

**Post Office Ltd**

**POST OFFICE LTD- CONFIDENTIAL  
Record of Taped Interview**

~~Record of Taped Interview Summary~~  
**Full Taped Interview Transcript**  
(delete as applicable)

**Person interviewed:** PETER DAMIAN McCARTAN (PM)  
**Place of Interview:** ROYAL MAIL HOUSE  
LEVEL 6

<b>Exhibit No:</b>  <b>Number of pages: 15</b>  <b>Signature of interviewer</b>
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**Date of Interview:** 22.11.13  
**Tape reference no.:**  
**Time commenced:** 10.16  
**Time concluded:** 10.39  
**Duration of Interview:** 23 MINUTES  
**Interviewing Officers:** SUZANNE WINTER (SW)  
**Other persons present:** SIMON HUTCHINSON (SH)  
STEPHEN HARPER (ST) - FED REP

Tape counter times	Person speaking	TEXT
	SW	<p>This interview is being tape recorded and the time is 10.16 and the date is the 22<sup>nd</sup> of the 11<sup>th</sup> 2013. The interview is taking place in Royal Mail House, Level 6 in the interview room. I am Suzanne Winter, Post Office Security Manager employed by Post Office Limited in the Security Team and my colleague Simon Hutchinson is present as well. Also present is Stephen Harper from the federation Union and Damian, Peter Damian McCartan who was Sub PM of Ballnafeigh Post Office. I have asked Mr. McCartan to attend the interview with regard to answers that he gave during the interview on Friday 8<sup>th</sup> January 2013 which was relating to the audit that had taken place at Ballynafeigh Post Office Thursday 3<sup>rd</sup> January 2013. Mr. McCartan has been given PL, POL001 legal rights and it's his document explaining the legal rights and it's</p>

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Tape counter times	Person speaking	TEXT
2.52	PM SW	<p>important that you read and understand it and just because the tape has just been switched on if you could just put a further time there of 10.16. Mr. McCartan has also indicated the date as the 22<sup>nd</sup> November and again I will just caution you, because you are suspected of having committed a criminal offence which may result in a criminal prosecution, I must inform you that you do not have to say anything but I must caution you that if you do not mention when questioned something which you later rely on in Court, it may harm your defence. If you do say anything it may be given in evidence, do you understand the caution and Mr. McCartan has indicated yes. I must also inform you that you are not under arrest and you are free to leave if you wish. If you do remain you have the right to legal representation and advice, including the right to speak with a Solicitor in private either in person on the telephone or in writing. You are entitled to read the Police and Criminal Evidence Northern Ireland 1989 Codes of Practice if you wish. The codes set out your legal rights and the rules governing the conduct of this interview. Have you read 1 - 4 above and if you would just indicate that you have and just write 'yes'. Do you understand 1 - 4 above?</p> <p>Yes.</p> <p>Now we come to the decision of the Solicitor. I wish to speak with a Solicitor as soon as it is practical or I do not wish to speak to a Solicitor at this time. If you do not wish to have legal</p>

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Tape counter times	Person speaking	TEXT
3.15		advice, please give the reason why so at the minute do you wish to speak to your Solicitor?
	PM	Er not at present.
	SW	So if you just sign then 'I do not want to speak to a Solicitor at this time' that bottom one there and if you just want to indicate 'not at present then' just there. If you do not want to speak with a Solicitor at this time you can change your mind at any time during the interview do you understand?
	PM	Yeah.
	SW	And then if you just sign it, date it and then time is 10.20 and then print your name and the date and the time is 10.20, the date the 22 <sup>nd</sup> November. Damian McCartan has now signed POL001 indicating at this time he does not wish to have a Solicitor. Now also as part of the Post Office agreement with the unions you can have a friend present during the interview. So the Post Office Limited has agreed with the unions that Post Office staff when interviewed by an investigator may have a friend present at the interview or search. Any friend invited to attend a Post Office Limited interview must be at least 18 years of age and not already involved in the enquiry. He must be a Post Office Limited employee who may be the local union representative or any other official of the recognised union for the grade. The right to a friend is in addition to your legal advice. If there is a search of your home address you have a right to ask for an employee, friend,

