

Mr A Bates
The Subpostmaster
Craig-Y-Don Post Office

GRO

06 March 2002

Dear Mr Bates
Re: Aged Shortage - Horizon Case Write-Off



"an essential part of everyday life" www.postoffice.co.uk

OFFICE: Craig-Y-Don SPSO OFFICE CODE: 461 614

First of all I would like to apologise for the length of time it has taken to resolve this matter. It has been necessary to formulate a consistent approach for all such cases.

Post Office Ltd has received from you a short report setting out your reasons why you do not accept liability for the shortage of £1,041.86p at your post office.

After due consideration of the facts surrounding the loss and of your report, Post Office Ltd has decided to take no further action in respect of the loss at your post office which will be written off. This decision has been made without prejudice to Post Office Ltd's rights to recover any future losses at your post office for which you may be liable under the contract for services and does not affect any future liability you may have for such losses.

To enable me to monitor progress for all such losses could you please complete the section on the next page. Once the loss for £1,041.86p has been cleared from your suspense account, you must return the **whole** letter to me in the self addressed envelope provided. (A copy of this letter is enclosed, for retention at your office).

If I do not receive a reply from you by 22 March 2002 then it will be necessary for me to contact you to ascertain what the delay is.

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Mike Wiatrowicz
Management Information
86 Lionel Street
Birmingham B3 1HQ

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Post Office Ltd
Registered in England Number: 2154540
Registered Office: Gavrelle House, 2-14 Bunhill Row
London: EC1Y 8HQ

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Re: Repayment by Deduction from Remuneration

Thank you for your co-operation in this matter

GRO

Mike Wiatrowicz
Management Information Support



Post Office Ltd
Finance
Management Information
Lionel House
86 Lionel Street
BIRMINGHAM B3 1HQ

Telephone: **GRO**
Facsimile: **GRO**
E-mail: **GRO**

Craig-Y-Don SPSO

461 614

I have received a Write Off Authority Voucher to the value of
£1,041.86p which has been cleared from my suspense account on
(date)..... and the voucher has been cleared in the
appropriate manner in cash account week number.....

Signature

Datestamp

Print Name

