

Witness Name: Mr Chirag Sidpura

Statement No.: WITN0085_01

THE POST OFFICE HORIZON INQUIRY

EXHIBIT WITN0085_01/2

Conduct Case – Decision Rationale

Pen Picture of Branch	
Branch name	Farncombe
Branch code	100923
PMR Name	Sids News Ltd operated by Mr Chirag Sidhpura
Branch format	Local – Two dedicated open plan counter positions.
Appointment date to current contract (if convertor original appointment date)	Originally appointed as Subpostmaster on 22 January 2013. 14 August 2015 as a Local Postmaster following branch conversion.
Contract type and code eg Local NTL1	Local NTLP1
Basis of contractual relationship (if company or partnership include details of named directors/individuals.	Limited Company with 3 directors being Chirag Sidhpura, [REDACTED] and [REDACTED]
Legal entity contacted with	Mr Chirag Sidhpura
Guarantors appointed if yes who are they	N/A
Contract signing and countersigning dates	Signed by Mr Chirag Sidhpura on 25 April 2015. Countersigned by [REDACTED] on behalf of POL on 18 May 2015.
Remuneration/fees for last twelve months/since opening less that twelve months	£42,430.91 *
Associated retail	Convenience store
Opening hours	Monday to Saturday 08:00 to 19:00 and Sunday 08:00 to 13:00
Customer sessions	Average of 1153 sessions per week *
Product eg nonstandard products	Bureau de change Euro, Lottery, ATM (external)
Date of precautionary suspension	10 October 2017

Background to Case

Details of what has happened eg reasons for precautionary suspension or immediate termination.

Mr Sidhpura was originally appointed as Subpostmaster on 22 January 2013. The branch converted on site to a Local Plus model on 14 August 2015.

An audit took place at the branch on 10 October 2017, due to concerns over failed cash declarations and repeated failures to return excess cash, which resulted in a shortage of £57543.92 being revealed.

A breakdown of the shortage is as follows:

	£	
Cash	57297.54	shortage
Foreign Exchange	8.85	surplus
Postage	16.53	surplus
Stock	274.63	shortage
Spoilt Postage Labels	12.65	shortage
Late transactions	15.52	surplus
Total	57543.92	shortage

The identified cash shortage was found within the ATM stock unit figures.

No explanation was provided for the cash shortages at the audit.

Following the audit, the father in law of the postmaster repaid the total amount of the loss on 12 October 2017 and as a result no monies are outstanding to Post Office Ltd.

Breaches Identified

Breaches of Contractual Agreement/Contract for Services (provide clause details and section and clause numbers). Reference to appropriate sections of the manuals that have been breached.

Failure to keep the account in the prescribed manner is a breach of clause 3.6.3 of Part 2 of the Standard Conditions of the Agreement which state:

Part 2

Recording, provision of information, accounting and settling

3.6 The Operator shall

3.6.3 maintain an accounting system, prepare, sign and maintain financial statements and accounts, record Transactions and maintain all records in accordance with the provisions contained in the Manual, in particular paragraphs 9.2 to 9.4 (inclusive)

3.7 The Operator shall

3.7.3 not hold any cash or currency at the Branch premises whether such cash or currency is a Product or otherwise) in excess of the limits notified to the Operator by Post Office Ltd from time to time.

3.7.4 immediately produce all Post Office cash and stock for inspection whenever requested by Post Office Ltd.

4 Liability for Post Office Cash and Stock

4.1 The Operator shall be fully liable for any loss of or damage to, any Post Office Cash and Stock (however this occurs and whether it occurs as a result of any negligence by the Operator, its Personnel or otherwise, or as a result of any breach of the Agreement by the Operator) except for losses arising from the criminal act of a third party (other than Personnel) which the Operator could not have prevented or mitigated by following Post Office Ltd's security procedures or by taking reasonable care. Any deficiencies in stocks of Products and/or any resulting shortfall in the money payable to Post Office Ltd must be made good by the Operator without delay so that, in the case of any shortfall, Post Office Ltd is paid the full amount when due in accordance with the Manual.

In addition to the above breaches section 16.2 and in particular clauses 16.2.15 and 16.2.16 of Part 2 of the Standard Conditions of the Agreement states POL has the rights to terminate the Agreement in the event of failing to properly account for Post Office funds.

Section 16.2 of Part 2 of the Standards conditions state:

16.2 In addition to any other rights of termination contained in other Parts, Post Office Ltd may terminate the Agreement immediately on giving written notice to the Operator if the Operator:

16.2.15 fails to properly account for any money due to, or stock of, Post Office Ltd or the Clients.

Investigation

Details of investigations undertaken (all areas where investigations have been undertaken and details of information obtained eg findings from RTU/meeting with PMR).

Background

Farncombe is a local branch situated in a convenience store within a large village in Surrey. Mr Sidhpura acquired the store in January 2013 under a traditional contract and converted to a Local Plus branch in August 2015. Customer sessions are approximately 1150 per week. There is no record of any contractual action relating to the branch stored on cloud city.

I wrote to Mr Sidhpura on 6 November 2017 inviting him to attend a meeting on 15 November 2017. Mr Sidhpura confirmed on the 9 November that he would be attending the meeting unaccompanied. However on arrival at the meeting, Mr Sidhpura arrived with [REDACTED] from the NFSP. Prior to this meeting, Mr Sidhpura had already been interviewed by [REDACTED] from the security team.

Before the date of the meeting, I contacted [REDACTED] from the SSRT and asked him to review the transaction history and balancing of the branch to see if any useful information could be obtained that would assist with this enquiry. It was agreed that it would assist further to obtain the ARQ data for the period before and after the branch closure in August 2015.

Informal Meeting

Mr Sidhpura works full time in the business and is supported by 2 other part time

members of staff. Up until the day of the audit, he also employed [REDACTED] that were apparently unrelated to the loss at the branch. Mr Sidhpura stated that until this point, both he and his brother in law were responsible for balancing the ATM at the branch. The ATM was installed at the branch during August 2013.

Mr Sidhpura claimed that he was not aware of any shortage in relation to the ATM prior to the audit being conducted on 10 October 2017. He informed me that he had checked the ATM balancing regularly, but not in the week preceding the audit, due to having lost the ATM keys. These were apparently then found in one of the safes on the premises. He further stated that the branch balanced without any significant shortages and that he was responsible for completing the office balance procedure. Mr Sidhpura also added that the ATM figures were correct up to the point that the keys were missing for 1 week.

During the meeting, Mr Sidhpura suggested initially, that the reason for the shortage could be related to not declaring the ATM figures during the time the branch was closed for two weeks while the refurbishment to a Local model was completed. This was the 2 week period at the beginning of August 2015. However, later in the meeting, he suggested that it was as a result of the way in which he recorded and entered the ATM figures onto Horizon. This suggestion was refuted by [REDACTED] from NFSP, as he indicated that this would have shown a discrepancy each week. At no point during the meeting was Mr Sidhpura able to offer a satisfactory explanation as to why the loss had occurred, but he maintained that he could not understand what had happened and that it was a shock to him. He added that the loss had been repaid in full via his father in law two days after the audit had taken place. Mr Sidhpura stated that the loss was not an issue with the Horizon system.

During the meeting, I requested that Mr Sidhpura provided me with the branch ATM reports 1 and 2 and the relevant Horizon receipts. This was agreed by him and I provided Mr Sidhpura with the address to send the documents to.

The week following the meeting with Mr Sidhpura, I received a significant amount of documentation from him as per my request. This was forwarded to [REDACTED], in order that this could be reviewed and cross referenced with the information held by him.

Additional Meeting

I was subsequently contacted by Mr Sidhpura on 4 December 2017 at which time he requested a further meeting with me. He stated that he had been reviewing his method of ATM accounting with another postmaster and he believed he could demonstrate how the loss had occurred. As I had very limited time available prior to Christmas, I agreed to meet with Mr Sidhpura the following day in Norwich.

At this meeting, I was shown a spreadsheet of his review and the figures he purported were the reason for the loss occurring at the branch. He verbally gave me the reasons for this and his method for reporting the ATM figures. I suggested that he put all of his explanations in writing together with his spreadsheet and email it to me, in order that a review could be undertaken. I received the documents from Mr Sidhpura on 11 December 2017 and immediately forwarded them to [REDACTED] to assist with his review.

Calls to NBSC

A total of only 2 related calls were made to NBSC prior to the audit on 10 October;

- 14 August 2015 regarding office balance snapshot querying the amount of cash shown as on hand. Advised to continue to contact the cash management team. There is no record available that details a call to the CASM Team. This call was made by [REDACTED], Post office Trainer.
- 18 August 2015 regarding the ATM telephone number. No other information is available.
- In total 27 calls were made to NBSC, of which 9 were made by Mr Sidhpura.

Support Services Resolution Team Report

A report was requested from [REDACTED] from SSRT and is associated with this document. The key findings of his investigation are as follows.

- A high volume of failed cash declarations showing that the daily process of declaring cash on hand at the branch were not completed.
- Clear evidence that repeated requests to return excess cash to Post Office Ltd were ignored completely. In other instances the amount returned was significantly lower than the amount requested. Failure to return cash as requested occurred throughout the period reviewed from 14 August 2016 until 9 October 2017.
- The ATM cash holdings are high relative to the weekly average dispensed figures.
- Due to the failure to comply with the above, there were certain occasions when requests for extra cash made by Mr Sidhpura were refused.
- The ATM figures for the period the branch was closed in August 2015 were entered onto Horizon on 19 August, despite the postmaster initially claiming they had not been.
- There is clear evidence that the branch stock units were being manipulated in an attempt to show a zero discrepancy. Two periods of trading have been reviewed, 01 July 2015 to 30 September 2015 and 06 June 2017 to 10 October 2017. SSRT have provided examples and commented this is a general trend through the period reviewed.
- On 6 October 2017 a multiple sale of stamps totalling £668.90, paid by Visa credit payment is reversed approximately four and a half hours later and settled to cash. (If a genuine transaction, the customer should have been refunded by the Visa credit payment. If not a genuine transaction, it is a means of obtaining instant cash). This matter has not been discussed with the postmaster, as it was unknown at the time of the informal meeting.
- No evidence to support the claim of the postmaster that the loss had occurred after the last Branch Trading Statement, prior to the audit on 10 October.
- The review of the information supplied by Mr Sidhpura is incorrect and does not explain the loss found at the audit. Using the figures he provided, it would actually have resulted in a surplus of £17,245.00.
- It is apparent that Mr Sidhpura did not follow the Post Office Accounting Instructions for BOI ATM, which is supplied to all branches.

Security Report

On 20 December 2017 a case closure report was received from Post Office Security. The report stated the following:

- Mr Sidhpura stated that he had no idea how the ATM loss had occurred, but suggested that it may have occurred during the time the branch was closed in August 2015.

- Subsequently suggested that he must have been balancing the ATM incorrectly.
- Mr Sidhpura was challenged on whether he had been making false declarations on his branch trading statements, which he denied.

The conclusion of the Security case is that no criminal action will be taken against Mr Sidhpura.

On appointment, onsite training took place on 22 January 2013 to 28 January 2013 and also 30 January 2013. Mr Sidhpura confirmed at our meeting that he received training on appointment. There is a record dated 18 August 2015, which show that at the conversion to the local model, further training was given and signed off by Mr Sidhpura. This shows that the areas relating to making good losses, cash management (ONCH) and remittances were covered within the training provided.

Details of previous performance issues and action taken

Although it was evident that Mr Sidhpura had consistently failed to complete his daily cash declarations, or return cash as requested over a long period of time, this matter does not appear to have been referred to the contracts team for action to be taken. The initial training records for the operator do not appear within the training link spreadsheet.

Findings Against Each Breach and Factors for Consideration

Detail information identified from the investigation against each breach of the Contractual Agreement/Contract for Services/manual (insert contractual clause and information to demonstrate the breach). Include any new breaches identified as a result of the investigation.

Clause 3.6.3 of Part 2 of Standard Conditions

The audit revealed a shortage at the branch of £57543.92, the bulk of which related to the ATM. Mr Sidhpura has not provided any satisfactory explanation for the loss and any reasons given by him have subsequently been disproved. He has suggested different reasons for the shortage, which have proven to be false and has stated that he was the person who completed the balancing of the ATM and the branch as a whole. Mr Sidhpura has failed to keep the accounts in the prescribed manner and failed to undertake cash declarations as required, resulting in an unexplained shortage. This is a breach of clause 3.6.3 of Part 2 of the Standard Conditions of the Agreement.

Clause 3.7.3-Cash Holdings

Over a significant period cash holdings were greatly in excess of limits as detailed in the CASM report and requests to return excess cash ignored. This is a breach of clause 3.7.3 of Part 2 of the Standard Conditions.

Clause 4.1-Immediate repayment of shortages

The shortage identified at the audit on 10 October could not be made good immediately. This is a breach of 4.1 of Part 2 of the Standard Conditions.

In addition to the above breaches section 16.2 and in particular clause 16.2.15 of Part 2 of the Standard Conditions of the Agreement states POL has the rights to

<p>terminate the Agreement in the event of failing to properly account for Post Office funds and failing to repay shortages.</p>
<p>Criteria for Consideration</p>
<p>o Impact and on-going risk to POL funds</p> <p>The audit revealed a shortage of £57543.92 which has been repaid in full. However reinstatement would present a continued ongoing risk to PO funds, as there has been no satisfactory explanation for the loss and Mr Sidhpura has indicated that his business is struggling financially. In addition he has to repay his father in law the full amount of the loss, as it was him who repaid the monies owed to Post Office Ltd. There is a major concern regarding Post Office monies given his financial situation.</p>
<p>o Impact and on-going risk to POL brand and reputation</p> <p>Reinstatement would be a risk to Post Office Ltd brand and reputation due to continued risk to funds, which could lead to further issues occurring and a loss of service thus damaging the business brand and reputation.</p>
<p>o Effect of termination on customers</p> <p>The branch is currently closed and customers are having to use other branches. The 3 nearest branches are</p> <ul style="list-style-type: none"> • Godalming 1.0 miles • Shalford 2.5 miles • Milford 3.0 miles
<p>o Effect of termination on the Postmaster</p> <p>Mr Sidhpura indicated both at the meeting with me and in subsequent telephone calls that the retail business is struggling and I believe that without the Post Office, he will struggle to maintain his current business without looking for different sources of income.</p>
<p>o Any relevant information provided by the Postmaster including any mitigation presented</p> <p>Mr Sidhpura has stated that he would change the way in which he accounts for the ATM figures. However, he should have been following the correct process anyway and he is now in a position of financial difficulty.</p>
<p>o Direct involvement or responsibility of the Agent in the actions which led to the breach</p> <p>Mr Sidhpura has not provided a satisfactory explanation for the shortages identified at the branch. He has repeatedly failed to complete his daily cash declarations or return excess cash as required leading to the breaches of his contract.</p>

<ul style="list-style-type: none"> o Impact of the breach (as distinct from the proposed termination) on customers, suppliers and partner <p>The branch has remained closed since the audit causing disruption for the customers and loss of income and brand damage to Post Office Ltd.</p>																						
<ul style="list-style-type: none"> o Identity of the injured party (if any) who has suffered loss or damage as a result of the breach, and whether this party is POL, customers or clients <p>The loss has been repaid to Post Office Ltd. Customers have suffered the inconvenience of the branch being closed and Post Office Ltd have suffered brand damage.</p>																						
<ul style="list-style-type: none"> o Postmaster's history i.e. service length and record, previous written directions/warnings etc. <p>Mr Sidhpura was originally appointed as Subpostmaster on 8 January 2013. The branch converted to a Local Plus on 14 August 2015. There have been no contractual matters recorded against the postmaster since his appointment.</p>																						
<ul style="list-style-type: none"> o Legal advice <p>No legal advice required.</p>																						
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	Decision and rationale
	Recommended Decision:
	Immediate termination of the Postmasters Agreement
	Rationale to support recommended decision i.e. why have you recommended this course of action and excluded others based on the balance of probabilities?
	Following consideration of all of the available facts for this case, I recommend immediate termination for the following reasons:
	<ol style="list-style-type: none"> 1. The significant amount of the shortage in a relatively small branch, for which Mr Sidhpura has offered no satisfactory explanation. The two different reasons given by him have both been proved to be false.

