
From: Mark Underwood [GRO] O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MARK UNDERWOO222A42EC-51A8-4DFA-A353-DCEA512679657B4]
Sent: Thur 11/06/2015 7:29:58 AM (UTC)
To: Parsons, Andrew [GRO]
Cc: Patrick Bourke [GRO]; Melanie Corfield [GRO]
Subject: RE: bugs

Thanks Andy, this is most useful.

Mark Underwood
Complaint Review and Mediation Scheme
[GRO]

From: Parsons, Andrew [GRO]
Sent: 11 June 2015 07:45
To: Mark Underwood [GRO]
Cc: Patrick Bourke; Melanie Corfield
Subject: RE: bugs

Mark

The third bug is the "Falkirk Bug". This impacted one single branch so whether you would call it a "bug" in the system as opposed to an isolated anomaly is open to debate. It was disclosed in the Castleton court proceedings – attached, see para 23.

A

Andrew Parsons
Managing Associate

Bond Dickinson

Direct: [GRO]
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From: Mark Underwood [GRO]
Sent: 10 June 2015 09:38
To: Parsons, Andrew
Cc: Patrick Bourke; Melanie Corfield
Subject: FW: bugs

Andy – please see below. Do you have this info?

Mark Underwood
Complaint Review and Mediation Scheme

GRO

From: Patrick Bourke
Sent: 10 June 2015 09:38
To: Mark Underwood; GRO; Melanie Corfield
Subject: RE: bugs

Rod/Andy best placed.

From: Mark Underwood; GRO
Sent: 10 June 2015 09:37
To: Patrick Bourke; Melanie Corfield
Subject: bugs

Reading the below from the Interim Report – it would appear there have been 3 bugs. Does anyone have the definitive info on these?

The first defect, referred to as the "*Receipts and Payments Mismatch Problem*", impacted 62 branches. It was discovered in September 2010 as a result of Fujitsu's monitoring of system events (although there were subsequent calls from branches). The aggregate of the discrepancies arising from this system defect was £9,029, the largest shortfall being £777 and the largest surplus £7,044. POL has informed us that all shortages were addressed at no loss to any SPMR.

6.6. The second defect, referred to as the "*Local Suspense Account Problem*", affected 14 branches, and generated discrepancies totalling £4,486, including a temporary shortfall of £9,800 at one branch and a surplus of £3,200 at another (the remaining 12 branches were all impacted by amounts of less than £161).

6.7. POL was unaware of this second defect until, a year after its first occurrence in 2011, it re-occurred and an unexplained shortfall was reported by an SPMR.

6.8. POL's initial investigations in 2012 failed to reveal the system defect and, because the cause could not be identified, the amount was written off. Fujitsu looked into the matter early in 2013 and discovered, and then corrected, the defect.

6.9. It seems however, that the shortfalls (and surpluses) that occurred at the first occurrence (in 2011) resulted in branches being asked to make good incorrect amounts.

6.10. POL has informed us that it has disclosed, in Witness Statements to English Courts, information about one other subsequently-corrected defect or "bug" in the Horizon software.

Mark Underwood
Complaint Review and Mediation Scheme

GRO

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