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**From:** Mark Underwood [GRO]  
**Sent:** Thur 04/02/2016 5:38:16 PM (UTC)  
**To:** Jonathan Swift [GRO]; Christopher Knight [GRO]  
**Cc:** Jane MacLeod [GRO]; Patrick Bourke [GRO]; Rodric Williams [GRO]; Steve Allchorn [GRO]  
**Subject:** Action points from the call held on 22 January 2016  
**Attachment:** 1. 160121 The Chairman's Report - POL comments - Private & Confidential, Subject to Legal Privilege.docx  
**Attachment:** 2. 160111 Fixes.docx  
**Attachment:** 3. 20151218143717586.pdf

Dear Jonathan and Christopher,

During your call with Jane MacLeod on 22 January, we said we would provide you with the list of comments (largely typos) we had on your report. These are attached for your consideration (attachment 1).

The comment made against paragraph 118 relates to the one outstanding request for information from Fujitsu, namely, to provide:

***“The number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons”***

POL has, through correspondence with Fujitsu, pulled this information together. It has been confirmed as accurate by Fujitsu and provides information on an ‘anomaly’ (the ‘TC anomaly’) that I do not believe you were previously aware of and which, naturally therefore, is not referenced in your report. I too only became aware of this anomaly as part of this exercise, though as you would expect, FSC were aware of it. This information is attached (attachment 2).

Separately, now you have delivered your report and for the sake of completeness, I attach for your files the letter we provided to Deloitte concerning the use to which its reports could be made (attachment 3).

Kind regards

Mark

Mark Underwood  
Complaint Review and Mediation Scheme  
[GRO]