2. The investigation has established that Mr Sidhpura regularly failed to declare his overnight cash holdings.

3. As part of this process, he also failed on many occasions to return excess cash as required and this is a clear breach of his contract.

4. There is evidence of a stamp reversal transaction that was settled to cash, over 4 hours after the original transaction concerning an amount of £668.90. The purchase was made via a Visa Credit payment.

5. Mr Sidhpura has stated on more than one occasion that his retail business is struggling financially and he also has the debt of over £57000.00 to repay to his father in law.

I have considered but ruled out reinstatement due to the following reasons:

- No satisfactory explanation has been provided by Mr Sidhpura for how the shortage occurred. If the Postmaster were allowed to operate the branch again a continued risk to Post Office funds would exist, particularly given his financial situation.
- The lengthy period of time that he failed to complete his overnight cash declarations.
- The failures to return excess cash as required under the terms of his contract.

I have considered but ruled out suspended termination due to:

- The ongoing risk to Post Office funds because of the absence of a proper explanation from Mr Sidhpura for the shortage found at audit and his current financial situation.
- Evidence shows that Mr Sidhpura fails consistently to complete basic Post Office processes, such as declaring cash declarations.
- Failure to meet the requirements to return excess cash as dictated by his contract.

I have considered but ruled out termination by notice due to the following:

- The ongoing risk to Post Office funds.
- The branch has been closed since 10 October and it would lead to major brand damage to reopen for a short period of time and then close it again.

Agents Contracts Deployment Manager Review	
Decision document completed by:-	██████████
Date of review:-	2 February 2018
Decision on case-Immediate Termination (if the decision is changed give reasons)	
Name of reviewing Manager:-	██████████

**Application Summary - Chirag Sidhpura - SPM005654
(100923 Commercial)**

Personal Details

Id	GRO	Username	GRO
E-Mail	GRO	Preferred Mail Type	Email
Title	Mr	First Name	Chirag
Surname	Sidhpura	Date of Birth	GRO
Salary	0	Salary Sought	0
Address	GRO		
City			
Post Code			
Place of Birth			
Home Phone No.		NI Number	GRO
		Nationality	GRO
		Mobile Phone No.	
Person Type	(K) Subpostmaster	Sourced From	POL Agents

Experience

Paid	No
Title	Post Office Clerk
Support description	Net Profits
Start Date	10 Dec 2010
Role description	In December 2010, I joined Jasons News as a part time assistance, which then turned into being full time. Enjoying being fronted by customers and meeting and greeting new people on a daily bases made me enthusiastic on fulfilling my daily duties. My daily duties included - Serving Customers, Customer Service, Post Office Clerk, Cash Handling, Cashing up, Post Office Product Knowledge, ensuring the trading area is always kept clean and tidy - Presentable for customers to be in a presentable environment.
Paid	No
Title	Company Director
Support description	Net Profits
Start Date	01 May 2008
Role description	In May 2008 I took the opportunity to open a company and do freelance work as well as contractual work. My main client base is based on Hosting websites and hosting and managing emails. I have undertaken all types of IT work including repairs, data recovery, printing, IT Support, graphic design, hardware and software support. The company is a small IT Solutions company based in North West London. Within the company I have managed to deal with the sales, finance, development and also the structure to keep my knowledge and skills up to date as time goes on.

Summary

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Paid Yes
Company Concept 247 Limited
Job Title Web Designer / IT Support Engineer
Start Date 01 Feb 2007
End Date 04 Apr 2009

Description

Initially joining the company, doing web development using various software packages I had over achieved this task. With company restraints I was allocated to add to my work load, on doing IT support for the company as well as multiple clients. The tasks of web development included using and understanding the customer's needs for internet marketing as well as the goal of creating the website and what the customer wanted to get out of it. When moving over to IT support I had learnt a lot on the job, managing multiple users, exchange emails, server support including other applications such as Citrix for external user interaction, desktop support, computer repairs, and customer service.

Application Questions

Please give details below of the agreement that you have reached with the current Subpostmaster, including their name and the date the financial agreement was reached

SUBPOST MASTER - 

DATE FINANCIAL AGREEMENT WAS REACHED --FEBRUARY 2012

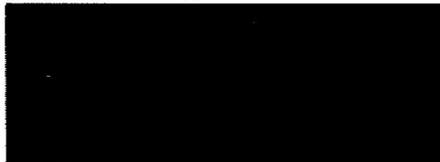
To process your application as quickly as possible, please tell us the name of the Post Office you are applying for.

FARNCOMBE

If you are dealing with a Business Transfer Agent for the proposed purchase of the retail premises and associated retail business, do you give your authority for the HR Service Centre to speak directly with them regarding any issues relating to your application? YES / NO If yes, please give their details below:- Contact person: Company: Address: Phone number: E mail:

NO

Have you or your spouse/partner ever held an appointment as a subpostmaster, a sub Post Office assistant, a Franchisee, or been employed by Royal Mail Group plc or its Subsidiaries in any capacity? If so, please provide full details below of the following: name of appointee/employee, position held and work location, date of appointment, date of cessation and reason for leaving.



Will you be operating the service at the current premises?
 If no, please give full details of the proposed alternative site

YES

Is the location for the business leasehold or freehold?
 If the premises are, or will be leased or rented, what is the period of termination of tenancy?

LEASEHOLD - 20 Years

Are there any restrictions, which will prevent use of the premises as a Sub Post Office?

NO

Has any necessary planning permission or bye-law consent been obtained?

NO

Please state if you have acquired, or intend to acquire the private business of the outgoing Subpostmaster?

If so, do you understand that the acquisition of the business does not entitle you to preferential consideration for Post Office Ltd business?

I intend to acquire the private business - I understand the acquisition

Will you reside at the premises?

YES

Are you planning to make any alterations to the premises from which Post Office services will be offered? Yes/No Answer: If Yes can you please specify what alterations you would like to make below. Answer:

YES - REARRANGE THE SHOP LAYOUT IN INCREASE POST OFFICE SALES COUNTERS TO INCORPORATE, 1 POSSIBLY 2 COMBI COUNTERS

If your partner/spouse is going to work in the Post Office branch, even occasionally, or will reside on the premises where the branch is located, please give their details

e require:

- Full Name
- Previous name
- Address and postcode
- Telephone number
- Previous address (If less than five years)
- National insurance number
- Date, place and country of birth



Branching Questions

At Post Office Ltd we welcome applications from disabled candidates and are committed to providing support both during the application process and beyond to candidates who consider themselves to have a disability.

Do you consider yourself to have any form of disability?

No

Thank you, please continue.

Should you be successful in your application, will your partner or spouse be working in the Post Office branch? This includes whether it is full time, occasionally, or in the case of a residential branch, they will also live on the premises.

Yes

Please give details below of their title, full name and any previous names they have been known by



Previous Name - 

Please give details of their permanent address and telephone number in full



Has your spouse or partner lived at this address for less than five years?

No

Thank you, please continue

Please note that Post Office Ltd undertakes mandatory security checks on ALL successful applicants in accordance with the company policy, the Police Act 1997 the Data Protection Act 1998 and the Good Friday Agreement. Unspent driving convictions will be considered in line with the Post Office Ltd Vetting Policy and may specifically prevent you from working in a driving role. Any unspent driving conviction that prevents you from undertaking a Post Office Ltd role with driving duties will be communicated to the requestor of the Criminal Record Check as part of the overall Security Vetting results advice.

You must also be aware that any documents you provide may be checked electronically to detect identity fraud and your details may be shared with GB Group. Any suspect documents may be reported to relevant authorities. Misrepresentation or failure to disclose material facts may lead to immediate termination and/or legal action.

You will now undertake a short questionnaire which will provide Post Office Ltd with the necessary information to carry out these checks.

Please read the statement below carefully.

I understand that giving my consent below, Post Office Ltd has permission to carry out security checks and for these to be audited by a 3rd party that is approved by Post Office Ltd. These security checks include a Criminal Record Check and/or Recruitment Risk register and/or Voters check(s) and/or Financial Checks as deemed a requirement for the job. I can confirm I am the person listed in this application. this consent lasts for a period of six months from the date of this application.

If you are appointed before Post Office Ltd has received the results of the: Immigration Documents checks Criminal Records checks: or Satisfactory reference from a previous employer and those result(s) are not to the satisfaction of Post Office Ltd this will lead to the termination of your contract

Do you give your consent for the Post Office Ltd to carry out security checks?

Yes

As part of the application process a basic disclosure from Disclosure Scotland or Access NI is required.

Disclosure Scotland and Access NI are organisations who provide Post Office Ltd with basic disclosure certificates.

Further information on basic disclosures can be found on www.disclosurescotland.co.uk and www.accessni.gov.uk

Post Office Ltd will use your personal data given during this application for the purpose of obtaining Disclosure Certificate's through Disclosure Scotland and Access NI in accordance with the Data Protection Act 1998.

This personal data will be exchanged electronically between these aforementioned parties and the completed disclosure will be returned to Post Office Ltd and opened by Post Office Ltdbr> Do you give your consent for your personal data to be used for the purpose of obtaining a Disclosure Certificate as above.

Yes

GRO

Thank you, please continue.

Please answer the following questions concerning the Terms and Conditions of your application, unfortunately if you fail to answer YES to any of these four questions, the system will not allow your application to be progressed.

Any expenditure or costs incurred by you, in preparing your application for appointment including the business plan shall be borne by you in any event, whether or not you are ultimately successful in being appointed to the position applied for.

Do you agree that you have read, understood and agree to this term and condition?

Yes

Post Office Ltd makes no promise nor gives any guarantee that the estimated remuneration for this branch as indicated on the advertisement and in the business plan, is accurate as it is based on remuneration earned in the previous year at the branch as at the date of the advertisement. Remuneration is variable as it is affected by sales and it is recommended that the prospective postmaster make his own enquiries,

Do you agree to these terms?

Yes

The financial model in the business plan is created by Post Office Ltd solely for the purpose of assessing the merits of the applicants business plan and should in no circumstances be used by the applicant for any other purpose including but not limited to applying for finance.

Do you agree to these Terms and Conditions?

Yes

Post Office Ltd excludes its liability and that of its employees, contractors and agents for any acts or omissions negligent or otherwise in connection with the creation of the financial model. Post Office Ltd makes no promise nor gives any guarantee that the information contained in the financial model is accurate or that it has been prepared checked approved or endorsed either as a whole or in part by Post Office Ltd.

Do you agree to these terms?

Yes

Thank you, please continue with your application.

Please answer the following question concerning the "Non-Compete Restrictions" of your application, unfortunately if you fail to answer YES to this question, the system will not allow your application to be progressed

Non-competes restrictions.

It is important to the future of the Post Office network that all subpostmasters and franchisees support our products and services. Offering products or services in your private retail business on the premises in which the Post Office branch is situated which compete with our products can reduce the revenue generated by the Post Office counter. This revenue is essential to provide a contribution to our fixed costs of maintaining the network of Post Office branches. The non-competes restrictions are designed to protect the key sources of contribution to our fixed costs.

They cover the following categories:-

- Letters, parcels & packages services
- Bill payment services
- Banking including Bureau de Change
- Financial services including Insurances of all kinds.
- National Lottery products.

A full description is included in the document entitled "Non-competes restrictions" which is can be found in the zip file of documentation supplied with this application.

Do you agree to comply with the non-competes restrictions on private business activities on the premises in which the Post Office branch is situated.

Yes

Thank you, please continue with your application.

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ON SITE LOCAL POST OFFICE® (Post Office Limited Cash) AGREEMENT

PREFACE

All capitalised terms not defined in this Preface have the meanings given to them in the Standard Conditions for the Operation of a Local Post Office® Branch (On Site, Post Office Limited Cash, Options A&B, March 2015 edition) (the Standard Conditions).

This Preface is part of an Agreement between Post Office Limited and the Operator for the operation of a Local Post Office Branch (as defined in the Standard Conditions) at the Branch Premises (as defined below).

The Agreement consists of the following documents:

- This Preface and the following Appendices to it:
 - Appendix 1 - Works at the Branch Premises and Plan
 - Appendix 2 - Equipment
 - Appendix 3 - Conditions of Appointment
 - Appendix 4 - Calculation of the Transition Payment
- The Standard Conditions
- The Manual (as defined in the Standard Conditions)
- The Fees Booklet (as defined in the Standard Conditions)

1. The Agreement is between:

- (a) Post Office Limited (Company No. 02154540), whose registered office address is at 148 Old Street London EC1V 9HQ (Post Office Ltd); and
- (b) Sids News Ltd (Company No. 07908831) of 60 Wensleydale Road, Hampton, London, TW12 2LX (the Operator).

2. The Branch Premises are the Operator's premises at: 20 Farncombe Street, Godalming, Surrey, GU7 3LH.

3. Minimum Hours

3.1 The Minimum Hours for the Branch are:

Monday	07:00 to 20:00
Tuesday	07:00 to 20:00
Wednesday	07:00 to 20:00
Thursday	07:00 to 20:00
Friday	07:00 to 20:00
Saturday	07:00 to 19:00
Sunday	07:00 to 13:00

Please refer to the
Post Office Ltd
website for more
information on
our services for
you.

4. The Commencement Date of the Agreement is the date on which this Preface is signed by Post Office Ltd (as set out below).

