

M084 Doc 009

Miss Alison Hall  
483 Halifax Road  
Hightown  
Liversedge  
WF15 8HU

**Strictly Confidential**

24 September 2010

Dear Miss Hall

**Post Office® Hightown branch at 483 Halifax Road, Hightown, Liversedge, WF15 8HU**

Karen Arnold wrote to you on 3 September 2010 confirming the suspension of your contract for services as subpostmaster of Post Office® Hightown branch. I have been asked to take this case forward.

I have now received the necessary papers relating to this case and, after reviewing them, I should advise you that I will have to consider the summary termination of your Contract for Services on the grounds of

1. A loss revealed at the audit of £14023.37 which after including the amount of £819.00 Transactional Corrections was increased to £14842.37  
This loss was discovered initially during the Horizon migration support visit on 1 September 2010 and confirmed during the subsequent audit on the 2 September 2010.
2. Failure to make good losses at the branch  
During the audit you said that when you accepted Transaction corrections you had been adjusting the lottery scratchcards to the correct figure but had not put in any money to compensate for the loss.
3. Increasing the amounts of cash on hand when completing the overnight cash holdings

Your Contract for services  
Section 12 Paragraph 4

The Subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters Ltd are kept in the form prescribed by Post Office Counters Ltd. He must immediately produce these accounts, and the whole of his sub-office cash and stock for inspection whenever so requested by a person duly authorised by the Regional General Manager.

Section 12 paragraph 12

The Subpostmaster is responsible for all losses caused through his own negligence, carelessness or error, and also for losses of all kinds caused by his Assistants. Deficiencies due to such losses must be made good without delay.

This is in accordance with your Contract for Services which provides that the Agreement may be determined at any time in case of breach of conditions by you, or non-performance of your obligations or non-provision of Post Office Services.

Before I reach any decision about the future of your contract for services, I would like to give you the opportunity to put forward your version of events relating to the above charge. You can do this by attending an interview or submitting a written response to the charges. In either case you should inform me of your intentions, in writing, by 4 October 2010. Or you can telephone me leaving a message on **GRO**

You also have the right to request and receive all information relating to the aforementioned charge.

If you choose to attend the interview, it will be recorded in order that an accurate record of the discussion can be made. A copy of this recording will be provided to you after the interview.

Should you choose a personal interview I have provisionally booked dates of 8 October or 11 October 2010. I propose the interview is conducted either at Dearne Valley or The Markets Crown Office, 6-16 New York Street, Leeds, LS2 7DZ both at 1030 hours. Can you please confirm the most suitable venue and date to yourself.

If you wish to put forward a written representation this should reach me 8 October 2010.

Please note that if that you decline this opportunity to present your case, or fail to advise me of your intentions within the above stated timescales, I shall have to reach my decision about the future of your Contract for Services on the basis of the evidence available to me.

Should you choose a personal interview, you may be accompanied at the interview by a friend, who must be a Royal Mail employee, a registered Sub Office Assistant or a Subpostmaster, who may also be a representative of the National Federation of Subpostmasters. If there are any specific circumstances or special requirements that either yourself or your friend have in terms of the interview, please provide details of these when returning the reply slip.

Yours sincerely

Sue Muddeman  
Agent Contract Manager

Post Office Ltd

