behalf of** Melanie Corfield [GRO]  
**Sent:** 16/12/2014 14:27:10  
**To:** Tom Wechsler [GRO]; Patrick Bourke [GRO]; Mark R Davies [GRO]; 'Susan.BARTY' [GRO]; Belinda Crowe [GRO]; 'Tom.Reid' [GRO]; Ruth X Barker [GRO]; 'andrew.parsons' [GRO]; Rodric Williams [GRO]  
**Subject:** Re: Queries

Just watching bits of POCA contract announcement in Parliament - very helpful.

Mel Corfield

Communications Team

Mobile [GRO]

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**From:** Tom Wechsler  
**Sent:** Tuesday, December 16, 2014 02:25 PM  
**To:** Patrick Bourke; Mark R Davies; Susan.BARTY [GRO]; Belinda Crowe; Tom Reid [GRO]; Melanie Corfield; Ruth X Barker; Andrew Parsons [GRO]; Rodric Williams [GRO]  
**Subject:** RE: Queries

For what it is worth, I agree.

Can anyone name a computer system that everyone loves? Last time I was in the bank queue at home, a number of other customers said that they won't use cashpoints because they don't trust them. It is impossible to take account of irrational fears and feelings.

Tom Wechsler

[GRO]

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**From:** Patrick Bourke  
**Sent:** 16 December 2014 14:16  
**To:** Mark R Davies; Susan.BARTY@cms-cmck.com; Belinda Crowe; Tom Reid; Tom Wechsler; Melanie Corfield; Ruth X Barker; Andrew Parsons; Rodric Williams  
**Subject:** RE: Queries

Apart for its breathtakingly facetious tone, this looks to me to be clutching at straws a little bit.

That some subpostmasters don't like the system is inevitable; I don't particularly like working in Old Street with its rodent problem. 'Living in fear' is going too far in my view. They chose to sign a contract to provide services in an honest and diligent way. Rather than living in fear, would it not be better to do something else ?

I liked this that Mel sent me earlier, from an SPM:

"What tripe. I have worked in several large Crown Post Offices for the entire time that Horizon has been the operating system. Each of theses branches dwarf many 'sub' post offices several times over. In all this time I have never encountered any problems at all with system accuracy. I have however seen many instances of human frailty..."

On the renewal – I have no idea if there is any truth to it but every organisation in the world updates it IT systems, so that is a particularly weak line of enquiry, I'd have thought.

Finally, I note he writes of his 'planned' chat with presenters which does rather suggest that final running order is not set in stone.

In conclusion, I'm not sure it merits more than a cursory response.

PB

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**From:** Mark R Davies

**Sent:** 16 December 2014 13:50

**To:** Susan.BART [GRO] Belinda Crowe; Patrick Bourke; Tom Reid; Tom Wechsler; Melanie Corfield; Ruth X Barker; Andrew Parsons; Rodric Williams

**Subject:** Fwd: Queries

Hi

Another email from the BBC, now raising a series of new questions.

Any thoughts?

Mark

Mark Davies

Communications and Corporate Affairs Director

Mobile: [GRO]

Sent from my iPhone

Begin forwarded message:

**From:** Nick Wallis [GRO]

**Date:** 16 December 2014 13:55:50 GMT

**To:** 'Mark R Davies' [GRO]

**Cc:** Melanie Corfield [GRO] Ruth X Barker

[GRO] >, Jane French [GRO], "Clare Hoban"

[GRO]

**Subject:** Queries

Hi Mark

I wonder if you or your colleagues could help me with a few queries.

When was the last time the Post Office did any research into how satisfied or otherwise SPMRs are with the Horizon system? It would be very helpful to know the scope of that research and its results.

Is your statement about the vast majority of SPMRs not having any problems with Horizon based on customer feedback or purely on the volume of successful transactions?

I get the sense from speaking to a number of SPMRs that they don't like the system, they don't trust it and they live in fear of what the Post Office might do if they get something wrong with it. It may be because I only come into contact with SPMRs who are having problems that I keep hearing this, so it would be useful to know the other side of the coin.

If you have data which shows the vast majority of SPMRS love using Horizon and trust it implicitly, it would be useful to have that information.

Also is it true that you are in the process of commissioning a new system to replace Horizon? If so, why? And when do you expect it to be operational?

During my planned chat on the sofa with Matt and Alex tomorrow I will be reporting on the comments of MPs during the Westminster Hall debate. I'd also like to talk about my experiences of dealing with former and existing SPMRs and their attitude to Horizon, plus whether or not this system is due to be replaced any time soon.

Your help would be greatly appreciated.

Many thanks

Nick

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**From:** Mark R Davies [GRO]  
**Sent:** 15 December 2014 17:35  
**To:** Jane French; Nick Wallis; Clare Hoban  
**Cc:** Ingrid Kelly; Melanie Corfield; Ruth X Barker  
**Subject:** Fwd: One Show

All

Just copying to Nick to ensure you all have the statement and answers to your questions.

Mark

Mark Davies  
Communications and Corporate Affairs Director  
Mobile [GRO]

Sent from my iPhone

Begin forwarded message:

**From:** Melanie Corfield [GRO]  
**Date:** 15 December 2014 17:24:31 GMT  
**To:** Jane French [GRO], "Clare.hoban@ [GRO]"  
[GRO] "Ingrid.Kelly [GRO]"  
**Cc:** Mark R Davies [GRO], Ruth X Barker  
[GRO]  
**Subject:** One Show

I attach the answers to the questions you have raised with us and also a short statement, for use in full please, in the film.  
Please let me know if you need clarification about any of the information.

Thanks

Mel Corfield  
Communications Team

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