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5. The Start Date on which the Operator will begin the operation of the Branch at the Branch Premises will be the date notified in writing by Post Office Ltd to the Operator (such notice to be given at least 21 days prior to the Start Date) and will not be earlier than 01/05/2015 (Earliest Start Date) or later than 30/04/2016 (Latest Start Date). If Post Office Ltd fails to notify the Operator of the Start Date then the Latest Start Date shall be deemed to be the Start Date. Any of the Earliest Start Date, the Start Date and the Latest Start Date may be amended at any time by written agreement between the Parties. Where the Operator has not complied with any of the terms of the Agreement, including any Conditions of Appointment (which are required to be completed before the Start Date) or if the Operator (or as appropriate a shareholder and/or director of the Operator) has been suspended by Post Office Ltd under the Existing Contract (as defined in the Standard Conditions), the Start Date may also be amended or deferred by Post Office Ltd in its absolute discretion and notified in writing to the Operator at any time.
6. The Basic Business at the Branch Premises is a Convenience Store.
7. The Transition Payment
 - Calculation of the Transition Payment
 - 7.1 In support of the transition to the new Local Post Office model, Post Office Ltd shall pay a Transition Payment to the Operator in accordance with this clause 7 and with Part 3 of the Standard Conditions. The Transition Payment will be the aggregate of the Basic Payment and the Additional Payment and will be calculated in accordance with the principles set out in Appendix 4.
 - 7.2 Post Office Ltd will notify the Operator of the amount of each of the Basic Payment and the Additional Payment as soon as practicable after the Start Date. VAT on the Transition Payment.
 - 7.3 The Transition Payment is exclusive of VAT. If VAT is properly chargeable by the Operator on the supply to which the Transition Payment relates, then Post Office Ltd will, following receipt of a valid VAT invoice from the Operator, pay the additional amount of VAT to the Operator. If the Operator is party to a self-billing agreement with the Post Office Ltd and VAT is properly chargeable in relation to the Transition Payment, the Post Office Ltd will be responsible for issuing the relevant VAT invoice and will pay an amount in respect of VAT to the Operator at the same time as it pays the Transition Payment.
 - Deductions from the Transition Payment
 - 7.4 If applicable, Post Office Ltd will deduct income tax under PAYE and any National Insurance contributions (and all and any other deductions required by law) from the Transition Payment.

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- 7.5 The tax treatment of the Transition Payment may not be the same for every operator, and not every operator will be required to account for VAT on the supply of services to which the Transition Payment relates. It is the sole responsibility of the Operator to ensure that all tax (and, if relevant, National Insurance contributions) payable by the Operator in connection with the Transition Payment is paid. Any tax and any National Insurance contributions for which the Operator is liable in relation to the Transition Payment are the sole responsibility of the Operator save to the extent that income tax and/or National insurance contributions have been deducted by Post Office Ltd under clause 7.4.

Payment of the Transition Payment

- 7.6 Subject to Part 3 of the Standard Conditions, the Basic Payment (plus VAT if the Operator has properly invoiced Post Office Ltd, or where the Operator is party to a self-billing arrangement Post Office Ltd has issued a VAT invoice, for an amount of VAT in addition to the Basic Payment) shall be paid on the date on which the first payment of Fees is made following the Start Date or, where that is not practicable, on the next following Fees payment date provided that the Fit Out Works have all been properly completed and the Equipment properly installed by the Start Date. The Additional Payment (plus VAT if the Operator has properly invoiced Post Office Ltd, or where the Operator is party to a self-billing arrangement Post Office Ltd has issued a VAT invoice, for an amount of VAT in addition to the Additional Payment) shall be paid on the Fees payment date following 30 September 2015 or, where that is not practicable, on the next following Fees payment date provided that the Fit Out Works have all been properly completed and the Equipment properly installed by that date.
- 7.7 If there is any dispute in relation to the Transition Payment or payment of the Transition Payment to the Operator then the Transition Payment, or such part of the Transition Payment as may be due and payable, will only be paid to the Operator following resolution of the dispute.
8. The Fees payable by Post Office Ltd to the Operator from the Start Date and thereafter shall be calculated on a strictly "per Transaction" basis only in accordance with clauses 9.4.1 and 9.4.2 of Part 3 of the Standard Conditions.
9. VAT. The Operator's VAT Number is 153690991.
10. Equipment, Works and Funding
- 10.1 Post Office Ltd will pay for all of the costs of obtaining and installing the Post Office Ltd Funded Equipment listed in Appendix 2 of this Preface.
- 10.2 In addition, and following the recent scoping visit at the Branch Premises, Post Office Ltd will contribute to the cost of the Post Office Ltd Funded Works (including the Enabling Works) described in Appendix 1 of this Preface up to the Investment Amount which is £1,500.00 or any lower

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amount confirmed by Post Office Ltd in writing to the Operator, prior to the Commencement Date, having reviewed the Operator's quotes for the Post Office Ltd Funded Works. If the final total costs of the Post Office Ltd Funded Works exceed the Investment Amount, the Operator will be responsible for the excess, unless otherwise agreed in writing by Post Office Ltd. Part 3 of the Standard Conditions also applies to the calculation and payment of the Investment Amount.

10.3 The Operator will pay for all of the costs of the Operator Funded Works, if any, listed in Appendix 1 and all of the costs of the Operator Funded Equipment listed in Appendix 2.

11. Deductions

11.1 Subject to clause 11.4 below, the Operator authorises Post Office Ltd to:

11.1.1 deduct from the Fees payable to the Operator under the Agreement the sums that were previously deducted on a monthly basis from remuneration under the Existing Contract as shown on the last remuneration slip issued by Post Office Ltd under the Existing Contract, (as such amounts may increase or decrease from time to time) (Deductions); and

11.1.2 transfer such Deductions to any relevant third party recipient.

11.2 Post Office Ltd shall provide a list of the Deductions to the Operator within 28 days' of receipt of a written request from the Operator for such a list.

11.3 If the Operator wishes Post Office Ltd to cease to deduct any or all of the Deductions at any time then the Operator will give Post Office Ltd not less than 28 days' prior written notice.

11.4 The provisions of this clause 11 shall not apply to:

11.4.1 any sums which Post Office Ltd is entitled to deduct from Fees under the terms of the Agreement; or

11.4.2 any sums which Post Office Ltd is required to deduct from Fees as a result of any legal requirement (for example, but not limited to, tax or National Insurance) or any order by a court of competent jurisdiction.

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The Operator and Post Office Ltd hereby agree to enter into the Agreement as defined above.

OPERATOR

GRO
Signature of Director

GRO
Signature of Director/Company Secretary

CHIRAG SINDHWRA
Typed or Printed Name

Title: Director

25th APRIL 2015
Date

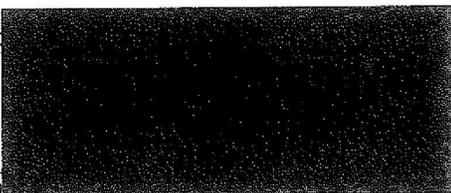
CHIRAG SINDHWRA
Typed or Printed Name

Title: Director/Company Secretary

25th APRIL 2015
Date

POST OFFICE LTD


An authorised signatory


Title

Date 18/5/2015

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Appendix 1

Works at the Branch Premises and Plan

A Copy of the scoping report is attached below.

Headline Information	
Scoping Unique Reference Number (a new URN will be issued if the project proceeds):	38849
Date of scoping visit:	04/09/2014
JCA name:	[REDACTED]
JCA contact number:	[REDACTED]
JCA name:	[REDACTED]

Current Branch details:		
If the proposal is to relocate the branch please enter details of the branch	Current Branch Details	Proposed Site Details For Off-Site Projects Only
Branch Code	1009230	New FAD Required
Branch Name	Farncombe	No Change
Address	20 Farncombe Street	
Address	Farncombe	
Address	Surrey	
Post Code	GU7 3LH	
Contact Name	Mr Chirag Ramesh Sidpura	
Contact Details	GRO	
Is the branch a 'strategic' branch?		

Current Opening Times (Existing Branches only)					Proposed Opening Times - Post Office service point on the retail counter			Please note: Time will need to be entered in the format 09:00
Day	Open	Lunch	Lunch	Close	Day	Open	Close	
Mon	09:00			17:30	Mon	07:00	20:00	
Tues	09:00			17:30	Tues	07:00	20:00	
Wed	09:00			17:30	Wed	07:00	20:00	
Thurs	09:00			17:30	Thurs	07:00	20:00	
Fri	09:00			17:30	Fri	07:00	20:00	
Sat	09:00			12:30	Sat	07:00	19:00	
Sun					Sun	07:00	13:00	

Photographs

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External: Please take pictures of the front of the premises, to include the following views:

. Please take a picture of the front window(s) of the premises, ideally in one shot to include the view of the pavement and the top of the building. If one shot cannot be achieved the first shot should be from the left view and the second should be the view from the right side of the building.

- . External post box (if any)
- . Any Post Office signage, including fascia and lozenge. Any external ATM machine
- . Any Equality Act equipment including handrails, ramps or customer bell push.

Internal: Please take pictures from the front of the premises, to include the following views, and insert as a PDF document below:

- . An internal picture standing in the front door entrance of the premises and looking directly at the retail counter.
- . Standing in front of the retail counter looking back at the customer exit to the premises, ensuring that you get the exit, flooring and ceiling in the picture.

. For existing branches, please take pictures of all current serving positions, ensuring that you include counter scales, parcel acceptance unit and pin pads, and also include a picture of the counter access door (If you cannot get in one shot, looking from the front start at the left hand side, take as many shots as required).

For proposed branch relocations please photograph the planned location of Post Office serving position (i.e. the Post Office service point in the retail counter) in the proposed new premises.

Please ensure your photographs are compressed and web size or less, if you are unsure, please use the photograph template.

Please embed a pdf document of the pictures here

Signage

List here any existing signage items that will need to be removed/replaced - Existing Branches only (Removal of any obsolete signage will be the agent's responsibility and at his cost):

EXTERNAL - Projecting Sign or equivalent - select ONE of the following items that will be most suitable for the premises concerned

Item	Design Manual reference	Guidance notes	Qty	Ordering or other actions required comments
Projecting Sign 600 x 600mm	E-PROJ-003	Non-illuminated	1	To go on the external wall
Projecting Sign 450 x 450mm	E-PROJ-005	Non-illuminated		
Conservation Sign 600 x 570mm	E-PROJ-006			
Conservation Sign 450 x 430mm	E-PROJ-007			
Rural Conservation Sign 472 x 430mm	E-PROJ-008	Only to be used if local planning won't allow the standard conservation sign		

- if a projecting sign cannot be installed, select one of the following options

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Face-mounted metal sign 200 x 570mm	E-PROJ-011	Can be affixed next to an existing fascia or on a side elevation		
Face-mounted metal sign 150 x 430mm				
Vinyl lozenge 150 x 450mm	E-PROJ-012	Can be stuck onto an existing fascia		
Vinyl lozenge 150 x 250mm	E-PROJ-012			
Vinyl graphic for Totem sizes TBC	E-PROJ-013	Petrol Station forecourt - refer to Design Manual - survey required		
EXTERNAL - Glazing - select ONE of the following items that will be most suitable for the premises concerned				
Item	Design Manual reference	Guidance notes	Qty	Ordering or other actions required comments
Window Menu Graphic 150 x 1000mm	E-EXF-004V	Double-sided vinyl Make note of any non-core product options required.	1	To go in the shopfront glazing
foamex Menu Graphic - external 150 x 1000mm	E-EXF-004F	Double-sided - hang from ceiling near front window or entrance. Supplied with suspension wires.		
Metal Menu Graphic - external 150 x 1000mm	E-EXF-004M	Single-sided - surface mount on external wall near entrance		
A1 Open and A1 services Available graphic for free-standing "A" frame	E-PAV-001	Only select this option if there is no window space available "A" frame must be ordered if choosing this option	#REF!	
Vall Post Office Services sign 200 x 400mm	I-HAN-002	Supplied with suspension wires. Make note of any non-core product options	2	To go on the rearwall behind the counters as there is a low ceiling height 2100

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		required.		
Leaflet Dispenser 15 Counter Display 100 x 165 x 80mm	I-CTR-017	Free-standing on counter top	2	

INTERNAL – mandatory item where a Retro-fit counter or pedestal is to be installed

Item	Design Manual reference	Guidance notes	Qty	Ordering or other actions required comments
Vinyl lozenge	WML-V02	Affix to counter front.		
Vinyl lozenge – 3 branches in Wales	WML-V04	Two smaller lozenges to be fitted side by side.		
Vinyl lozenge – 3 branches in Wales	WML-V04-Bi			

INTERNAL – optional item where premises would benefit

Item	Design Manual reference	Guidance notes	Qty	Ordering or other actions required comments
Hanging Post Office directional/ positional	I-HAN-001D	Three options available – refer to Design Manual for details. Supplied with suspension wires.		
	I-HAN-001L			
	I-HAN-001R			
Wall-mounted stand alone “Post Office” logo	I-WM-001	Vinyl or Foamex options available – see Design Manual for sizes and reference numbers		

OTHER

Item	Design Manual reference	Guidance notes	Qty	Ordering or other actions required comments
4 assistance Option 1	E-EXF-010	Option 1 or option 2 required in branch.	1	To go on the door glazing
4 assistance Option 2				

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5 assistance graphic	E-EXF-012	Yes - if bell fitted	
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Premises - Including Customer side & Counter Format

Cleanliness, Decoration, Flooring & Lighting inside the branch

Note: If the survey identifies a need for any cleaning, decoration or repair of the premises this will need to be carried out by the operator, at its own cost, as a condition of appointment under the contract. These works will not be paid for [Post Office Ltd's investment for converting/establishing a Local branch.]

Agent advised following to be undertaken : List agreed works to be undertaken at Agents cost	New ceiling and lighting required in places
The old two position fortress is made redundant and glazing is to be boarded over, and to be used as a store room, existing safes to remain in situ and reused, MMG to re-programmed. New retail counters to be installed on the opposite wall to way they are at the moment, then two local Post Office counters along side these.	Postmaster

Counter Gate

Is a counter gate required? Please give a brief description of the work necessary to comply with security specifications regarding a gate for the counter area.	Agreement from agent or/and any comments
Spaces in between the local counters and the retail counters	Postmaster

Post Refurbishment/New Counter Format

Comment on the activity required to make the premises compliant with the Local branch format. Include the following information:

The planned location of the new combined retail/Post Office counter & what counter option is to be installed (e.g. retro-fit, Local Counter, etc).

The planned location of the main safe & coin container and any works that may be required to make the location suitable for requirements.

Whether any existing fortress counter is to be removed and if in exceptional circumstances it is not, what works are required to change its appearance from the customer's viewpoint.

Is High security option to be implemented?

The old two position fortress is made redundant and glazing is to be boarded over, and to be used as a store room, existing safes to remain in situ and reused, MMG to re-programmed. New retail counters to be installed on the opposite wall to way they are at the moment, then two local Post Office counters along side these. access via a partition and gate in between the retail counter and Post office counters.

Mails Integrity & Mail Segregation

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When the counter location is being decided, please ensure that the requirements for Mails Integrity and Segregation stated below, are taken into account.

We are required by regulation to ensure that we minimise the exposure of mail to the risk of loss, damage, theft and interference. All mail received must be stored securely and beyond the reach of customers.

As well as securely storing mail we are also required, to segregate incoming mail. The following shows the required segregation specification, which will normally require a minimum of three mail bags

1st Class packets

2nd Class packets

All remaining items (except Special Delivery)

Special Delivery items must be held in the lockable cupboard under the combined retail/Post Office counter until collection.

