POL00226357

From: Alisdair Cameron[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ALISDAIR CAMEEFDEB93E-38D3-4144-9126-98E439975012742]

Sent: Sun 12/04/2015 6:42:54 PM (UTC)

To: Mark Underwood GRO

Cc: Rod Ismay GRO Patrick Bourke GRO Parsons, Andrew GRO

Subject: Re: Second Sight's Final Part 2 Report. Your expertise required.

I am happy if rod is. Thanks Al

Sent from my iPhone

On 11 Apr 2015, at 17:06, Mark Underwood1 GRO wrote:

> Hi Alisdair,
>
> Are you happy for the below wording to be included in our Reply to Second Sights Report? It is very slightly tweaked to the words you provided.
>
> 1.1 Similarly, the statements at paragraphs 2.18 and 2.19 about Post Office client accounts are equally inaccurate. Second Sight appears to have misunderstood the information provided by Post Office. The balances of £96m and £66m were taken from routine trading balances yet to be settled with other organisations at a particular month end. In other words, they represent amounts due other parties, not amounts that are unreconciled and which may be due to Subpostmasters. As previously reported to Second Sight, the fact that gives genuine comfort is that neither account had any unreconciled balances which were over six months old. If the client accounts were being operated as an alternative suspense account, this would not be the case.
>
> Many thanks
>
> Mark
>
> Mark Underwood
> Complaint Review and Mediation Scheme
> GRO
>
> ---
>
> **From:** Alisdair Cameron
> **Sent:** 10 April 2015 15:12
> **To:** Mark Underwood1
> **Cc:** Rod Ismay; Patrick Bourke; Parsons, Andrew
> **Subject:** RE: Second Sight's Final Part 2 Report. Your expertise required.
>
> I haven't received anything. Thanks Al
>
> ---
>
> **From:** Mark Underwood1
> **Sent:** 10 April 2015 15:09
> **To:** Alisdair Cameron

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Cc: Rod Ismay; Patrick Bourke; Parsons, Andrew
Subject: RE: Second Sight's Final Part 2 Report. Your expertise required.

Hi Alisdair,

Presumably Second Sight never, as detailed in your email (attached for ease), got back in touch to say they were not satisfied?

Mark

Mark Underwood
Complaint Review and Mediation Scheme
GRO

From: Alisdair Cameron
Sent: 09 April 2015 17:30
To: Mark Underwood1
Cc: Rod Ismay; Patrick Bourke; Parsons, Andrew
Subject: Re: Second Sight's Final Part 2 Report. Your expertise required.

Ok thanks, frustrating Al

Sent from my iPad
On 9 Apr 2015, at 17:02, Mark Underwood1 GRO wrote:

> Thanks Alisdair, those words work for me.
>
> Apologies for any lack of clarity but the report received by Second Sight is their Final Report, so we are unable to change what they have written. Rather, the words you have provided are for inclusion in our formal Reply which will be issued to Applicants and their advisors along with their final report.
>
> Mark
>
> Mark Underwood
> Complaint Review and Mediation Scheme
> GRO
>
> **From:** Alisdair Cameron
> **Sent:** 09 April 2015 16:21
> **To:** Rod Ismay
> **Cc:** Mark Underwood1; Patrick Bourke; Parsons, Andrew
> **Subject:** Re: Second Sight's Final Part 2 Report. Your expertise required.
>
> How about.
> The balances of £96m and £66m were routine trading balances yet to be settled with the other organisation at that particular month end. In other words, they represent amounts due not amounts that are unreconciled. This description is therefore misleading. As previously reported to SS, the statistic that gives genuine comfort is that neither account had any unreconciled balances which were over six months old. If the client accounts were being operated as an alternative suspense account, this would not be the case. Taking this with the work previously shared on the suspense account, we can see no evidence for any ongoing concern.

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Does that work - this should go in asap

I would prefer they didn't quote individual client names as well.

Thanks Al

Thanks, Rod

Rod Ismay I Head of Finance Service Centre
<image001.png>
2nd Floor West Block, No 1 Future Walk, West Bars, Chesterfield, S49 1PF
GRO Mobile GRO Email I GRO
Post Office Finance – 2014 Winners Public & Voluntary Sector
Best Finance Team 2014 Best Annual Report & Accounts
<image002.png><image003.jpg>

From: Mark Underwood1
Sent: 09 April 2015 13:40
To: Rod Ismay
Cc: Alisdair Cameron; Patrick Bourke; Parsons, Andrew
Subject: Second Sight's Final Part 2 Report. Your expertise required.
Importance: High

Hi Rod,

Second Sight has, just now, released to us their finalised Part Two Report. We are now busily writing our reply.

Below is an extract from their report.

2.18. In addition to the credits being taken to Post Office's General Suspense Account we have been informed very recently that at each year end substantial unreconciled balances existed on many of the individual suspense accounts. These unreconciled balances for the 2014 financial year were approximately £96 million in respect of Bank of Ireland ATMs and approximately £66 million in respect of Santander. These unmatched balances represent transactions from individual branches that occurred in the preceding six months.

2.19. We have not been able to investigate these items but we remain concerned that these unreconciled balances may include transactions that ultimately should be credited back to individual branch accounts.

Is the above correct? I would be grateful if you could draft some words in response to the above and in terms of time frames – are you able to look at this today please as we are trying to finalise our Reply and send it to Applicants to the Scheme as soon as possible.

Many thanks
Mark

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Mark Underwood
Complaint Review and Mediation Scheme
GRO