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Private & Confidential

Mr Glenn Chester
Agent Contract Manager
Post Office Ltd
Upper Floors, The Markets Branch
6-16 New York Street
Leeds LS2 7DZ

31st July, 2013

Dear Mr Chester,

Re: Martin Griffiths – Hope Farm Post Office.

I write to you as the parent of Martin Griffiths, despite knowing that you say I am not part of the said sub post office. My son has been under severe pressure and I have personally had to take on more work in the retail side of the business, including providing financial support for the shortages.

The so-called shortages over many, many months have been repaid mainly by myself and husband. Although you can continue to say there is no fault in the Horizon computer system, we eagerly await the results of the ongoing investigation being undertaken by Second Sight regarding software errors.

Your letter of 3rd July, stating termination of Martin's contract, I feel is very harsh. Kevin Bridger has compounded the severe problems adding insult to injury (and I mean injury), by requesting a fine of £7,600 which represents 20% of the robbery with violence which occurred in May. It was due to the identification of the culprit by a member of staff, that the Police were able to make a quick arrest and subsequently the robber received an 8 year jail sentence. This request for £7,600 suggests insufficient security at the Post Office and we will seek legal advice to refute this.

If as stated, my son is terminated on 3rd October, what is the position for the incoming sub postmaster regarding the £18,000 a year overheads? At present, this is shared between the Post Office and the retail business, therefore a legal arrangement needs to be made before a replacement takes place.

With the regards to your outstanding figures for repayment, only £3,666.82 remains, as the £3076.07 plus £200 was repaid at the end of June.

I await to hear your comments,

Yours sincerely,

GRO