Arrangements must be made to store ParcelForce items in a secure area until collection.

Space for Mails Products	
Is there room to locate a batten and hooks to ensure the branch can effectively segregate the mail at each serving location?	Yes behind both positions
Detail what the highest number of mail bags that will be awaiting collection at any one time.	3/4 per collection
Detail the average numbers of 'parcel items awaiting collection' that are received in branch each day. Also what is the maximum number held at any one time?	20 parcels average per day
Does the branch receive Printed Postage Impression (PPI) business mail, if so approximately how many bags per day?	
Please detail where segregated mail, PPI mail and parcels awaiting collection will be stored	
Is the Agent prepared to allow mail & parcels awaiting collection to be stored in the secure retail area if necessary?	Can go in the old fortress if required
Please state if you believe that we have to insist on the space required for	

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storage of all the items mentioned above, this branch would be a no fit, so should be referred to the Exceptions Panel.

Equipment

Local Counter

Item	Design Manual reference	Qty	Action Required Comments
Local Counter A (Bidi)	CDS-031	2	To go along side the two retail counters
Local Counter B (Bidi Magnum)	CDS-032		
Local Counter B+ (Bidi Magnum+)	CDS-032		
Local Counter A 925 Bidi) - if the retail counter has a raised plinth			
Local Counter B 925 Bidi Magnum) - if the retail counter has a raised plinth			
Local Counter B 925+ Bidi Magnum+) - if the retail counter has a raised plinth			
Side Hamper (state which side, as seen from customer side)		1	To go to the righthand side of the counter
Screened Local Counter Option 1 (1725mm) Trial Only			
Screened Local Counter Option 2 (1660mm) Trial Only			
Local Counter - High Risk (600mm hampers) Trial Only			
Side Hamper - High			

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Risk (600mm) (state which side, as seen from customer side) Trial Only			
Local Rollercash Counter - standard hampers			
Local Rollercash counter (600mm Hamper)			
Side Hampers - Rollercash Local Counter - standard height			
Side Hamper - Rollercash Local Counter - 600mm version			
Dual Local Counter (1600mm) Trial Only			
Pedestal Plinth (100mm)			
Funding Units			
Mini Safe	S-002	2	
Mini Safe Magnum	S-002		
Mini Safe Magnum+	S-002		
RollerCash 998 single user (exceptional circumstances only - see ref document)	S-002		
RollerCash 998 Dual user (exceptional circumstances only - see ref document)	S-002		
Plinth 120mm - required for Local RollerCash Counter RCD			
Flip Top Till	S-001	2	
Flip Top Till Cradle		2	
Other Equipment			
Electronic Scales	FE-012		
Playstation™	N/A		
Retention Units	FE-010		
One Worker Device			

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was Skyguard Personal Alarm)			
Self Inking Datestamp (SID)	FE-011	2	Required for both positions
Self Inking Datestamp Retention Plate	FE-012		
Branch Code Stamp	N/A	2	Required for both positions
Portable Induction Loop	FE-008	2	Required for both positions
Speech Enhancement System (for use on fortress)	FE-008		
Queue Post, sign holder and sign	FE-017	1	To form start of a queue
TV-Frame	E-POS-006		

ATM

Item	Existing Yes/No	Action Required Comments
		Is the ATM affected by proposed works?
Internal ATM	No	N/a

Alarm System

Alarm System Please state which alarm option is recommended for this branch	Existing (include contract no.)	Existing Alarm 2000 installed Contract Number 200948
	Proposed	Survey required for the new local counters positions

Security Equipment

Secure Cabinet (Size 8A)	Existing	N/a		
	Proposed	To go in the old fortress		
CCTV System		A CCTV system is not required in a Local branch unless specifically advised by the Security Team.		
Safe	Existing	Safe: Type	1185	To be re-used
		Serial number		
		H x W x D (mm)	1360h x 740w x 640d	
		Weight (kg)		
	Existing	Safe: Type		
		Serial number		

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		H x W x D (mm)		
		Weight (kg)		
	Existing		Safe: Type	
			Serial number	
			H x W x D (mm)	
			Weight (kg)	
Proposed	Re-use existing safe			
4MG details		1 hour before opening and 1 hour after closing		
Miscellaneous Equipment at Premises				
Posting box	Existing	Just outside the shop		
	Proposed	No change		
Battery (Camelot)	Existing	On the retail counter		
	Proposed	To move to the new position		
Electricity key re-charging	Existing			
	Proposed			
Other)				

Health & Safety

Item	Question to the agent, or potential operator.	Response
Asbestos	Do you know if asbestos is present in the building and do you keep an up to date asbestos register?	Unknown survey required
Electrical Circuit	Do you have a current electrical regulations (17 th Edition IEE as at 23/02/10) certificate? If not, advise the Agent that if any work impacts upon the electrics in the building, it is important that they are upgraded as necessary.	unknown survey required

Equality Act

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The FCA will gather information on Equality and Accessibility during the Branch Survey at visit 1 and visit 2. The FCA and NCA must discuss this, complete the accessibility assessment table fully following visit 2, agree on any actions required to address accessibility issues and escalate any red light issues in accordance with the guidance accompanying the accessibility assessment table. Any accessibility improvement actions identified that are within the proposed operator's control (i.e. generally works to the premises) should then be listed below (the sections below correspond with the equivalent sections in the accessibility assessment table).

The requirements for speech enhancement equipment and induction loop equipment will be dealt with as part of the works paid for by Post Office Limited and are shown in the Counter equipment tables above.

Accessibility issues identified in the accessibility assessment table that are outside the control of the proposed operator (e.g. access by public transport) are not recorded below. However, any red light accessibility issues must still be escalated.

Section 2. Entering the premises	
Section	List any issues identified in the accessibility assessment table and improvement works required
2.1 Getting there by car – Does the operator need to take any action to designate any car parking spaces controlled by the operator as for the use of disabled customers? If yes, please state how many spaces and what works are required.	No action required parking available outside, car park around the corner
2.1 Reaching the doorway from the pavement	Slight incline concrete ramp in place
2.2 At the doorway	Access door good
2.3 Entrance signage	New signage required
2.4 Comparison with existing branch (Only if branch relocating)	N/a
2.5 Particular features of the area/customer profile	Quiet village
Section 3. Inside the premises	
Section	List any actions required
3.1 Moving through the premises, from the door to the counter from which Post Office services will be provided and back again	Isle widths to be achieved
3.2 Queuing	Turning circle to be put in place
3.3 At the counter	No issues

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1.4 Comparison with existing branch (only if branch relocating)	N/a
1.5 Particular features of the area/customer profile	Rural village
Sketch Drawing	

Please complete a sketch drawing to illustrate the proposed layout, including:-

- Internal building layout with new walls, doors etc
- Location of Local counter(s)
- Retail serving position including lottery terminal (if applicable)
- Location of safe and coin container
- BT point
- Equipment location e.g. Paystation™, Bureau de Change rateboard, Electricity key re-charger (As applicable)
- Scales position
- All signage

Please include the following key dimensions:-

- Distance from the back wall to the rear edge of serving counter
- Distance from the front of the serving counter to the nearest retail fixture
- Width of turning circles
- Width of aisles used to access, and exit the Local serving position
- Width of entrance door
- Width & Depth of entire unit, excepting any storeroom & welfare facilities.

Please embed a pdf document of the sketch here

Outline of project

Once the scoping has been completed and a proposal discussed please enter a brief outline narrative of what activities are planned.

Old Post Office fortress to be boarded over, safes to be re-used, mmg to be re-programmed, retail counter to move to the opposite wall but further into the shop, reduced in length and two local counters installed along side

Decision Tree

If cost or space prohibits the premises being fully compliant with the Local branch Format specification, please detail the reasons why and comment on any alternative solutions.

Issue Management

Please record any particular issues or concerns arising from the meeting that may be helpful to the Project Manager when they first visit the premises.

The entrance ramp not correct, aisle widths need to be achieved and adhere too

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Appendix 2 Equipment

If the Operator's existing alarm system at the Branch Premises is being modified or relocated to cover the Post Office service point on the retail counter, it shall be the Operator's responsibility to arrange this and it should be included as part of the enabling works listed in Appendix 1 of this Preface. If a new alarm system is required, or the existing Post Office branch alarm is being relocated, this will be Post Office Ltd's responsibility and included in this Appendix 2.

Items of equipment that may be required as part of Network Transformation Programme conversion to a Local branch at existing branch premises

Please note that the Operator will be responsible for ordering and initially paying for some of the Post Office Ltd Funded Equipment, with Post Office Ltd reimbursing the costs of such Post Office Ltd Funded Equipment, subject to clause 1 of Part 3 and clause 1 of Part 7 of the Standard Conditions. These items are indicated by the letter Y in the relevant column below.

Item for installation in Local Post Office branch	Who pays for Equipment?		Who is responsible for maintenance of the Equipment?		
	Post Office Ltd Funded Equipment - Post Office Ltd pays for. Those items marked with an X below are arranged by Post Office Ltd. Those items marked with a Y below are arranged by the Operator ("Operator Arranged Equipment")	Operator Funded Equipment	Post Office Ltd	The Operator	Post Office Ltd's supplier
Signage (including internal signage)	X		X		
Safes (Main safe)	X		X		
Electronic Scales	X		X		
Modification of the existing alarm system *	Y		X		
New alarm system (if required)	X/Y*		X	X	
Bureau Board	X		X		
Counter Desking (purchase and delivery only)	X		X	X	
Cash Funding Unit (Rollercash/Bidi)	X		X		

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Appendix 3

Conditions of Appointment

- 1 The Operator shall comply (and in the case of ongoing obligations shall continue to comply for the duration of the Agreement) at its own expense with the following conditions of appointment and shall ensure that any works/actions that it is required to carry out or perform in order to achieve compliance with the relevant condition of appointment are carried out or performed by the date specified below for the relevant condition.
- 2 A conditions of appointment addendum is included.
- 3 The Operator shall not be in breach of the Agreement, nor liable for any failure or delay in complying with any condition of appointment by the date specified above, if the Operator is prevented or delayed from complying with such condition of appointment by a Force Majeure Event, provided that the Operator must:
 - 3.1 promptly notify Post Office Ltd in writing of the nature and extent of the Force Majeure Event together with any additional information as Post Office Ltd may reasonably require; and
 - 3.2 use its best efforts to remove or overcome the effects of such Force Majeure Event.
- 4 Following any notice from the Operator in accordance with paragraph 3.1, the Parties shall discuss the effect of the Force Majeure Event on the relevant condition(s) of appointment, and use all reasonable endeavours to agree any changes to the condition(s) of appointment that may be required as a result, which may include agreeing a revised date for the Operator to achieve compliance with the relevant condition(s) of appointment.
- 5 For the purposes of paragraph 3 above, Force Majeure Event shall mean the occurrence of any:
 - 5.1 Acts of God, fire, explosion, flood, earthquake or other natural disaster;
 - 5.2 war, riot, civil commotion or terrorist attack;
 - 5.3 interruption or failure of utility service, including electric power, gas or water;
 - 5.4 law or government order, rule, regulation or direction, or any action taken by a government or public authority, including failing to grant a necessary licence or consent (provided that the Operator has used its best endeavours to obtain such licence or consent); and
 - 5.5 refusal by the landlord and/or owner of the Branch Premises to grant any necessary permission or consent (provided that the

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Operator has used its best endeavours to obtain such licence or consent),

which directly causes the Operator to be unable to comply with the relevant condition of appointment by the date specified, provided that such event does not arise from the negligence of the Operator.

PART A – GENERAL CONDITIONS OF APPOINTMENT

ACCESSIBILITY CONDITIONS OF APPOINTMENT - GENERAL		
	Condition of Appointment	Date for Completion
EA18	Operator will install and maintain lighting to ensure that the entrance is at all times when the branch is open well-lit	Branch Opening Date
EA19	Operator will remove all obstructions from the doorway and ensure that the doorway is at all times kept free from obstructions (e.g. photo booth, A-frame signs, bins, stock etc)	Branch Opening Date
EA26	Operator will ensure that door mats are secured and flush fitting, and made of materials that do not significantly impede the progress of a wheelchair or other mobility aids	Branch Opening Date
EA31	The Operator shall ensure that floors or floor coverings are level, clean, free of spills and free of tripping hazards	Branch Opening Date
EA32	The Operator shall ensure that the premises are well-lit	Branch Opening Date
EA33	The Operator will remove all obstructions from the aisles and ensure that aisles are kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) so as to ensure that aisle width is not reduced and that it is not otherwise awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre through the aisles	Branch Opening Date
EA41	Operator will ensure that the queuing area, including any seating area, is kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) where these reduce the width of the area or otherwise make it awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre	Branch Opening Date
EA45	Operator will install, maintain and keep charged and available for customers at all times an induction loop system	Branch Opening Date
EA46	Operator will ensure that signs are installed in the counter area to clearly indicate to the customers that an induction loop is available	Branch Opening Date
EA47	Operator will ensure that any signs provided by Post Office Ltd to indicate which materials can be provided in alternative formats to assist those with visual impairments are clearly displayed in the counter area	Branch Opening Date

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EA48	Operator will ensure that its staff are aware of the ways in which it may be possible to change materials on the spot within the branch so as to be visible or usable by customers with visual impairments, e.g. free use of any photocopier to enlarge documents, free use of magnifying glass etc	Branch Opening Date
EA53	Operator will ensure that all people providing services to customers at the branch will undertake Post Office Ltd - approved training covering: - the obligations on service providers under the Equality Act 2010 - the approach to be taken by those providing Post Office services in order to ensure compliance with legislation and generally to maximise the accessibility of Post Office Services	Branch Opening Date

PART B – SITE SPECIFIC CONDITIONS OF APPOINTMENT

RETAIL STANDARDS CONDITIONS OF APPOINTMENT – SITE SPECIFIC		
	Condition of Appointment	Date for Completion
1	Operator to carry out a deep clean of the interior of the Branch Premises	Branch Opening Date
2	Operator to repair/replace lighting in the interior of the Branch Premises to a standard of at least 750 lux.	Branch Opening Date
3	Operator to remedy any health and safety risks identified as being present at the Branch Premises.	Branch Opening Date
4	Operator to clean the windows of the Branch Premises (inside and outside)	Branch Opening Date
ACCESSIBILITY CONDITIONS OF APPOINTMENT SITE SPECIFIC		
	Condition of Appointment	Date for Completion
	Operator will ensure that the additional aisle width is created to enable wheelchair customers to manoeuvre through the aisles in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date
	Operator will ensure that adequate turning space is created in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date

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Appendix 4

Calculation of Transition Payment

1 Definitions used in Appendix 4

In this Appendix 4:

Annual Gross Remuneration	means the gross remuneration received by the Operator from Post Office Ltd under the Existing Contract before deduction of any tax or national insurance in a complete Financial Year. (For the avoidance of doubt, where VAT is properly chargeable to Post Office Ltd by the Operator under the Existing Contract, the amount of VAT charged is not included in gross remuneration.)
Average Monthly Net Remuneration	means the amount calculated in accordance with clause 4 below
Annual Net Remuneration	means the gross remuneration received by the Operator from Post Office Ltd under the Existing Contract less any Exceptional One-Off Payments and before deduction of any tax or national insurance in a complete Financial Year
Base Remuneration	means the Annual Net Remuneration received by the Operator in the Last Financial Year
Daily CTP or AOP	means the Monthly CTP or AOP divided by the number of days in the month in which the Start Date falls
Exceptional One-Off Payments	means any sums the Operator may have received as part of Annual Gross Remuneration but which sums were exceptional payments of a type listed in Table 1 below
Financial Year	means the period of 12 months

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from (and including) 1 April in one year to (and including) 31 March in the following year

Last Financial Year means the last complete Financial Year (from 1st April to 31st March inclusive) before the Start Date

Month a complete calendar month

Monthly CTP or AOP means the Core Tier Payment (CTP) or Assigned Office Payment (AOP) being paid to the Operator per Month under the Existing Contract immediately prior to the Start Date

Relevant Days means, where the Start Date is not the first day in a calendar month, the number of days between, and including, the Start Date and the last day of the month in which the Start Date falls

Relevant Months means the Months between the Start Date and 30 September 2015 (inclusive) (and for the avoidance of doubt only complete Months are included in the number of Relevant Months)

Start Date means the Start Date specified in clause 5 of the Preface.

