

th May 2013

David Cheape
CJ Lang & Son Ltd
78 Longtown Road
Dundee
DD4 8JU

Dear Sir/Madam

Re Branch Discrepancies at Dundas Post Office

You may have been aware of 2 small value unexplained discrepancies that have impacted your branch.

In light of these discrepancies Post Office has thoroughly investigated your branch's records and, whilst undertaking this investigation, we have ensured that any known discrepancies have not been charged to your account. I write now to confirm the outcome of our investigations.

I can confirm that gains of £5.84 declared at TP9 in 2011/12 and 2012/13 were not proper to your branch. This issue was created by a specific set of circumstances dating back to an actual gain you declared in 2010 (TP8).

In brief the stock unit that declared the discrepancy and placed it into Local Suspense was deleted on or before 10th December 2010. A change in archiving strategy meant did not account for this specific scenario.

The impact of this was that the loss of 2010 was picked up again at the beginning of TP9 the next year in Horizon. At the end of TP9 the branch was forced to clear this along with current discrepancies. The Local Suspense ledger in the Post Office Finance System was impacted in the same way.

This was scenario was then repeated at the same point the next year.

Both TP9 discrepancies recorded at your branch were of course assigned to nominee and resolved under standard monthly settlement. Post Office Ltd will not be looking to recover these gains.

You may not have been aware of these discrepancies but I felt it to be important to make you aware of the issue.

Archiving rules have been amended to prevent a scenario of this type repeating itself.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
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Cc Branch Support team