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POST OFFICE LTD

11 SEP 2013

CHIEF EXECUTIVE'S OFFICE

WILLIAM BANVILLE
Post Office
120 Nottingham Road
Eastwood
Nottingham NR16 3NP

PAULA VENNELS
Post Office Ltd
1486 Old St
London EC1V 9HQ.

9.9.2013.

Re Eastwood MSPO — Horizon.
166 227 9.

Dear Paula Vennels.

The 'losses' incurred by my office are well documented, therefore, I do not intend to dwell on what's already known, my purpose, is to inform you of the ongoing unhelpful situation which you may not be familiar with.

Once the 'losses' at Eastwood had been established and after checking and rechecking our documentation I requested a forensic horizon office check from our ASM. Tony Sanghera. Sometime later, he reported back, that at great PO expense his boss Keith Oglesby and the management team had examined all of the queries regarding the 'losses' at my office and concluded.

- ① We were the only office in the area and to their knowledge the only office nationally to have sustained such unexplained problems.
- ② If deep forensic check had not uncovered any problems with our PO transactions.
- ③ Horizon could never make a mistake.

In conclusion and their considered opinion, the 'losses' were an inhouse theft which in entirety was due to my poor management performance and technique, the 'losses' were due to my staff and office systems. When I pointed out that different staff had been on duty, or

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reporting on the days of the 'losses' it was suggested that multiple persons were possibly involved, maybe with cash centre staff and delivery drivers in some kind of conspiracy against the office. I think not.

Following the Sunday Express (13.03.2011) article and TV reports, I inquired, had anything changed, later he reported back that local management were not aware of any such reports and that S was the only office 'guilty' of such losses. DENIAL, DIVIDE AND CONVEYER crossed my mind. At our last meeting May 2013 (Tony has since moved on) he reiterated there was no change and that in their opinion S was just a moaning troublemaker.

Can S ask if management at the PO is now aware of the unexplained problems which we have suffered. It's not just the money which I have repaid for these 'losses' which in my opinion were not of this office's doing but the personal attack on me and my staff, plus the ongoing thousands in costs incurred to cross and double check our tills since 2008.

As for training, well, at this time I have 35 years, my partner 33 years, our office manager 30 years and our senior employees between 5 and 20 years experience of Post Office counters service.

I'm not a thief or fraudster, but like a terrier I'll never let go until it's sorted.

Yours Sincerely

GRO

PS I will not be back at Eastwood until 16 Oct
however my private no is **GRO**
24 hrs a day 7 days a week