2 Calculation of Transition Payment

2.1 If the Operator's Existing Contract has been in place for at least one complete Financial Year on the day before the Start Date, the Transition Payment shall be calculated as follows:

Basic Payment

The Basic Payment shall be an amount equal to the Operator's Base Remuneration.

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Additional Payment

The Additional Payment shall be an amount equal to the aggregate of (a) the Monthly CTP or AOP multiplied by the number of Relevant Months and (b) the Daily CTP or AOP multiplied by the number of Relevant Days.

2.2 The Transition Payment will be the aggregate of the Basic Payment and the Additional Payment, and shall be paid in accordance with clause 7 of this Preface and subject to Part 3 of the Standard Conditions.

2.3 An illustration of the calculation of the Transition Payment (a 'Transition Payment Illustration') will have been sent to the Operator before the Commencement Date for illustration purposes only and the amount of the Transition Payment, which will be calculated in accordance with this Appendix 4 by reference to the Operator's actual Start Date, may be less than the amount shown in the Transition Payment Illustration.

3 Adjusting the calculations where there is no Last Financial Year

3.1 If on the day before the Start Date the Operator's Existing Contract has been in place for at least 12 Months but for less than one complete Financial Year the Transition Payment shall be calculated as follows:

Basic Payment

The Basic Payment shall be an amount equal to the Annual Net Remuneration received by the Operator from Post Office Ltd under the Existing Contract in the 12 Months immediately prior to the Start Date.

Additional Payment

The Additional Payment shall be calculated in accordance with clause 0 above.

3.2 If on the day before the Start Date the Operator's Existing Contract has been in place for less than 12 Months, then the Transition Payment shall be calculated as follows:

Basic Payment

The Basic Payment shall be an amount equal to the Average Monthly Net Remuneration multiplied by 12.

Additional Payment

The Additional Payment shall be calculated in accordance with clause 2.1.2 above

4 Average Monthly Net Remuneration

4.1 An Operator's Average Monthly Net Remuneration is calculated as follows:

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- 4.1.1 if the Operator's Existing Contract has been in place for at least 3 Months but less than 6 Months on the date on which the Transition Payment Illustration is prepared by Post Office Ltd, the gross remuneration received by the Operator from Post Office Ltd under the Existing Contract less any Exceptional One-Off Payments and before deduction of any tax or national insurance during the 3 Months immediately before that date will be aggregated and the aggregated figure will be divided by 3;
- 4.1.2 if the Operator's Existing Contract has been in place for at least 6 Months but less than 9 Months on the date on which the Transition Payment Illustration is prepared by Post Office Ltd, the gross remuneration received by the Operator from Post Office Ltd under the Existing Contract less any Exceptional One-Off Payments and before deduction of any tax or national insurance during the 6 Months immediately before that date will be aggregated and the aggregated figure will be divided by 6;
- 4.1.3 if the Operator's Existing Contract has been in place for at least 9 Months but less than 12 Months on the date on which the Transition Payment Illustration is prepared by Post Office Ltd, the gross remuneration received by the Operator from Post Office Ltd under the Existing Contract less any Exceptional One-Off Payments and before deduction of any tax or national insurance during the 9 Months immediately before that date will be aggregated and the aggregated figure will be divided by 9.

5 Discretion for Post Office Ltd to include Exceptional One Off Payments

- 5.1 A payment that would otherwise have been an Exceptional One Off Payment may in Post Office Ltd's absolute discretion nevertheless be included by Post Office Ltd in the Operator's Net Remuneration for the purposes of calculating the Basic Payment if on investigation by Post Office Ltd the payment is determined to be a substantial and warranted sum that has been posted to Wage Type 1008 "Correction Sales Related" in the period used to derive the relevant Net Remuneration figure.

Examples of Exceptional One-Off Payments

Examples of Exceptional One-Off Payments include those listed in Table 1 below. However, this is a non-exhaustive list.

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Work Type Description – examples of exceptional payments
Any 'Overscale' Payments including:
Rent Overscale
MSP0 Overscale
IFPO Overscale Payment
CFPO Overscale Payment
CO Overscale Payment
Network Change (NC) Overscale Payment
Network Change (Core and outreach) Initial Sign Up Payment
Any Transitional Payments including:
POCA Transition Payment
RM Label monthly Sum
Lump Sum Payment
Any Incentive Payments including:
Trial Payment
STEP POFS Incentive Scheme
STEP Life Insurance & 50+ Bonus
£15 Life & 50+ Insurance Bonus
POFS-Data Capture
Moneygram Incentive
Lottery Incentive
PO HomePhone Incentive
Mails Segregation
Any ex gratia, miscellaneous, or obsolete payments including:
Correction: Non Sales Related or Sales Related
Product Awareness Payment
Event Post Office Payment
RS Ex-Gratia Payment
BDM Adjustment
Mails Count Project
Retail Survey payment
Temporary Closure payments
Goodwill payments

000000

To:
Post Office Limited
148 Old Street
London
EC1V 9HQ

Farncombe and return
Post Office Ltd will
operate a Local Post Office Branch from the same premises.

RE: Farncombe BRANCH (EXISTING BRANCH) – TERMINATION REQUEST LETTER

1. I, Mr Chirag Sidpura of 20 Farncombe Street, Godalming, Surrey, GU7 3LH, (Existing Agent) hereby offer to terminate my current subpostmaster contract with Post Office Limited for the operation of the Existing Branch (Existing Contract) by mutual consent on the terms set out in this Termination Request Letter on less than the notice period required by the Existing Contract to enable Mr Chirag Sidpura to enter into a new Local Post Office Agreement with Post Office Limited to operate a Local Post Office Branch from the same premises. (Agreement)
2. I acknowledge and agree that:
 - 2.1 If and only if this signed Termination Request Letter is submitted to Post Office Limited within the timescales previously notified to me by Post Office Limited, I will be deemed to have made a legal offer to Post Office Limited to terminate the Existing Contract with effect from 23:59 on the day immediately before the Start Date as defined in the Preface to the Agreement (the Start Date) (Request to Terminate);
 - 2.2 I will not be able to withdraw my Request to Terminate without the prior written consent of Post Office Limited;
 - 2.3 My Request to Terminate may only be accepted by Post Office Limited in writing within two weeks of the date on which Post Office Limited receives this Termination Request Letter properly signed by me Mr Chirag Sidpura (Acceptance Period). If Post Office Limited does not accept my Request to Terminate by signing and returning to me one copy of this Termination Request Letter before the Acceptance Period has ended, it shall be deemed to have been rejected and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;
 - 2.4 If the Agreement is terminated by Post Office Limited at any time in accordance with the terms of the Agreement prior to the Start Date, Post Office Limited's acceptance of my Request to Terminate shall be deemed to have been immediately withdrawn and I shall continue to operate the Existing Branch in accordance with the Existing Contract, which shall continue in full force and effect, subject to its terms;
 - 2.5 If the Existing Contract is terminated by Post Office Limited in accordance with its terms prior to the Start Date, the Agreement may be terminated by Post Office Limited immediately by giving written notice to Mr Chirag Sidpura under the Agreement;
 - 2.6 The Existing Contract shall continue in full force and effect (subject always to the prior exercise by Post Office Limited of any right of termination contained in the Existing Contract) up to and including 23:59 of the day immediately before the Start Date, at which time (provided Post Office Limited has accepted my Request to Terminate in accordance with the terms of this Termination Request Letter) the Existing Contract shall be deemed to have been terminated by the mutual agreement of both myself and Post Office Limited;
 - 2.7 I shall be required to continue to operate the Existing Branch in accordance with the terms of the Existing Contract up to and including 23:59 of the day immediately before the Start Date;
 - 2.8 The termination of the Existing Contract shall be without prejudice to: (i) any rights and/or obligations of me and/or Post Office Limited accrued under the Existing Contract before the Start Date; (ii) any rights and/or obligations under the Existing Contract that are expressed to survive termination; and (iii) the payment of any money owed, whether under the terms of the Existing Contract or any other contract or lease or licence between me and Post Office Limited or between me and any company in the Royal Mail Group (meaning Royal Mail Group Limited, its holding companies and subsidiaries, and any subsidiaries of such holding companies. For the purposes of this Termination Request Letter, holding company and subsidiary shall have the meanings given to them in section 1159 of the Companies Act 2006);
 - 2.9 Without affecting any amounts due to me which have accrued under the Existing Contract in relation to the period before the Start Date, I shall cease to be entitled to all of the rights and benefits under the Existing Contract, including, where applicable, remuneration payable under

that contract, statutory sick pay, sick absence scheme substitution allowance, absence to attend territorial or reserve forces allowance or holiday substitution allowance from 00:00 hours on the Start Date;

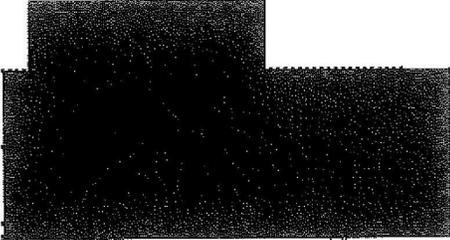
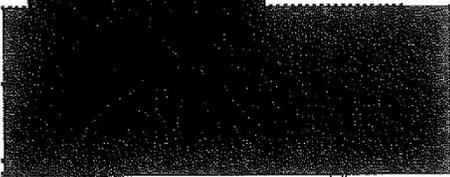
- 2.10 I acknowledge that any statutory obligations relating to the staff at the Existing Branch which may apply as a consequence of termination of the Existing Contract shall be my responsibility; and
- 2.11 Post Office Limited shall have no liability to me if **Mr Chirag Sidpura** fails to submit my Request to Terminate to Post Office Limited or fails to do so within Post Office Limited's timescales.

3 Conversion Payment

I further acknowledge and agree that:

- 3.1 Post Office Limited has certain obligations under the Agreement to pay **Mr Chirag Sidpura** the Conversion Payment (as defined in the Agreement), subject to the relevant terms and conditions set out in the Agreement;
- 3.2 Post Office Limited will not be liable for any tax which may be due, or for any other deduction required to be made, in respect of the Conversion Payment;
- 3.3 The Conversion Payment paid to the Operator under the Agreement shall be in full and final settlement of any and all claims that I (being either the operator being appointed by Post Office Ltd under the Agreement) have or may have against Post Office Limited (or any other member of the Royal Mail Group) or its officers or employees howsoever arising and whether arising out of the termination of my position and the Existing Contract and whether under common law, contract, statute or otherwise. I agree that this is reasonable given that I am the operator being appointed by Post Office Ltd under the Agreement.

I confirm that neither Post Office Limited or any person connected with Post Office Limited has placed me under any pressure or undue influence to sign this Termination Request Letter and that I have taken independent professional advice on the terms of this Termination Request Letter.

Signed	GRO
Print Name: (Existing Agent of the Existing Branch)	Mr Chirag Sidpura
Date:	25 th APRIL 2015
TO BE COMPLETED BY POST OFFICE LIMITED:	
The Request to Terminate set out above is EITHER Accepted* OR Not Accepted* by Post Office Limited.	
*delete as applicable	
Signed	
Print Name:	
Title:	a duly authorised signatory of Post Office Limited
Date:	18/5/2015

AGENT RECRUITMENT SECTION

TO: Network Support Admin Team
FROM: Agent Application Team Date:
SUBJECT: Transfer Papers for **FARNCOMBE** SPSO **100923**

IMPORTANT DOCUMENTATION --- TO BE COMPLETED AND RETURNED ON DAY OF TRANSFER IN THE ENVELOPE PROVIDED

PLEASE ENSURE THAT YOU RETURN THIS FACING SHEET, ALONG WITH ITEMS 5 & 7, copies of items 1 (x2), 2, 6 & 8 +9 if required.

- ✓ 1. ACKNOWLEDGEMENT OF APPOINTMENT (x 3) 1 to keep, 1 to Chesterfield, 1 to return to Leeds.
- ✓ 2. P301 - Non-disclosure statement - Official Secrets Act and confidential information X 2
- 3. P242 FINAL CASH ACCOUNT FORM (x 2) 1 to be sent to former Subpostmasters accounts upon completion) 1 to keep?
- 4. P344 TRANSFER REPORT (x 1) (to be sent to former Subpostmasters accounts in Chesterfield upon completion)
- ✓ 5. RESIDENTIAL PROFORMA (x 1) 1 to return to Leeds
- ✓ 6. APPENDIX A and B - list of Rules, Postal Inst., forms & items loaned by POL (x 2) 1 to keep and 1 to return to Leeds
- 7. P356 - List of Assistants to be employed (x 1) to be returned to Leeds
- ✓ 8. P13 (x2) 1 to keep and 1 to return to Leeds
- 9. Extra P13 at end of document for additional persons involved in the application process who are not captured by the P250 process.

