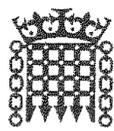


PV2036

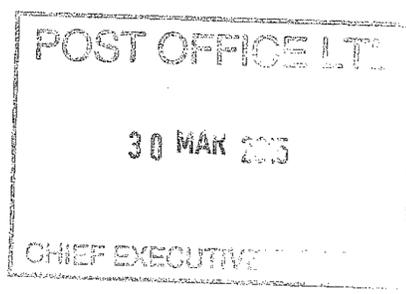
From the Rt Hon Greg Clark MP



HOUSE OF COMMONS
LONDON SW1A 0AA

27 March 2015

Paula Vennells
Chief Executive
Post Office Ltd
148 Old Street
London EC1V 9HQ



Paula Vennells

I have been in correspondence with my constituent, Mrs Pauline Thomson
of GRO
GRO

Mrs Thomson received the enclosed letter last month, only a couple of days after being told that her case would proceed to mediation.

My constituent is understandably greatly concerned by this change in position and I would be grateful if it could be reviewed.

Yours sincerely

GRO

Enc.



Post Office Limited
148 Old Street
LONDON
EC1V 9HQ

Confidential - Not to be disclosed outside of the Scheme and mediation

Ms P. Thomson

GRO

5th February 2015

Ref: **GRO**

Dear Ms Thomson

Post Office Initial Complaint Review and Mediation Scheme (the "Scheme")

I am writing in connection to your application to the Scheme.

You will be aware that your case has been looked at afresh and thoroughly re-investigated by Post Office. Your case has also been considered by the Scheme's independent forensic accountants, Second Sight Support Services Ltd. The reports of both of these investigations have been shared with you.

As you will know, Second Sight recommended that the question of responsibility for losses incurred in your branch should be mediated. In the event, the Scheme's Working Group considered that the issue was suitable for mediation on a deferred basis.

I regret to inform you that, after careful consideration, Post Office takes a different view and has decided against proceeding to mediation in your particular case for the reasons I set out below.

Responsibility for Losses

Post Office considers that the question of responsibility for the losses suffered in your branch was appropriately addressed at the time of the suspension of your contract with Post Office on 12 September 2008 and your subsequent prosecution and conviction. It remains Post Office's view that the conclusions drawn at the time were correct and nothing in our own re-investigation, nor in the Review of your case by Second Sight, represents a challenge to that position.

Consequential Loss Claim

I am aware that your Case Questionnaire Response (CQR) contained an unparticularised claim for costs and compensation. Post Office is firmly of the view that it did not act in any way by which it could be held liable to you for the losses you are now claiming.

Mediation

Because there is no issue of substance which mediation could either address or resolve, Post Office

www.postoffice.co.uk



Post Office Limited
148 Old Street
LONDON
EC1V 9HQ

Confidential - Not to be disclosed outside of the Scheme and mediation

has decided against proceeding to that stage in this particular case since we do not believe mediation offers any realistic prospect of resolving your dispute with Post Office. We are writing to the Centre for Effective Dispute Resolution to this effect. In the circumstances, Post Office considers your complaint to the Scheme is now concluded.

I understand that this news will come as a disappointment to you. I nevertheless hope that the extensive investigations undertaken both by Post Office and Second Sight will have demonstrated our determination carefully to consider all of the concerns you raised in your application in a detailed, comprehensive and independently verified fashion.

I am copying this letter to your professional adviser.

Yours sincerely,

GRO

Angela Van Den Bogerd

Head of Partnerships
Post Office Limited

www.postoffice.co.uk

Post Office Ltd is registered in England and Wales. Registered No. 2154540. Registered Office 148 Old Street, London, EC1V 9HQ.
Post Office and the Post Office logo are registered trade marks of Post Office Ltd.