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Tape counter times	Person speaking	TEXT
5.14	PM SW  PM ST SW PM ST SW	or person to act as a witness. So I am now showing POL003 to Mr. McCartan. I have read and understood so if you'd want to indicate yes. Yes. If you require a friend now you have Stephen Harper so if you just put Stephen's name there that's brilliant. PH? PH. And then just sign. U or ar? AR. Just sign and the time is 10.22 and the date the 22 <sup>nd</sup> November. Now Stephen if you would just look at the form if you would put you have been called by, so you have been called by Peter Damian McCartan so you have been called to act as a friend during this interview and your role as a friend is to witness what happens during the interview and if requested permitted to attend a search but you may not take part in the interview proceedings nor touch anything during any search. During the interview you may take notes which must be treated as confidential. If the interviewee so requests at a later stage, you may let him have a copy of these notes for use in any subsequent official appeal about the procedures followed during the interview. If the person being interviewed so wishes, your statement may be communicated to his union as confidential. No other communication about the interview or search

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Tape counter times	Person speaking	TEXT
8.05		except in connection with Court proceedings is allowed without the permission of Post Office Limited. I have read and understood the above and am willing to act as a friend and then if you just sign at the bottom of the form please Stephen, name and your grade in your office.
	PM	Time and date what time again?
	SW	The time is 10.25 and the date is the 22 <sup>nd</sup> November. Form POL003 has now been completed by Stephen Harper. Ok Damian that's all the forms the legal forms filled in. Now just to go back we had the interview on the 8 <sup>th</sup> January, since then we haven't been in any communication until maybe this past couple of weeks and I invited you to attend this interview today. You had mentioned to me by text that you had been involved in a car accident, are you happy enough or fit enough to attend the interview today?
	PM	I think so.
	SW	To go back to that interview now I know it was a while ago but I just want to remind you, I just want to discuss with you about the situation regarding the pin pads, the new pin pads have gone into the office and this is where you said you'd lost a lot of money by customers coming in.
	PM	That's where it was lost.
	SW	So if I just read back to you if you just confirm this is what you'd said, you said that a customer came in and it was only on the occasions whenever they asked to withdraw the full amount of money withdraw limit?

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Tape counter times	Person speaking	TEXT
8.42	PM	Yeah.
	SW	They would then enter their pin number.
	PM	Press enter.
	SW	They would press enter, you would then actually
		give them the money that came up on the screen.
	PM	Yeah.
	SW	And the customer's not pressing the button the
		second time.
	PM	Yeah.
	SW	To confirm. This meant that you handed out the
		cash to the customer, they took the card, walked
		out and it wasn't taken out of their.

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Tape counter times	Person speaking	TEXT
10.15	PM SW  PM SW  PM  SW	<p>system and the pin pad screen then asks for the customer to enter the pin number is that correct at the minute so far?</p> <p>I think so.</p> <p>The pin pad screen then shows the words 'enter pin'. The customer enters the personal pin number into the pin pad and presses the green enter button. The pin pad screen then shows 'amount to withdraw'. The maximum is 600. It may show 300, 400 depending what's in the customer's account and then it asks the customer to confirm amount by pressing the green button again so this is where you were saying it was all going wrong for you is that right?</p> <p>Yes.</p> <p>The next stage was the clerk's horizon screen so this is the screen you would be looking at, it shows 'ask the customer to confirm the amount'. and it also shows the amount</p> <p>It shows the amount where previously it didn't. Well previously it just, at that stage you just gave the money out.</p> <p>And until the customer confirms the amount, that screen stays static with only a cancel option available so you're sitting at the Post, er at the counter and the screen is there and it's saying 'ask customer to confirm amount', it's also showing you the amount and then the only other option is the cancel option would that be right?</p> <p>I think so.</p>
11.28	SW	The customer hits the green 'confirm' button and

