



Post Office Limited
Post Office Customer Support Centre
Finsbury Dials
20 Finsbury Street
London
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The Rt Hon James Arbuthnot MP
House of Commons
London
SW1A 0AA

26 March 2015

Dear James,

Thank you for your letter of 18 March 2015. I am sorry that you feel that we have not addressed your concerns in the letters you have received from me and my colleagues. You will recall that I wrote to you on 24 February addressing the issues you raised; they are also dealt with in our report on this issue which we have posted on our website and in our evidence to the BIS Select Committee.

I note that you have decided to decline the offer of a meeting to discuss Mrs Hamilton's case. As set out in my letter of 24 February 2015, it was proposed that the meeting would be with those Post Office representatives who had conducted the reinvestigation of Mrs Hamilton's case, alongside Mark Davies, so that you may be fully informed of the details of that investigation. The offer remains open should you and Mrs Hamilton change your minds.

I also wish to be clear that Post Office has not denied Second Sight access to any documents that they need to assess Mrs Hamilton's case.

Post Office has said repeatedly and I confirm again that it will not destroy information relating to the Scheme. Second Sight is required to return to Post Office Ltd in due course information supplied in relation to the Scheme and, following completion of their review on Applicants' cases, is required to return those documents to Post Office and confirm they have destroyed any duplicate copies when it has completed their work. This is standard practice when dealing with Applicants' sensitive personal information and enables Post Office to comply with its legal obligations.



We are working with Second Sight to complete their Part Two report which is being prepared to facilitate forthcoming mediations between Applicants and the Post Office. Second Sight are also working on outstanding individual case reviews during their notice period and we are in discussions with them in respect of new working arrangements which would allow Applicants, mediators and the Post Office to benefit from their expertise.

I believe that our work on this issue has led to improvements in the Post Office business to the benefit of the communities we serve. I note your view that I have broken my agreement to you - I do not believe this is the case and regret that you feel that way.

Yours sincerely,

GRO

Paula Vennells
Chief Executive