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**From:** Mark R Davies[GRO]  
**Sent:** Fri 30/01/2015 10:22:05 AM (UTC)  
**To:** Jane Hill[GRO]; Patrick Bourke[GRO]  
**Cc:** Melanie Corfield[GRO]; Mike Granville[GRO]; Tom Wechsler[GRO]  
**Subject:** RE: Starter for 10

Thanks - Mike please blend these in to the pitch drawing out the three key messages we need to get across

Best wishes,

Mark

Mark Davies I Communications and Corporate Affairs Director

1st Floor, Banner Wing, 148 Old Street, London, EC1V 9HQ

GRO Postline GRO  
Mobex  
GRO

-----Original Message-----

From: Jane Hill  
Sent: 30 January 2015 09:11  
To: Mark R Davies; Patrick Bourke  
Cc: Melanie Corfield; Mike Granville; Tom Wechsler  
Subject: RE: Starter for 10

Brunswick pitched this as follows:

- Post Office serving communities across the UK, 11,500 postmasters serve 18m customers a week
- we've spent £5m investigating concerns of 150 postmasters about our systems and process
- because we have to protect our brand and to ensure we have 100 pc confidence in the system that underpins our business
- initial SS investigation found no evidence of a problem with Horizon
- we have now investigated every case
- 50 cases have been mediated or have been passed to mediation

Jane Hill I Head of Public Affairs

1st Floor, Banner Wing, 148 Old Street, London, EC1V 9HQ

GRO Mobex GRO  
GRO

-----Original Message-----

From: Mark R Davies  
Sent: 30 January 2015 09:01  
To: Patrick Bourke  
Cc: Melanie Corfield; Jane Hill; Mike Granville; Tom Wechsler  
Subject: Re: Starter for 10

Ok - "increased" then. Can Jane or Mel pse send me a note of how Brunswick pitched this opener yday?

Mark Davies  
Communications and Corporate Affairs Director

Mobile: **GRO**

Sent from my iPhone

On 30 Jan 2015, at 08:50, "Patrick Bourke" <**GRO**> wrote:

> I think we do need to be careful of absolute - if we tie it to these cases (eg absolute confidence that no systemic issues with Horizon causing the problems complained of) - then I think it's safer.

>

> ----- Original Message -----

> From: Melanie Corfield

> Sent: Friday, January 30, 2015 08:45 AM

> To: Mark R Davies; Jane Hill; Mike Granville; Tom Wechsler; Patrick Bourke

> Subject: Re: Starter for 10

>

> Thanks

> Looks good. We have always said we are confident in system though so should we say "with even more confidence that Horizon works as it should"

> Mel

> Mel Corfield

> Communications Team

> Mobile: **GRO**

>

> ----- Original Message -----

> From: Mark R Davies

> Sent: Friday, January 30, 2015 08:27 AM

> To: Jane Hill; Mike Granville; Melanie Corfield; Tom Wechsler; Patrick Bourke

> Subject: Starter for 10

>

> Hi

> Starter for 10 on the intro. Please send views. Please also send to Brunswick.

> Thanks

> Mark

>

> Thank you for this opportunity.

>

> The Mediation Scheme was set up in 2013 to give the small number of people with complaints about our system a chance to make their case.

>

> We have now investigated every single case put to us. It has taken longer than we would have liked. But we can now say with absolute confidence that there are no systemic issues with the Horizon system or associated processes.

>

> That is hugely important. The Post Office is part of the fabric of the nation, with 11500 branches, most of them small businessmen and women, serving 17m people every week. The Horizon system underpins that service.

>

> I therefore set up re scheme and the inquiry which preceded it in order to ensure that customers and colleagues can have confidence in that system.

>

> Thanks to the work we have done, we can be confident in our system while remaining committed to improving where we can do better for the people who work in our branches.

>

> Mark Davies

> Communications and Corporate Affairs Director

> Mobile: **GRO**

>

> Sent from my iPhone