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Tape counter times	Person speaking	TEXT
		<p>the pin pad screen then instructs the customer to remove the card. If the customer does not remove the card, the pin pad beeps an alarm. When the customer hits the green confirm button, the clerk's horizon screen goes to the pay out screen. The clerk counts the money out to themselves then out to the customer and then hits the 'pay out' cash button on the horizon screen. A receipt is only printed after the customer removes the card from the pin pad so what I've just explained to you there, is that the proper way that the whole transaction should be conducted?</p>
12.13	PM	Yeah.
	SW	So if we go back to what you were saying, if the customer does not press the green button to confirm the amount.
	PM	Yeah.
	SW	Or if the card is left in the pin pad, nothing happens on the pin pad screen and the clerk's horizon screen remains static on 'ask customer to confirm amount', again it's only the cancel option. No pay out screen appears unless the green button is pressed and no cash should be paid out. Is that right what I've explained to you?
12.52	PM	I think so.
	SW	If the cash is paid out and the cancel button hit, then the transaction would not occur. The receipt would show a cancelled transaction and would show as no pay out on transaction log.
	PM	Don't think so don't think there was any receipt.
	SW	It says if there'd be a cancelled transaction a

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Tape counter times	Person speaking	TEXT
14.20		cancelled receipt would come out. If the cash is paid out and the cancelled button hit.
	PM	That's if the cancelled button's hit.
	SW	So if you cancel and cancel button hit you will get a cancelled transaction receipt.
	PM	That's if you hit the cancel button, if you press.
	SW	If money has been paid out without hitting the green button the second time which is what you've said you've done to create this loss, as soon as they remove their card the transaction would cancel. The receipt would say 'cancelled' and stock would be down. The only time the green button is used twice is if the full amount is requested and then the receipt would be a full receipt if button has been hit twice or if they've requested exact amount but bear in mind the customer cannot have a receipt unless the full process is followed. Now you've checked and you've confirmed what I've said and what the trainer and I have gone through on the system is correct and again it does say if as you said the customer walks out without pressing that green button has their cash, that's right what you were saying.
	PM	Yeah.
	SW	What I want to put to you today is that you're sitting there at the counter and on that screen it is telling you 'ask customer to confirm amount'.
	PM	But they didn't notice it sometimes, they didn't notice it a lot of times, it began with the changeover we weren't told that that was going to

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Tape counter times	Person speaking	TEXT
		happen on the screen.
14.44	SW	Right and you said before that you weren't told.
	PM	If you're rushing through 'cos most of the time.
	SW	Now all I'm wanting to ask you today Damian is I have worked at the counter with these new pin pads and I can say myself that I have seen that on the screen and the screen is telling me 'ask the customer to confirm the amount' yes it does show the amount but you have to ask the customer.
	PM	Yeah but for 9 years and 6 months previous to that the screen just showed the money and you took it out.
	SW	Right.
	PM	So that's what we've been doing for 9 years and 6 months there was no warning anything was changing so we just went (indistinct) that's what I'm saying.
	SW	So whenever the new pin pads came in.
	PM	We were not told that you had to press enter twice.
	SW	No but the customer has to press enter twice.
	PM	Yeah we weren't told that we weren't told that that change was coming.
15.30	SW	So whenever the new pin pads came in, what happened? New pin pads were delivered?
	PM	New pin pads delivered, put in and just that's it, they worked the same as the last ones only they're new.
	SW	Did you receive any instructions regarding it?
	PM	Nothing including the instruction that the system had changed.

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Tape counter times	Person speaking	TEXT
	SW	Right so say for instance you hadn't, right if you hadn't received the instructions and it comes up on the screen 'ask customer to confirm amount', what did you expect had to be done?
	PM	Well I didn't notice it like.
	SW	Do you just.
	PM	I'm just going on automatic most of the time like because if you haven't been told something's changing then you just go on automatic, 9 ½ years it was the exact same way every time.
	SW	And Peter and Annette, did they do exactly the same?
	PM	I'm not sure, I don't think so, I know Peter on at least one occasion did because he put money in out of his own pocket and he said he'd done it.
	SW	So Peter had done it on one occasion?
	PM	At least one yeah.
	SW	So right say for instance.
	PM	But I think it was when I had the problem was when I told them I done most of the work and also I just done most of the work that's it.
16.43	SW	So say for instance yes you have done it, you've done it and you've made a mistake, I'm questioning the fact that whenever I have gone through the system and I can see how it comes up on the screen and it tells me 'ask customer to confirm amount' that to let that happen to the point where it has reached over £40,000 of a loss, I find that very difficult to believe.
	PM	Well as I said I didn't think it was that much but that's the only thing I can do to explain it.

