

---

**From:** Melanie Corfield[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MELANIE CORFI1DE623C2-38B2-49FB-AE9A-12E4B20D626720C]  
**Sent:** Tue 16/06/2015 11:29:30 AM (UTC)  
**To:** Mark Underwood [GRO]  
**Subject:** FW: Updated Information  
**Attachment:** FW: March 2010 - Incident Details  
**Attachment:** Castleton Judgment.pdf

Callendar Square was referenced in detail in a jury trial as you know. There were a couple of key points, from memory: the timing of Callendar Sq and the timing of rolled out fix, which did not coincide with the problems of the branch concerned in the trial; the symptoms (which were visible and noticeable) did not apply to the events at the branch and there were, in any event, many, many more probable explanations and other circumstances in that case. Evidence all heard in open court.  
Mel

---

**From:** Mark Underwood [GRO]  
**Sent:** 16 June 2015 12:15  
**To:** Newsome Pete; Melanie Corfield  
**Cc:** Harvey Michael; Goulden Graham; Patrick Bourke  
**Subject:** RE: Updated Information

Hi Pete, Thank you for the below.

In terms of the TFS – is the attached the TFS call for the 2010 incident?

In terms of the third bug – this was said to have occurred at the Callender Square Branch in Falkirk, so I presume it does exist – not least because it was reference in two separate court procedures? Could you do some digging please?

I believe you are at PO today so if easier, happy to speak in person

Mark

Mark Underwood  
Complaint Review and Mediation Scheme

[GRO]

---

**From:** Newsome Pete [GRO]  
**Sent:** 16 June 2015 09:19  
**To:** Melanie Corfield  
**Cc:** Harvey Michael; Mark Underwood [GRO]; Goulden Graham  
**Subject:** Updated Information

Hi

Updated status in blue below:

Following our conversation yesterday these are the “asks” of Fujitsu which we are currently working on:

- Can Fujitsu provide photographs of the area in Bracknell Mr Rudkin visited? - Attached
- Can Fujitsu accommodate a visit by Angela Van Den Bogard to this area next week? – Post Office to offer

availability Completed

- Would Fujitsu approve a Panorama film crew the opportunity to film in the test area in Bracknell? For the reasons discussed yesterday Fujitsu have decided not to take up this offer.
- Provide TFS outputs and supportive documentation for the 2 bugs identified in the Second Sight Report Detailed information attached. Still trying to find some example TFS calls related to the two bugs.
- Investigate the suggestion there is a 3<sup>rd</sup> bug in the Second Sight Report– Mark Underwood has sent over the email with the detail. Fujitsu can confirm there have only been 2 bugs.
- Fujitsu to soften words as discussed on the statement to be issued to Panorama's ROR. Statement submitted and agreed. Will be submitted to Panorama as appropriate.

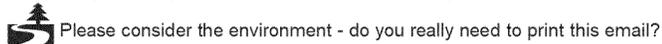
Regards

Pete

Pete Newsome  
Business Change Manager  
Post Office Account, Fujitsu UK&I  
Tel:   
E-Mail:   
Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homelessness charity



Unless otherwise stated, this email has been sent from Fujitsu Services Limited, from Fujitsu (FTS) Limited, or from Fujitsu Telecommunications Europe Limited, together "Fujitsu".

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Fujitsu Services Limited, registered in England No 96056, registered office 22 Baker Street, London W1U 3BW.

Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.