Thank you

Name		Date	22/01/2013
Signature		Auditor/	SSM

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ARS 110 V Sep 10 – Items of Property transferred. Farncombe 100923

POST OFFICE LTD

Appendix A

- ✓ ▪ Copies of Circulars, Notices & Operational Focus issued since APR 2012
- ✓ ▪ Copy of the current postage rates
- ✓ ▪ Compliance file (OL66 financial services for all branches and OL67 travel insurance for on demand travel insurance branches)
- Data Protection Act Leaflet

Counters Operations Manuals: - Tick all those on hand

- | | |
|--|-------------------------------------|
| National Lottery | <input checked="" type="checkbox"/> |
| Post Office® Paystation | <input type="checkbox"/> |
| Security | <input type="checkbox"/> |
| Ordering Stores & Stock | <input type="checkbox"/> |
| Horizon Online Equipment & Administration | <input type="checkbox"/> |
| Post Office® Outreach Services Including Home Service | <input type="checkbox"/> |

Appendix B

Items of property transferred to the incoming Agent by Post Office Ltd, or otherwise required for operational reasons:

- Stamp Portfolios x 3
- Tape for measuring parcels x 1
- Parcel scales x 1
- Letter scales x 1
- ~~Airmail balance and weights 1 x 10g, 2 x 20g, 1 x 50g, 1 x 100g,~~
- Test weights 1 x 50g, 2 x 100g, 1 x 200g, 2 x 500g, 1 x 1kg, 2 x 2kg, 1 x 5kg ✓
- Stationery cabinet(s) / 2, 3 or 4 drawer metal coin cabinet. x 1 PLUS LOCKER x 1
- Steel datestamps /Self Inking datestamps
- PIP Template
- Telephone handsets

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Items loaned to the incoming Agent by Post Office Ltd:

Horizon Equipment - How many:

Processing Units x 2 Monitors x 2 Pin Pads x 2
 Keyboards x 2 Printers x 3 Scanners x 2

Post Office® Safes, how many? **GRO** Safe Keys, how many? **GRO**

Serial number(s) from hinge of safe **GRO**

Have all the keys been handed over? **GRO**

Post Office® alarms - System type and number of fobs **GRO**

Official stamp vending machine - How many? N/A

Serial number(s) N/A

Have all keys been handed over? N/A

Zip Zap machine x 1 Safe tilt mechanism **GRO**

UV Lamp x 1

ATM and type N/A

Paystation terminal/Camelot terminal 1 of 6 ACM

DDA Induction Loop Sticker N/A

DDA Portable Kit N/A DDA signature template N/A

Any other equipment? NO

Mailwork Offices Only

Post Office® cycles and accessories N/A

Outgoing Subpostmaster/Operator Signature/Authorised Signatory's Signature:-

Date: 22/01/13

Signature of Outgoing Subpostmaster/Operator witnessed by:-

Print Name: _____ Witness signature: _____

Date: 22/01/13

Incoming Subpostmaster/Operator Signature/Authorised Signatory's Signature:-

GRO

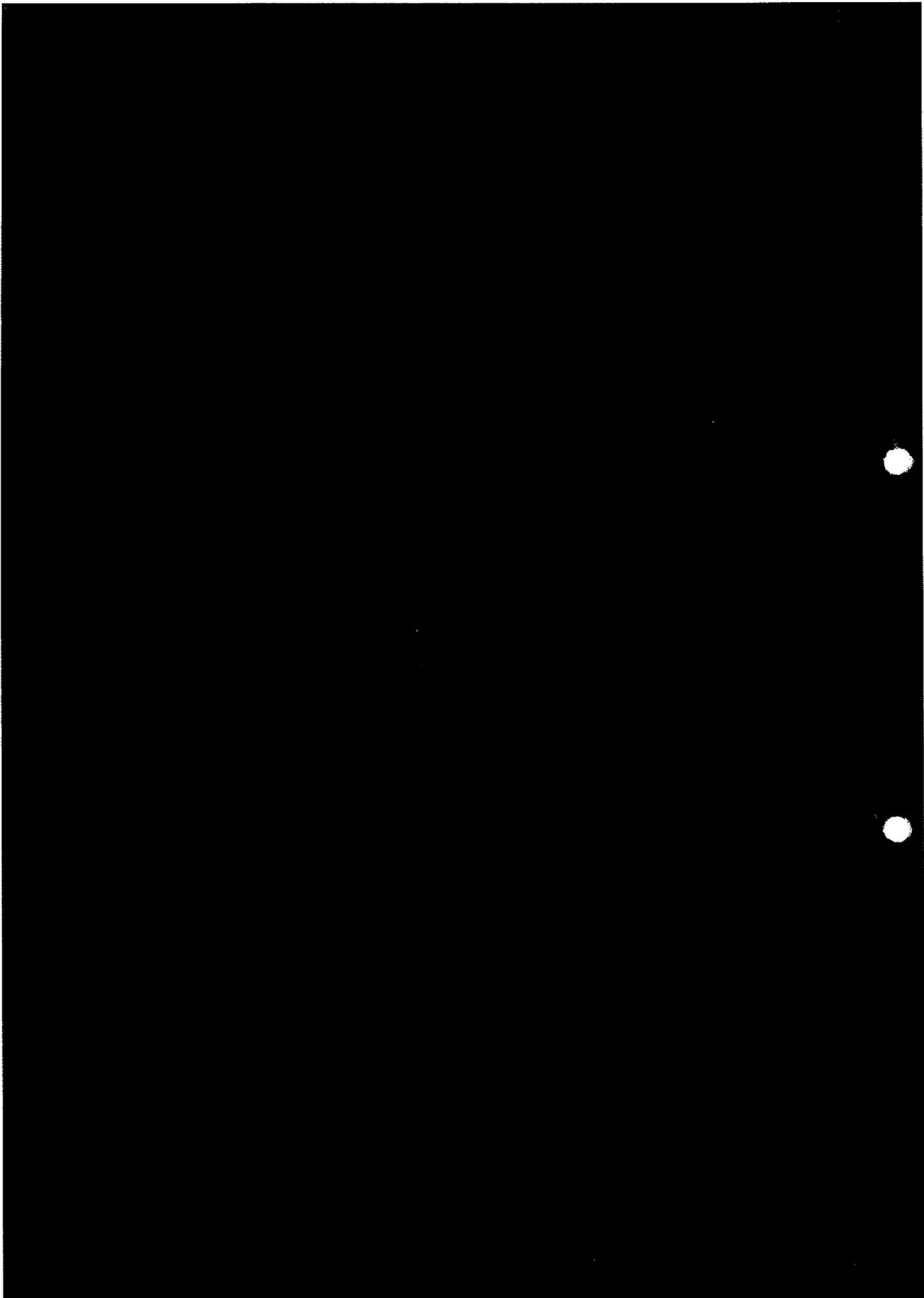
Date: 22/01/13

Signature of Incoming Subpostmaster/Operator witnessed by:-

Print Name: _____ Witness signature: _____

Date: 22/01/13

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P13

YOU SHOULD READ THIS DOCUMENT CAREFULLY AND THEN SIGN YOUR NAME TO THE DECLARATION BELOW.

POST OFFICE LIMITED'S OBLIGATIONS

Post Office Limited must ensure that letters, parcels and all other communications or items entrusted to it are not interfered with in any way. Post Office Limited must also ensure that all transactions and interactions with customers are conducted in line with business policy and current legislation.

To help Post Office Limited provide this essential service to the community, there are important legal requirements with which you must comply. It is important for you to be aware of and understand these provisions, not only for your own sake but also in order that you do not, through any fault or omission on your part, enable or tempt others to break them.

SAFETY OF POSTAL PACKETS

It is a criminal offence to steal, deliberately destroy or damage a letter, parcel or any other postal packet in course of transmission by post. It is also an offence to open or delay (contrary to your duty) a letter, parcel or any other postal packet in course of transmission by post.

Persons suspected of criminal offences will be subject to investigation which may lead to prosecution in the criminal courts. Serious penalties, including terms of imprisonment, are provided for such offences. Other misconduct which endangers the safety or security of a postal packet may lead to termination of employment or engagement or contract with Post Office Limited.

PREVENTING AND REPORTING CRIME

You have a civil and contractual duty to report any suspicions that you may have of criminal behaviour in others and Post Office Limited is committed to recover the value of any loss caused by crime and the investigation/prosecution costs.

CRIMINAL OFFENCES

If you are charged with any criminal offence whilst employed or engaged by Post Office Limited, you must immediately inform your line manager of the details. Where a person engaged in Post Office Limited business is involved in a criminal offence, the police have discretion to notify Post Office Limited of convictions and may provide other relevant information.

CONFIDENTIAL INFORMATION

You must not whilst employed or contractually bound by Post Office Limited or engaged in Post Office Limited's business, nor after that employment or engagement ceases, disclose to any other person, firm or company, or publish or broadcast or use for your own benefit or for the benefit of a third party any confidential information relating in any way to the activities, operations or business methods of Post Office Limited or its business partners, except as previously authorised in writing by or on behalf of Post Office Limited. Any unauthorised disclosure may amount to a criminal offence.

CODE OF BUSINESS STANDARDS (or any standards that may replace this)

High standards of personal conduct at work are expected of everybody who works for the company. We should all demonstrate:

- Care, challenge to make things better and commitment
- Honesty and integrity
- Punctuality and good attendance.

Conduct which damages service to customers or the reputation or efficiency of the company is unacceptable, including for example lateness, poor attendance, dishonesty, drunkenness, use of illegal substances and violent behaviour.

PHOTO ID – (If applicable)

In signing this document you agree that you understand that it is an absolute requirement for you to display or to be able to produce Post Office Limited photographic identification, or in the case of contractors other agreed photographic identification, at all times that you are on duty or within Post Office Limited premises. (If applicable)

DATA PROTECTION ACT

Any person who handles information about identifiable living people whether processed electronically or manually may also commit an offence under the Data Protection Act 1998 if he/she improperly obtains, holds, uses or discloses any such information

Continued overleaf

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I HAVE READ AND FULLY UNDERSTAND THIS DOCUMENT; I UNDERSTAND THAT IT FORMS PART OF MY CONTRACTUAL DUTY TO ADHERE TO ALL OF THE STANDARDS DEFINED ABOVE. I AGREE THAT A COPY WILL BE RETAINED IN MY FILE.

If you are an agency worker or contractor, you agree that signing this form does not imply that you should be construed as an employee of Post Office Limited and you accept and agree that you are not an employee of Post Office Limited.

The person signing this form should sign with their ordinary signature in the presence of a Post Office Limited appointed witness.

Full Name: CHIRAG SIDHPUA
(Block Capitals)

Farncombe

100923

NI Number: GRO

Pay Number (if applicable):
(Leave blank - for POST.OFFICE.LIMITED.JSA.onb)

Signature: GRO

Date of signature: 22nd JAN 2013

Signed in the presence of Post Office Limited appointed witness:

Post Office Limited witness Print Name: [REDACTED]
(Block Capitals)

Post Office Limited witness Job Title: [REDACTED]

Post Office Limited witness Signature: [REDACTED]

Post Office Limited witness Telephone No: [REDACTED]

Please ensure this form is signed and witnessed before being forwarded to Agent Application Team

Post Office Limited is an Equal Opportunities Employer. Positive about disability, Form Name: P13
Post Office Limited is a trading name of Post Office Limited Ltd. Registered number 2154540. Retention Period: Life of employment plus 7 years
Registered in England and Wales. Owner: Product Manager Security Vetting
Registered office: 148 Old Street, London, EC1V 9HQ Version 1 - Last Reviewed: April 2012

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Subpostmaster's/Operators Contract



Acknowledgement of Appointment

MR CHIRAG SIDHPURA

I accept The Appointment as Subpostmaster/Operator at:

FARNCOMBE
SPSO CONTRACT

and agree to be bound by the terms of my contract,
and by the rules contained in the book of rules and
the instructions contained in those postal
instructions issued to me.

Date

Signature of Subpostmaster /Operator

22nd Jan 2013

GRO

Date

Signature of Witness

22/01/2013

[Redacted Signature]



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Agent Application Team
Post Office Ltd
The Markets
6-16 New York Street
LEEDS
LS2 7DZ

FARNCOMBE - 100923

Please state whether this office is residential or non residential:

RESIDENTIAL / ~~NON RESIDENTIAL~~*

If the office is residential will you be residing on the premises?

YES / ~~NO~~*

If "NO" can you please provided us with your private address and telephone number for our records:

ADDRESS 20 FARNCOMBE STREET

GODALMING, SURREY

POST CODE GU17 3LH

TELEPHONE NO GRO

Thank you

Agent Application Team

*Delete as applicable

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Contractual Agreement Production Team
Post Office Ltd
1st Floor, The Markets Post Office
6-16 New York Street
LEEDS.
LS2 7DZ.

Private and Confidential
Mr Chirag Sidpura
Sids News Ltd
Farncombe PO Branch
20 Farncombe Street
Godalming
Surrey
GU7 3LH

29.05.2015

Dear Mr Sidpura

Your Local Agreement for Farncombe Post Office® branch (Agreement) – Variations to your Agreement

Following our recent discussions regarding your Agreement and the need to make certain changes to it, I am writing to confirm that Post Office Ltd would be prepared to agree to the changes set out in the Schedule to this letter.

The Schedule is:

Schedule Title	Nature of change
Variation Schedule: Opening Hours	Reduction In Branch Opening Hours

As these changes amount to variations to your Agreement, I would be grateful if you could sign the attached copy of this letter agreeing to these variations, and return it in the envelope provided by 08:06.2015.

If you do not return the signed copy by the date specified this decision to agree these changes will be suspended until Post Office Limited receives the signed copy.

Should you require any further information then please contact me using the contact number below.

Yours sincerely



**Contractual Agreement Production Team
Post Office Ltd**



www.postoffice.co.uk

Document Title:	Version or draft No:	Date Issued:	Review Date:	Owner:	Location Stored - Share point
Generic Transfer Pack	V1.5	19/12/2012	19/12/2013		Share point - Shared Documents

VARIATION SCHEDULE: OPENING HOURS

With effect from 26.06.2015, your new contracted hours will be as follows:

Monday	08:00 to 19:00
Tuesday	08:00 to 19:00
Wednesday	08:00 to 19:00
Thursday	08:00 to 19:00
Friday	08:00 to 19:00
Saturday	08:00 to 19:00
Sunday	08:00 to 13:00

It is a condition of Post Office Limited agreeing to this change in Opening Hours that a poster is displayed in the Operator's branch advising customers of this change for at least 4 weeks before the date on which the change is to take effect. The Operator must immediately order at its own cost sufficient quantities of the new opening times poster for the branch by contacting HH Global on: 01254 295 275, and start to advise customers of the branch of the changes as soon as possible.

Post Office Ltd will also make arrangements for any changes required to the time locks on any security equipment the Operator has to be implemented. This work will tie in with the date the opening hours change and the Operator will be invoiced directly by the contractor for any work required. The Invoice is payable by the Operator within 7 days of receipt and payment is a condition of Post Office Limited agreeing to this change.

SIGNED for and on behalf of

Sids News Ltd

By:

Signature:

GRO

Print full name:

CHIRAG P. SIDDHAWA

Position:

SUB POST MASTER / OWNER

Date:

1st June 2015

Personnel number: **GRO**

NI number: **GRO**

F.o.Address: Mr

Last name: Sidhpura

Birthname:

First name: Chirag

Initials: C R

Second title:

Known as: Ramesh

Name format: Mr Chirag Ramesh Sidhpura

Language:

Gender: Male

Birthdate:

GRO

Birthplace:

Nationality:

DISABILITY INFORMATION - INFOTYPE 4.

No data

ADDITIONAL INFORMATION - INFOTYPE 77.

Dates - From: 22.01.2013 To: . . .

Ethnic origin: **GRO**
Military status:

EVENTS - INFOTYPE 0

Dates - From: 14.08.2015 To: . . .

