

Message

**From:** Rodric Williams [REDACTED] **GRO** [REDACTED]  
**on behalf of** Rodric Williams [REDACTED] **GRO** [REDACTED]  
**Sent:** 24/07/2017 11:15:07  
**To:** Elisa Lukas [REDACTED] **GRO** [REDACTED] David A Duff [REDACTED] **GRO** [REDACTED]  
**CC:** Kenny Lamont [REDACTED] **GRO** [REDACTED] Andrew Parsons [REDACTED] **GRO** [REDACTED]; Amy Prime [REDACTED] **GRO** [REDACTED] Robert Findlay [REDACTED] **GRO** [REDACTED]  
**Subject:** RE: \_DOC\_35104632(2)\_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Thanks Elisa.

In terms of the doc's, let's wait to see if Mr Holt is a claimant (which seems likely). He can then get documents as part of the disclosure process, i.e. as coordinated in the Group Action as a whole and not on a piecemeal basis.

If he's not a claimant, then we can refuse to provide the information giving reasonable grounds for the refusal (e.g. time and cost given questionable relevance etc).

The equipment removal is a BAU operational matter which can be dealt with separately.

David - can you please start lining this up so that it doesn't become a satellite issue which drains resources (as it has done in some other cases).

Thanks, Rod

**From:** Elisa Lukas [REDACTED] **GRO** [REDACTED]  
**Sent:** 24 July 2017 09:14  
**To:** David A Duff [REDACTED] **GRO** [REDACTED]  
**Cc:** Kenny Lamont [REDACTED] **GRO** [REDACTED] Andrew Parsons [REDACTED] **GRO** [REDACTED]; Amy Prime [REDACTED] **GRO** [REDACTED] Rodric Williams [REDACTED] **GRO** [REDACTED] Robert Findlay [REDACTED] **GRO** [REDACTED]  
**Subject:** RE: \_DOC\_35104632(2)\_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

David

We received a letter from Freeths at the end of last week regarding this branch disputing the termination and seeking various documents and information. As you know, Mr Holt's contract was terminated in April so it has taken them quite some time to respond on this. I had intended to draft a short response to say that the contract had now been terminated and Mr Holt no longer had any contractual rights to documents.

The letter also mentions that Mr Holt would like the equipment at the branch removed and sought a list of dates that PO could attend for removal. Would you be able to give me a list of dates and I can include this in our response?

Kind regards,  
Elisa

**Elisa Lukas**  
Solicitor  
Bond Dickinson LLP

*Bond Dickinson*

Direct:   
Mobile:   
Office:   
**GRO**

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**From:** Rodric Williams   
**Sent:** 21 July 2017 15:21

**To:** David A Duff

**Cc:** Kenny Lamont; Andrew Parsons; Amy Prime; Elisa Lukas

**Subject:** FW: \_DOC\_35104632(2)\_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Thanks David.

I am forwarding your email to our lawyers at Bond Dickinson, through whom we conduct our communications with Freeths.

BD – please see below and attached. Can you please help David and his team recover PO's property, keeping him copied on any communications.

Thanks, Rodric

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**From:** David A Duff  
**Sent:** 21 July 2017 15:17  
**To:** Rodric Williams   
**Cc:** Kenny Lamont   
**Subject:** \_DOC\_35104632(2)\_Letter from PO to Frank Holt (Glenmoriston) 285840 10 April 2017 3 months notice (2) (2)

Hi Rodric

Could you please advise on the following?

The Postmaster at Glenmoriston Mr. Frank Holt was originally suspended from his contract to provide PO services back on 11<sup>th</sup> Sept 2014. He then went into litigation and is now being advised by Freeth's that any contact between POL and himself can only be done so via Solicitors.

Mr. Holt has now formally been served 3 months' notice of termination (see attached) of contract which expired on 20<sup>th</sup> July 2017.

I as the Network Operations manager have been asked by the business to arrange the removal of Post Office equipment (Horizon, Paystation and Scales).

When I contacted Mr. Holt he was pleasant enough but did advise that any formal arrangements would need to be communicated via Freeth's for the removal of POL equipment.

Regards

David



**2017 Winner of the Global  
Postal Award for Customer  
Experience**

**David Duff**

Network Operations Manager  
North of Scotland

Guildhall  
57 Queen Street  
Glasgow  
G1 3AT

Mobile [REDACTED] GRO  
E - david.a.duffi [REDACTED] GRO

**From:** Robert Findlay

**Sent:** 14 July 2017 10:37

**To:** ATM Team; Andrew Kingham; temporarypostmasterenquiries; Michelle Stevens; flagcaseadvisor; Kevin Harris; Fraud Analysis Team; John B Jenkinson; Mairi Webber; Rachael Chari; branch.support.services.team; Regional\_Sales\_Capability\_Managers; Post Office Security; Branch Standards Team; NTSTAKEHOLDER; NT Resignations; NTImplementation; NTQA; NT Questions; HR Agent Recruitment; BAU.NOST; NT.NOST; Helen Dickinson; Sharron Logan; Paul Garnham; Lin Norbury; Kenny Lamont; David A Duff; Linda Bonar

**Subject:** URGENT - PRECAUTIONARY SUSPENSION NOTIFICATION (BRANCH NAME/FAD)

Circulation List	
National Contract Manager	Lin Norbury
Area Operations Manager(NAOM)	Kenny Lamont
Regional Sales Manager	Look up
Area Sales Performance Manager	Look up
ATM Team	atm.team [REDACTED] GRO
Head of Sales	andy.kingham@ [REDACTED]
Temp Subpostmaster Advisor	temporarypost [REDACTED]
FSC	michelle.steve [REDACTED]
Flag Case Advisor	flagcaseadvisor [REDACTED]
Business Change Manager	paul.garnham@ [REDACTED]
Paul Inwood - New Models Only	paul.inwood@ [REDACTED]
Fraud Analysis Team	fraudanalyst [REDACTED]
Agent Appeal Allocation Manager	john.b.jenkins@ [REDACTED]
CTP	mairi.webber@ [REDACTED]
FSC	rachael.chari [REDACTED]
FSC	dawn.l.colclough [REDACTED] GRO [REDACTED]
Network Ops Manager(NOM)	David A Duff
Public Affairs Managers(PAM)	Linda Bonar
Email Should be marked Urgent "Precautionary Suspension" and marked	
Branch Type	SPSO
Branch Details	
Name	Glenmoriston
Code	285840

<b>Subpostmasters Details</b>	
Name	Mr Frank Holt
Preferred Mailing Address	
Telephone Mobile	0
Telephone Home	GRO
Network Operations Advisor(NOA)	
Date of Call	
Mobile Number	
3 month notice , Final day of service 20/07/2017.	
<b>Brief detail of reason for suspension</b>	
Shortage if audit loss	£30,245
Has a new agreement been signed	No
Has any monies been paid	No
<b>Premises</b>	
Available	No
Interim appointed	No
Name of interim	
If no interim Agency Network Change notified by email	Yes
Nominated Branches if closed details from NBSC 01226 26782222	
1	213828
2	113840
3	110828
<b>Centrally Supported</b>	Yes
Area Sales Performance Mngr	0
Support Services Team Admin	
Case Outcome	ABC FORM
Decision Date	0
20/4/17	

## **Robert Findlay** Agent Contract Advisor



Branch Support Services Team  
1<sup>ST</sup> Floor  
1 Future Walk  
Chesterfield  
Derbyshire  
S49 1PF  
[REDACTED] GRO [REDACTED]  
Mobex:

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