
From: Angela Van-Den-Bogerd [GRO]
Sent: Fri 02/01/2015 10:34:04 AM (UTC)
To: Tom Wechsler [GRO]
Subject: RE: Sub post masters - draft attached for comment asap, please

Tom,

Would you give me a call on this please - [GRO]

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



Ty Brwydran House, Atlantic Close, SWANSEA SA7 9FJ



Mobile: [GRO]



angela.van-den-bogerd [GRO]



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From: Tom Wechsler
Sent: 02 January 2015 10:00
To: flagcaseadvisor; Belinda Crowe
Cc: Angela Van-Den-Bogerd
Subject: RE: Sub post masters - draft attached for comment asap, please

Janet

I would certainly soften the last paragraph but it ought to be cleared with Angela or her team in any event as it is not related to the Scheme. I've some thoughts on the remaining paras and will send through suggestions shortly.

Tom

Tom Wechsler

[GRO]

From: flagcaseadvisor

Sent: 31 December 2014 11:54
To: Belinda Crowe; Tom Wechsler
Subject: RE: Sub post masters - draft attached for comment asap, please

Hi Belinda

I've drafted that part – it's not clear from the customer's email what happened – and without further detail we can't be sure, but it's more than likely to be a manual inputting error which is why I said we would be happy to look into this further if we had details of his actual transaction.

I can soften the final para and say it **may** have been caused by a manual inputting error – the customer says his receipt was correct and the cheque would have gone off to the processing centre for clearance etc

The first para is a usual opening, the remainder of the email is the wording supplied by Tom as per the email below.

Best regards

Janet

ECT

GRO

From: Belinda Crowe
Sent: 31 December 2014 11:38
To: flagcaseadvisor; Tom Wechsler
Cc: Belinda Crowe
Subject: RE: Sub post masters - draft attached for comment asap, please

Hi Janet

Sorry but I am not sure I can clear this in Tom's absence as I have no idea how we got to the response below, specifically the part highlighted. However, I am not sure that the response as drafted really addresses the point made. Where did you get the final paragraph?

Best wishes

Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO

GRO

belinda.crowe@... GRO

From: flagcaseadvisor
Sent: 31 December 2014 10:21
To: Belinda Crowe; Tom Wechsler
Subject: RE: Sub post masters - draft attached for comment asap, please
Importance: High

Hi Belinda / Tom

Sorry for the delay on this one, but I've now incorporated the wording from Tom into a draft reply to Mr Hill, which I've pasted below.

Can you let me have any comments asap – would be good if this could be sent to Mr Hill today.

Best regards and Happy New Year to you both.

Janet

ECT

GRO

Suggested response:

Dear Mr Hill

Thank you for copying our Chief Executive, Paula Vennells into your email of 09 December to the Rt Hon James Arbuthnot MP in respect of the programme on Radio 4 about our Horizon system. I have been asked to reply and in doing so would like to apologise for the delay.

Post Office takes its responsibilities to its people and to its customers extremely seriously and has gone to enormous lengths to address the concerns of a very small number of postmasters.

We set up an independent review of our computer system, actively advertised and encouraged people to come forward and are providing funding for postmasters to take professional advice to make their case to a complaint review and mediation scheme. It is hard to imagine another company doing as much.

There remains no evidence at all of any system-wide issue with the Horizon system. We are committed, however, to re-investigating all the cases that were put forward.

Our systems are used without problems by tens of thousands of people every day, serving millions of customers. The number of cases raised represents 0.03% of nearly half a million people who have worked in Post Offices, using Horizon, in the last decade.

In your case, I do feel that the error in the amount credited to your ISA was due purely to a manual inputting error at the processing centre and so I can only apologise for any inconvenience this may have caused to you at the time. I am, of course, happy to look into this further for you if you would like to provide me with more detail of the actual transaction.

Yours

From: Belinda Crowe
Sent: 20 December 2014 09:17
To: Tom Wechsler
Cc: flagcaseadvisor
Subject: Re: Sub post masters

Thanks Tom

Can we please see any response before it goes.

Thanks

Best wishes

Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO

GRO

belinda.crowe

GRO

On 17 Dec 2014, at 11:41, Tom Wechsler <GRO> wrote:

Janet

I've checked the current lines with Comms colleagues and they suggest you draw on the lines in the attached statement issued to respond to last week's One Show broadcast.

I hope this is helpful. If you would like me to draft anything more specific or clear something on this case or any other please ask and I will turn it around asap.