Event type: Termination Event reason: Network Transformation Employment status: Withdrawn

Dates - From: 01.09.2014 To: 13.08.2015

Event type: Company Code Conversion Event reason: Company Code Conversion Employment status: Active

Dates - From: 22.01.2013 To: 31.08.2014

Event type: Appointment Event reason: New agency appointment Employment status: Active

ORGANISATIONAL ASSIGNMENT - INFOTYPE 1

Dates - From: 14.08.2015 To: . .

Personnel area:	Post Office Limited	Personnel sub-area:	England
Employee group:	Agents	Employee sub-group:	AK Scale Monthly C2I
Cost centre:	105152	Business area:	
Payroll area:	Agent Monthly	Position	99999999 Integration: default posi
Job:	Agent	Organisational unit:	Farncombe PO
Organisational key:		Employment contract:	Single Agent

Dates - From: 01.09.2014 To: 13.08.2015

Personnel area:	Post Office Limited	Personnel sub-area:	England
Employee group:	Agents	Employee sub-group:	AK Scale Monthly C2I
Cost centre:	105152	Business area:	
Payroll area:	Agent Monthly	Position	50023469 100923 Commercial
Job:	Agent	Organisational unit:	Farncombe PO
Organisational key:		Employment contract:	Single Agent

Dates - From: 22.01.2013 To: 31.08.2014

Personnel area: Post Office Limited Personnel sub-area: England
Employee group: Agents Employee sub-group: AK Scale Monthly C2I
Cost centre: 2540615 Fort William Business area:
Payroll area: Agent Monthly Position 50023469 100923 Commercial
Job: Agent Organisational unit: Farncombe PO
Organisational key: Employment contract: Single Agent

ADDRESSES - INFOTYPE 6

Address type: Forwarding Address

Dates - From: 14.08.2015 To: . .

Address: c/o Farncombe PO, 20 Farncombe Street, , FARNCOMBE, GU7 3LH, United Kingdom

Telephone No:

Address type: Home Address

Dates - From: 22.01.2013 To: . .

Address: Farncome PO, 20 Farncome Street, , FARNCOMBE, GU7 3LH, United Kingdom

Telephone No:

Address type: Next of Kin

Dates - From: 22.01.2013 To: . .

Address:

Telephone No:

Address type: Mailing Address

Dates - From: 22.01.2013 To: . .

Address: Farncome PD, 20 Farncome Street, , FARNCOMBE, GU7 3LH, United Kingdom

Telephone No:

WORK SCHEDULE - INFOTYPE 7

Dates - From: 22.01.2013 To: . .

Work schedule rule: Agent standard 6 day Time man. status: No time eval.

Employment %: 100.00 Monthly hours: 182.00 Weekly hours: 42.00

Daily hours: 7.00 Weekly workdays: 6.00 Annual hours: 2,184.00

BASIC PAY - INFOTYPE 8

Dates - From: 22.01.2013 To: . .

Reason for change: New Appointment Capacity util. level: 100.00

Pay scale type: Agents Hours worked per period: 182.00 Monthly

Pay scale area: National Next increase: 00.00.0000

Pay scale group & level:

Dates - From: 22.01.2013 To: . .

Reason for change: Capacity util. level: 100.00

Pay scale type: Agents Hours worked per period: 182.00 Monthly

Pay scale area: National Next increase: 00.00.0000

Pay scale group & level: NIBAND E

Pay History:-

From	To	Wage type	Amount	Number	Unit
22.01.2013	. .	0023 Core Tier Payment	0.00	0.00	
22.01.2013	. .	9001 NIPOC factor	0.00	37.60	Percent
22.01.2013	. .	9005 NIPOC non-staff band	253.27	0.00	
22.01.2013	. .	9003 NIPOC staff costs actual	0.01	0.00	

BANK DETAILS - INFOTYPE 9

Dates - From: 01.02.2015 To: . . .

Bank details type: Main bank

Payee: Mr Chirag Ramesh Sidhpura

Payment Method: BACS Transfer

Postcode: GU7 3LH City: FARNCOMBE Country: United Kingdom

Bank key: **GRO** Bank account: **GRO** BS Roll number:

Purpose:

Currency: British Pound

Dates - From: 22.01.2013 To: 31.01.2015

Bank details type: Main bank

Payee: Mr Chirag Ramesh Sidhpura

Payment Method: BACS Transfer

Postcode: GU7 3LH City: FARNCOMBE Country: United Kingdom

Bank key: GRO Bank account: GRO BS Roll number:

Purpose:

Currency: British Pound

RECURRING PAYMENTS - INFOTYPE 14

From	To	Wage type	Amount	Number	Unit
01.10.2013	13.08.2015	ATM Type AO - Mthly Pymt		300.00	0.00
01.08.2015	31.08.2015	E/N Not Brought to A/C		505.90	0.00
01.02.2014	28.02.2014	E/N Not Brought to A/C		200.00	0.00

01.07.2013 13.08.2015 NFSP full rate 0.00 1.00 Months

CONTRACT ELEMENTS - INFOTYPE 16

No data

TRAVEL PRIVILEGES - INFOTYPE 17

Dates - From: 22.01.2013 To: . . .

R. grp M/A statutory Agents

R. grp M/A enterprise Other Agents

R. grp travel costs Non Agents

Vehicle class No distinction

Period parameter No distinction

E grp expense type Other Agents

E grp Trip Management Other Agents

Assignments:

01.07.2013 13.08.2015 NFSP full rate 0.00 1.00 Months

Company code

Business area

Cost centre

Funds centre

Fund

DATE MONITORING - INFOTYPE 19

No data

COST DISTRIBUTION - INFOTYPE 27

Dates - From: 22.01.2013 To: 31.08.2014

Costs to be distributed Wage/salary

Co.code	Bus.area	Cost centre	Per cent
---------	----------	-------------	----------

1254 Head of Area 57 IO O 100.00

Dates - From: 22.01.2013 To: 31.08.2014

Costs to be distributed Travel expenses

Co.code	Bus.area	Cost centre	Per cent
1254	Fort William		100.00

REFERENCE PERSONNEL NUMBERS - INFOTYPE 31

No data

OBJECTS ON LOAN - INFOTYPE 40

No data

DATE SPECIFICATIONS - INFOTYPE 41

Dates - From: 22.01.2013 To: . .

Date type: Notional Start Date Date: 22.01.2013

Date type: Current Emp.Str Date Date: 22.01.2013

Date type: Vetting completed Date: 01.11.2012

DATE SPECIFICATIONS - INFOTYPE 52

No data

TAX DATA - INFOTYPE 65

Dates - From: 06.04.2015 To: . .

Tax code: NT Tax code source: P9X Tax refund indicator: Tax basis: Cumulative

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

Dates - From: 07.04.2014 To: 05.04.2015

Tax code: NT Tax code source: P9X Tax refund indicator: Tax basis: Cumulative

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

Dates - From: 01.07.2013 To: 06.04.2014

Tax code: NT Tax code source: P6 Tax refund indicator: Tax basis: Cumulative

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

Dates - From: 08.04.2013 To: 30.06.2013

Tax code: 500T Tax code source: P9 Tax refund indicator: Tax basis: Cumulative

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

Dates - From: 01.02.2013 To: 07.04.2013

Tax code: 464T Tax code source: P6 Tax refund indicator: Tax basis: Week 1/Month 1

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

Dates - From: 22.01.2013 To: 31.01.2013

Tax code: 0T Tax code source: P46 Tax refund indicator: Tax basis: Week 1/Month 1

Starter details from P45:-

Tax week no.: 00 Tax month no.: 00 Taxable pay: 0.00 Tax paid: 0.00

NATIONAL INSURANCE DATA - INFOTYPE 69

Dates - From: 22.01.2013 To: . . .

NI Category:

NI Number:

Certificate held: None

NATIONAL INSURANCE HOLIDAY

Certificate held: No

GRO

Issuing authority
Standard deduction 0.00
Protected 0.00
Grand total 0.00
Constant fee
Processing fee 0.00

PENSION FUNDS - INFOTYPE 71

No data

PENSION FUNDS - INFOTYPE 85

No data

SSP/SMP EXCLUSIONS - INFOTYPE 86

No data

SMP RECORD - INFOTYPE 88

No data

EXTERNAL ORGANISATIONS - INFOTYPE 219

No data

ABSENCE DATA - INFOTYPE 2001

From	To	Type of absence	Absence	Absence Calendar	Sickness description	Associated details:-
		hours	days	days	Event	From To

No data

ABSENCE QUOTAS - INFOTYPE 2006

From	To	Category	Quota Number	Deduction	Neg deduction to	Deduction from	Deduction to
01.04.2017	31.03.2019	51 HolWdyCIm-Weekday Claim	42.00000	0.00000	0.00000	01.04.2017	31.03.2019
01.04.2017	31.03.2019	52 HolSunCIm-Sunday Claim	7.00000	0.00000	0.00000	01.04.2017	31.03.2019
01.04.2015	13.08.2015	51 HolWdyCIm-Weekday Claim	9.00000	0.00000	0.00000	01.04.2015	13.08.2015
01.04.2015	13.08.2015	52 HolSunCIm-Sunday Claim	1.00000	0.00000	0.00000	01.04.2015	13.08.2015
01.04.2013	31.03.2015	51 HolWdyCIm-Weekday Claim	42.00000	0.00000	0.00000	01.04.2013	31.03.2015
01.04.2013	31.03.2015	52 HolSunCIm-Sunday Claim	7.00000	0.00000	0.00000	01.04.2013	31.03.2015
22.01.2013	31.03.2013	51 HolWdyCIm-Weekday Claim	5.00000	0.00000	0.00000	22.01.2013	31.03.2013
22.01.2013	31.03.2013	51 HolWdyCIm-Weekday Claim	5.00000	0.00000	0.00000	22.01.2013	31.03.2013
22.01.2013	31.03.2013	52 HolSunCIm-Sunday Claim	1.00000	0.00000	0.00000	22.01.2013	31.03.2013
22.01.2013	31.03.2013	52 HolSunCIm-Sunday Claim	1.00000	0.00000	0.00000	22.01.2013	31.03.2013

DEVELOPMENT ACTIONS DATA - INFOTYPE 9000

Action Req. completion date Completion status
No data

TRAINING DETAILS

Waiting listed courses:

No data

Booked courses:

No data

Attended courses:

No data

Cancelled courses:

No data

APPRAISALS - INFOTYPE 9001

No data

CONDUCT - INFOTYPE 9002

No data

FORMER SUBPOSTMASTERS STATEMENT OF DISCREPANCY

BRANCH NAME		FARNCOMBE	
BRANCH CODE		100923	
CUSTOMER ACCOUNT NUMBER		1028148	
PRODUCT		PAYSTATION	
DATE OF DISCREPANCY		10.10.17	
AMOUNT Debit*		£290.00	
Horizon entry	£	Client Data	£

DETAILS OF ERROR:

On 9.10.17 & 10.10.17 Batch Control Summary 2927 and 2929 were produced in the amounts of £90 and £200 respectively.

This would have been for transactions completed on the 9.10.17 and 10.10.17, the Customer(s) would have paid cash for the transaction(s) and the office should have placed all receipts and cash in the safe ready for the Transaction Acknowledgement(s) to come through on or around the 11.10.17. However, there the office closed on or about the 10.10.17 and Transaction Acknowledgement(s) could not be accepted.

Evidence attached.

GL*	627236	Credit*	£290.00
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DUTY HOLDERS NAME	[REDACTED]
SECOND VALIDATION NAME	[REDACTED]
TEAM NAME	Automated Payment Enquiry Team

For-use by Former Agent Accounting

DATE KEYED TO POLSAP	15.2.18
KEYED BY	[REDACTED]
CASE OWNER	[REDACTED]

Date passed to Settlement Team for processing	
Settlement Team processor	
Date returned to Former Agents	

Only (A)

Transaction ID Code	Location Name	Transaction Date	Transaction Start Time (hh:mm:ss)	Stock Unit ID	Item ID	Item Long Name	Amount	AP Customer Ref No	Paystation-BCS Reference	Client Code	Client	Session
100923	Famcombe	10/10/2017	10:08:50	BB	30832	Waverley Borough Council	180.00		2929	121	allpay.net	14244
100923	Famcombe	10/10/2017	10:07:20	BB	29494	Paystation+ cash contra	-180.00		2929	5856	PAYSTATION	14244
100923	Famcombe	10/10/2017	13:08:01	9B	9922	PS SSE key recharge cred	10.00		2929	9001	POCL Housekeeping	14245
100923	Famcombe	10/10/2017	13:05:18	BB	29494	Paystation+ cash contra	-10.00		2929	5856	PAYSTATION	14245
100923	Famcombe	10/10/2017	14:04:03	9B	6683	PS BG elec key credtl	10.00		2929	9001	POCL Housekeeping	14246
100923	Famcombe	10/10/2017	14:04:16	BB	29494	Paystation+ cash contra	-10.00		2929	5856	PAYSTATION	14246

n Only (A)

Station AD Code	Location Name	Transaction Date	Transaction Start Time (hh:mm:ss)	Stock Unit ID	Item ID	Item Local Name	Amount	Paystation+ BCS Reference	Client Code	Client	Session
100923	Famcombe	09/10/2017	13:50:22	BB	8687	PS SP elec key credit	20.00	2927	9001	POCL Housekeeping	14234
100923	Famcombe	09/10/2017	13:50:39	BB	29494	Paystation+ cash contra	-20.00	2927	5856	PAYSTATION	14234
100923	Famcombe	09/10/2017	13:50:51	BB	9367	PS SM Quantum credit	30.00	2927	9001	POCL Housekeeping	14235
100923	Famcombe	09/10/2017	13:51:02	BB	29494	Paystation+ cash contra	-30.00	2927	5856	PAYSTATION	14235
100923	Famcombe	09/10/2017	13:51:29	BB	6437	PS O2 Top-Up Voucher £10	10.00	2927	74	e-pay Ltd	14235
100923	Famcombe	09/10/2017	13:52:17	BB	29494	Paystation+ cash contra	-10.00	2927	5856	PAYSTATION	14235
100923	Famcombe	09/10/2017	14:10:01	BB	9367	PS SM Quantum credit	5.00	2927	9001	POCL Housekeeping	14237
100923	Famcombe	09/10/2017	14:22:48	BB	29494	Paystation+ cash contra	-5.00	2927	5856	PAYSTATION	14237
100923	Famcombe	09/10/2017	14:23:17	BB	9922	PS SSE key recharge cred	10.00	2927	9001	POCL Housekeeping	14238
100923	Famcombe	09/10/2017	14:23:35	BB	29494	Paystation+ cash contra	-10.00	2927	5856	PAYSTATION	14238
100923	Famcombe	09/10/2017	16:38:09	BB	8686	PS BG elec key RTJ old	0.00	2927	9001	POCL Housekeeping	14239
100923	Famcombe	09/10/2017	17:26:54	BB	9922	PS SSE key recharge cred	10.00	2927	9001	POCL Housekeeping	14240
100923	Famcombe	09/10/2017	17:27:13	BB	29494	Paystation+ cash contra	-10.00	2927	5856	PAYSTATION	14240
100923	Famcombe	09/10/2017	17:29:41	BB	30420	PS Lycamobile VoucherE5	5.00	2927	74	e-pay Ltd	14241
100923	Famcombe	09/10/2017	18:09:52	BB	29494	Paystation+ cash contra	-5.00	2927	5856	PAYSTATION	14241