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Tape counter times	Person speaking	TEXT
	SW	Whenever you paid out customers did you give them a receipt?
17.29	PM	I can't remember. (indistinct)
	SW	Did the customers usually ask for a receipt?
	PM	No the customers just want their money they do.
	SW	Right so what I've explained to you today with the way the horizon system works, you agree with what I have just?
	PM	I'm not 100% sure I need to go through the horizon system again to see it but it's more or less.
	SW	More or less. Again it's just it's whenever it's telling me right in front of me 'ask customer to confirm amount'.
	PM	But as I said for 9 ½ years it had been the same way and we had not been told there was any change so I just, I'm a busy Post Office sometimes you things you just follow the way that things have been done.
	SW	So you did that for every customer?
	PM	Not for every customer.
	SW	Then until you find it.
	PM	If a customer seen it himself and pressed it like I wouldn't notice it.
18.13	SW	Right any questions to ask about this particular?
	SH	No.
	SW	The only other question I wanted to ask you to was regarding Peter and Annette, do you have contact?
	PM	Yeah.
	SW	Telephone numbers or contact addresses?
	PM	Contract addresses yeah.
	SW	That you can provide them once the interview has

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Tape counter times	Person speaking	TEXT
		been?
	PM	Yeah.
	SW	Been completed. During the interview Damian you mentioned that you were approaching the bank to see about the recovery of the money. You'd said it quite a few times during the interview.
	PM	(indistinct).
18.48	SW	So it's just for you to confirm have you approached the bank as yet to get the recovery of the money?
	PM	Not yet.
	SW	I said nearly a year's gone past?
	PM	I've no, well I've only started working again so I'd no income until now.
	SW	So you have started work?
	PM	Yeah.
	SW	Where are you working?
	PM	<b>GRO</b>
	SW	Yeah.
	PM	<b>GRO</b>
	SW	So at the minute then?
	PM	At the minute's it's reduced hours because it's just (indistinct).
19.36	SW	Ok any questions you want to put?

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Tape counter times	Person speaking	TEXT
	SH	No.
	SW	Stephen are you happy with, is there anything you want to clarify before we end the interview?
	ST	Well yeah can I say.
	SW	Yes go ahead.
	ST	Yeah just thinking on the pin pads, I don't remember any training on that. I do remember the first transactions where unusual on that way.
	SW	Where the customer had to press the button instead of?
	ST	Yeah.
	SW	In the previous time it was.
	ST	That did catch. It never caught us out that knowingly had any losses but it did, it was strange at the first say the first few hours of doing it whatever.
	SW	So once a day would have gone past you would have realised what the actual way it should work?
	ST	Possibly yeah.
	SH	But the system Peter didn't let you give money out without you doing some sort of a transaction on the horizon screen.
	PM	Yeah.
	SH	Even though it was a new system you still realised you had to do some sort of a performance with it?
	ST	I'm just saying memory was, there definitely was no training on it.
	PM	(indistinct) previously it didn't. Previously there was no, we put in the number and the amount came up and that was the amount you gave out previously. When that system changed we weren't

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Tape counter times	Person speaking	TEXT
21.14		told that it was changing so the amount came up and that was the amount I gave out.
	SH	Yes but you had then consciously do something?
	PM	No.
	SH	Do an act on the horizon system then go onto your next transaction.
	PM	If the customer, I think the customer pulled out and hit cancel that was gone.
	SW	Are you happy enough then Stephen or there any more questions you want to clarify?
	ST	Yeah, no.
	SW	Ok. I wish to bring this interview to a close, is there anything else you wish to clarify before we bring the interview to a close?
	ST	(indistinct).
	PM	The Horizon system? (indistinct).
	ST	Possibly at this stage just leave it.
	PM	(indistinct).
	SW	Ok I'm terminating the interview and the time is 10.
	PM	(indistinct)
	SW	10.39 and we're switching off the tapes.
PM	Thanks.	