Tom

Tom Wechsler

GRO

From: Belinda Crowe
Sent: 10 December 2014 13:19
To: Tom Wechsler
Cc: Angela Van-Den-Bogerd; flagcaseadvisor; Belinda Crowe
Subject: RE: Sub post masters

Tom, could you please deal with this on your return
Thanks
Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO

GRO

belinda.crowe

GRO

From: flagcaseadvisor
Sent: 10 December 2014 13:17
To: Belinda Crowe; Angela Van-Den-Bogerd
Subject: FW: Sub post masters
Importance: High

Hi Belinda / Angela

I've been asked to draft a response to this customer.

I think this has been caused by an error in the processing centre as the customer does say that his receipt was in order, but can you just provide me with a couple of lines that can be shared with the customer in relation to the radio programme which I assume was similar to the bbc web article about MPs withdrawing their support for the scheme especially as he says that as a customer he doesn't believe that the Horizon system doesn't make mistakes – or should I use something similar to that which was on the bbc web article highlighted as follows -

In a statement, the Post Office said: "Although we will not comment on the contents of any confidential documents, after two years of investigation it remains the case that there is absolutely no evidence of any systemic issues with the computer system which is used by over 78,000 people across our 11,500 branches and which successfully processes over six million transactions every day."

Best regards

Janet

ECT

GRO

From: Avene O'Farrell
Sent: 10 December 2014 08:59
To: flagcaseadvisor
Subject: RE: Sub post masters

Hi,

Belinda came over to talk to me about this one and she asked if you could deal with it as normal? It doesn't fall into the Sparrow category.

Hope that's ok.

Best,

Avene

Avene O'Farrell | Executive Assistant to Paula Vennells, Chief Executive
<image001.png>
148 Old Street, London, EC1V 9HQ

GRO

GRO

[avene.ofarrell](#)

GRO

[postoffice.co.uk](#)

[@postofficenews](#)

<image002.png>

From: flagcaseadvisor

Sent: 09 December 2014 19:15
To: Avene O'Farrell
Cc: flagcaseadvisor
Subject: RE: Sub post masters
Importance: High

Hi Avene

Angela V and Belinda Crowe are currently dealing with all horizon integrity issues – would you like us to log for info only ? This can then be sent to Angela and Belinda directly.

Many thanks

Donna

From: Avene O'Farrell
Sent: 09 December 2014 15:28
To: ECT
Subject: FW: Sub post masters

Hi there,

Please see below. Is this something you would deal with or, would Angela VDB? Paula mentioned earlier, that any mention of missing money/IT fault is/should be dealt with by Angela.

Best,

Avene

Avene O'Farrell | Executive Assistant to Paula Vennells, Chief Executive

<image001.png>

148 Old Street, London, EC1V 9HQ

GRO

GRO

avene.ofarrell

GRO

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From: Hill, David (Radiology Dept Countywide) [GRO]
Sent: 09 December 2014 09:18
To: james.arbuthnot.mp [GRO]
Cc: Paula Vennells
Subject: Sub post masters

Dear Rt Hon James Arbuthnot,

I listened to Radio 4 news today and feel that at last some of the sub post masters who have had their lives ruined (and in some cases I believe lost), over this sad episode, may now start to see justice done.

As a customer, I just do not accept that Horizon does not make mistakes, it does. I have experienced first-hand knowledge of this. After banking my one and only cheque into a Post Office ISA I was, unbeknown to me, credited with well over more than £1000 than the cheque was worth. This was brought to my attention by Post Office Ltd who informed me that they had stopped further payments by direct debit into my ISA as this was now above the maximum limit that an ISA would allow. There was no mention from PO that I had been wrongly credited and I was not aware of this as my till receipt was all in order.

It was only after I contacted PO and told them that I could not have overpaid as I knew what I had paid in (a few monthly direct debits and the single cheque, mentioned above) and PO then corrected the ISA balance.

Had I not been honest, I would have enjoyed the benefits of this error. If this happened to me then why would this not happen to others and if it did then perhaps others have benefitted but only to the misfortune of others, if the error was in a sub post office and not a main branch.

I can only hope that the board of PO can reflect how they would feel if what has happened to the hundreds of sub post masters had happened to themselves and their families.

I am willing to give evidence if required about my experience as a customer, I still have the documentation available.

Regards

GRO

David Hill

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<One Show Statement.docx>