C/L Account No. 627236 PayStation Ping Matching Account
Company Code 1254

Stat	Assignment	DocumentNo	Profile	Ctrl	BusA	Type	Account	Doc..Date	PK/LC amnt	LCurr	Tx Cling	doc.	Text	Year/month
- #	PS_2_472309272	8007957838	100923			RV	627236	10.10.2017	40	200.00				2017/07
- #	PS_2_472309273	8007957838	100923			RV	627236	10.10.2017	40	90.00				2017/07
										290.00				

1

- 1 -

██████████ 07.04.2017. E Notes
AS YOU HAVE NOT REPLIED TO THE QUERY I SENT YOU ON 14.03.17, I
ASSUME YOU AGREE WITH THIS TRANSACTION CORRECTION. YOUR BANK OF
IRELAND ATM HORIZON ENTRIES DO NOT MATCH WITH THE 16.30 # 16.30
POLLED FIGURES ON 23.01.17 AND 25.01.17.
THEREFORE 7095.00 DEBIT ISSUED
REF: ██████████
██████████
EVIDENCE SENT IN THE FORM OF THE QUERY

②

- 1 -

13.04.2017 E Notes

"LOTTERY PRIZES PAID THROUGH YOUR CAMELOT TERMINAL FROM THURSDAY 9TH MARCH, TO YOUR BRANCH TRADING DAY OF WEDNESDAY 5TH APRIL 2017 DIFFER TO YOUR HORIZON ENTRIES UP TO THURSDAY 6TH APRIL 2017. THIS LEAVES A MISBALANCE OF 91 GBP CREDIT. EVIDENCE OF CAMELOT END OF DAY FIGURES HAS BEEN SENT. PLEASE CHECK AGAINST YOUR HORIZON RECEIPTS. FOR ANY FURTHER ASSISTANCE PLEASE CALL HELPLINE ON **GRO**

3

- 1 -

██████████ 28.04.2017 E Notes
This correction is for an ATM surplus on 22.02.2017 which you
showed on your weekly balance statement but did not account for
using the Horizon surplus button. POL ATM accounts team
Chesterfield Tel: ██████████ **GRO**

4

- 1 -

██████████ 04.05.2017 E Notes
Drop and Go TC issued in respect of a card balance being settled to cash due to a lack of funds on account on the 02.05.2017. The customers card (██████████) should now have been re-activated and the card debited to a negative balance to be recovered by top-up. Your office could have had a loss of this amount for which this credit TC will correct. Regards - Drop and Go GRO

5

- 1 -

██████████ 05.05.2017 E Notes
Drop and Go TC issued in respect of a card balance being settled to cash in error on the 02.05.2017. The customers card (██████████) should now have been re-activated and the card debited to the correct balance. Your office could have had a loss of this amount for which this credit TC will correct. Regards - Drop and Go

GRO

6

- 1 -

██████████ 05.05.2017 E Notes
Drop and Go TC issued in respect of a card balance being settled to cash due to a lack of funds on account on the 02.05.2017. The customers card (██████████) should now have been re-activated and the card debited to a negative balance to be recovered by top-up. Your office could have had a loss of this amount for which this credit TC will correct. Regards - Drop and Go

GRO

7

- 1 -

08.05.2017 E Notes
Drop and Go Transaction correction issued to compensate duplicate
previously issued - Apologies for any confusion - Regards Drop
and Go **GRO**



- 1 -

██████████ 08.05.2017 E Notes
Drop and Go TC issued to compensate previously issued. Apologies for
any confusion Regards Drop and Go: GRO

9

- 1 -

19.05.2017 E Notes

"LOTTERY PRIZES PAID THROUGH YOUR CAMELOT TERMINAL FROM THURSDAY 6TH APRIL, TO YOUR BRANCH TRADING DAY OF WEDNESDAY 10TH MAY 2017 DIFFER TO YOUR HORIZON ENTRIES UP TO THURSDAY 11TH MAY 2017. THIS LEAVES A MISBALANCE OF 139.5 GBP CREDIT. EVIDENCE OF CAMELOT END OFDAY FIGURES HAS BEEN SENT. PLEASE CHECK AGAINST YOUR HORIZON RECEIPTS. FOR ANY FURTHER ASSISTANCE PLEASE CALL HELPLINE

GRO

GRO

16

- 1 -

██████████ 25.05.2017 E Notes

Cash centre ref 303168009732 surplus in a rem 20 received at the cash centre please accept now and make good cash or assign to nominee if you are a franchise branch. If this amount is in your rem shortage suspense dated around the 17.05.2017 then redeem the amount from suspense using F14 F7 25

11

- 1 -

16.06.2017 E Notes

"LOTTERY PRIZES PAID THROUGH YOUR CAMELOT TERMINAL FROM THURSDAY 11TH MAY, TO YOUR BRANCH TRADING DAY OF WEDNESDAY 7TH JUNE 2017 DIFFER TO YOUR HORIZON ENTRIES UP TO THURSDAY 8TH JUNE 2017. THIS LEAVES A MISBALANCE OF 38.7 GBP CREDIT. EVIDENCE OF CAMELOT END OF DAY FIGURES HAS BEEN SENT. PLEASE CHECK AGAINST YOUR HORIZON RECEIPTS. FOR ANY FURTHER ASSISTANCE PLEASE CALL HELPLINE

GRO

GRO

(12)

- 1 -

██████████ 22.06.2017 E Notes

Please do not adjust your Rem Shortage Suspense Account.

Transaction correction issued to redeem
20 pounds from your Shortage Suspense Account.
A previous transaction correction was
sent for this error on 25.5.17 which
was accepted and processed in the branch,
but was not redeemed from Shortage Suspense.
This value should no longer be held in suspense.

: Accept now and make good or assign to nominee.

Thank you,

██████████
██████████

13

- 1 -

04.07.2017 E Notes

Cash centre ref 303142241172 shortage in a rem 40 received at the cash centre please accept now and make good cash or assign tonominee if you are a franchise branch if this amount is in your surplus in rem suspense dated around the 22.06.2017 Then redeem the amount using F14 F7 24

14

- 1 -

██████████ 04.07.2017 E Notes

Cash centre ref 303168009510 shortage in a rem 300 received at the cash centre please accept now and make good cash or assign to nominee if you are a franchise branch if this amount is in your surplus in rem suspense dated around the 22.06.2017 Then redeem the amount using F14 F7 24

15

- 1 -

██████████ 31.07.2017 E Notes
AS YOU HAVE NOT REPLIED TO THE QUERY I SENT YOU ON 21.07.17, I
ASSUME YOU AGREE WITH THIS TRANSACTION CORRECTION. YOUR BANK OF
IRELAND ATM HORIZON ENTRIES DO NOT MATCH WITH THE 16.30 # 16.30
POLLED FIGURES ON 2.05.17.
THEREFORE 5335.00 DEBIT ISSUED
REF: ██████████
██████████
EVIDENCE SENT IN THE FORM OF THE QUERY

(16)

- 1 -

15.09.2017 E Notes

██████████ "LOTTERY PRIZES PAID THROUGH YOUR CAMELOT TERMINAL FROM THURSDAY 6TH JULY, TO YOUR BRANCH TRADING DAY OF WEDNESDAY 6TH SEPTEMBER 2017 DIFFER TO YOUR HORIZON ENTRIES UP TO THURSDAY 7TH SEPTEMBER 2017. THIS LEAVES A MISBALANCE OF 27.3 GBP DEBIT. EVIDENCE OF CAMELOTEND OF DAY FIGURES HAS BEEN SENT. PLEASE CHECK AGAINST YOUR HORIZON RECEIPTS. FOR ANY FURTHER ASSISTANCE PLEASE CALL HELPLINE

GRO

FORMER SUBPOSTMASTERS STATEMENT OF DISCREPANCY

BRANCH NAME		FARNCOMBE	
BRANCH CODE		100923	
ACCOUNT NUMBER		1028148	
PRODUCT		CAMELOT	
DATE OF DISCREPANCY		11.10.2017	
AMOUNT DEBIT		£65.50	
Horizon entry	£0.00	Client Data	£65.50

DETAILS OF ERROR:

NATIONAL LOTTERY GAME SALES Between the 10 th October, 2017 and the 11 th October, 2017 £65.50 went through the Camelot terminal but £0.00 was entered on the Horizon system creating a £65.50 DEBIT error
Please see attached
Attach all relevant supporting documentation

GL		CREDIT	627016
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DUTY HOLDERS NAME	[REDACTED]
SECOND VALIDATION NAME	[REDACTED]
TEAM NAME	Branch & Product Accounting Team 1

For use by Former Agent Accounting

DATE KEYED TO POLSAP	8/12/18
KEYED BY	[REDACTED]
CASE OWNER	[REDACTED]

Date passed to Settlement Team for processing	
Settlement Team processor	
Date returned to Former Agents	

CAMELOT SALES
BRANCH 100923

ACCOUNT	BRANCH	DATE	TA NUMBER	TYPE	LC amnt
627016	100923	10.10.2017	CA1728364110092301	CAMELOT	£ 46.50
627016	100923	11.10.2017	CA1728464210092301	CAMELOT	£ 19.00
					£ 65.50

FORMER SUBPOSTMASTERS STATEMENT OF DISCREPANCY

BRANCH NAME		FARNCOMBE	
BRANCH CODE		100923	
ACCOUNT NUMBER		1028148	
PRODUCT		CAMELOT	
DATE OF DISCREPANCY		11.10.2017	
AMOUNT CREDIT		£174.00	
Horizon entry	£313.70	Client Data	£487.70

DETAILS OF ERROR:

NATIONAL LOTTERY PRIZES
Between the 5 th October, 2017 until 10 th October, 2017 £487.70 went through the Camelot terminal but £313.70 was entered on the Horizon system creating a £174.00 CREDIT error
Please see attached
Attach all relevant supporting documentation

GL		DEBIT	627012
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DUTY HOLDERS NAME	[REDACTED]
SECOND VALIDATION NAME	GRO [REDACTED]
TEAM NAME	Branch & Product Accounting Team 1

For use by Former Agent Accounting

DATE KEYED TO POLSAP	8/2/18
KEYED BY	[REDACTED]
CASE OWNER	[REDACTED]

Date passed to Settlement Team for processing	
Settlement Team processor	
Date returned to Former Agents	

CAMELOT PRIZES
BRANCH 100923

ACCOUNT	BRANCH	DATE	TYPE	AMOUNT	ERROR
627012	100923	05.10.2017	CAMELOT	-£26.00	
627012	100923	06.10.2017	CAMELOT	-£114.00	
627012	100923	07.10.2017	HORIZON	£140.00	
627012	100923	07.10.2017	CAMELOT	-£113.80	
627012	100923	08.10.2017	HORIZON	£113.80	£-
627012	100923	08.10.2017	CAMELOT	-£154.80	
627012	100923	09.10.2017	CAMELOT	-£43.10	
627012	100923	10.10.2017	HORIZON	£59.90	-£138.00
627012	100923	10.10.2017	CAMELOT	-£36.00	-£36.00
				-£174.00	-£174.00

FORMER SUBPOSTMASTERS STATEMENT OF DISCREPANCY

BRANCH NAME		Farncoombe	
BRANCH CODE		100 923	
ACCOUNT NUMBER		1028148	
PRODUCT		BOI ATM SURPLUS	
DATE OF DISCREPANCY		23.09.2017.	
AMOUNT Debit*Credit*		£100.00 dr	
Horizon entry		Client Data	

DETAILS OF ERROR:

A customer enquiry has been received regarding £100 failed transaction	
Which occurred on your Bank of Ireland atm 23.09.2017. When these occur	
The customer's account is debited but no monies are dispensed remaining	
Inside the atm which should result in a surplus in the Boi atm weekly	
Balance. Your weekly balance 27.09.17 did not show the surplus but there	
Is £200 difference between dispensed since load and atm total which verifies	
Failures occurred whereby customers' monies never left the cassettes and	
Would be included in the remaining cash. There must be an error within the	
Balance that prevented the correct surplus showing.	
Therefore £100 to debit	
██████████	Tel: ██████████

GL*	627077	Credit*	
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DUTY HOLDERS NAME	██████████
SECOND VALIDATION NAME	██████████
TEAM NAME	BOI ATM TEAM

For use by Former Agent Accounting

DATE KEYED TO POLSAP	1-2-18
KEYED BY	██████████
CASE OWNER	██████████

Date passed to Settlement Team for processing	
Settlement Team processor	
Date returned to Former Agents	

Copy of Boj ATM weekly balance submitted by the Branch.

FAD Code	Name	ATM ID	Balancing Date	Reject Cash	Balance	01 Bank Total U.S.D.	ATM Shortage	02 ATM Totals "H"	
100923	Farncombe	90971933	28/09/2017	175	0	49,900		49,780	20:20:29

Customer enquiries received from BOI

Date of Txn	Time of Txn	Txn Amount	Device ID	Journal Error Type
23/09/2017	09:30:00	100	90971933	TX Failed

90971933_23092017

23.09.2017, 09:28:26 *** TRANSACTION START ***

09:28:27 TRACK 2 DATA: 492182*****0112

09:28:30 TRACK 2 DATA: 492182*****0112

09:28:30 PIN ENTERED

09:28:38 AMOUNT 50 ENTERED

09:28:41 TRANSACTION REQUEST AAC A

09:28:41 TRANSACTION REPLY NEXT 123 FUNCTION A161

09:28:42 TVR: 8000040000, TSI: 7000

09:28:47 CASH RESPONSE: 02020100

09:28:47 Cash 1:1,2;2,2;3:3,1;

09:28:49 CARD(492182*****0112) TAKEN

09:28:54 CASH PRESENTED

8709 LINK CARD W/D STG 50

09:28:56 CASH TAKEN

23.09.2017, 09:29:01 *** TRANSACTION END ***

23.09.2017, 09:32:08 *** TRANSACTION START ***

09:32:09 TRACK 2 DATA: 492181*****5764

09:32:18 TRACK 2 DATA: 492181*****5764

09:32:18 PIN ENTERED

09:32:37 TRANSACTION REQUEST AAC A

09:32:37 TRANSACTION REPLY NEXT 123 FUNCTION A161

09:32:38 TVR: 8000040000, TSI: 7000

09:32:44 CASH RESPONSE: 02030300

09:32:44 Cash 1:1,2;2,2;3:3,3;

09:33:12 CARD(492181*****5764) RETAINED

09:33:12 TRANSACTION 8710 FAILED

09:33:12 TRANSACTION REPLY NEXT 141 FUNCTION 5000

23.09.2017, 09:33:17 *** TRANSACTION END ***

23.09.2017, 09:52:06 *** TRANSACTION START ***

09:52:06 TRACK 2 DATA: 465942*****5670

09:52:12 TRACK 2 DATA: 465942*****5670

09:52:12 PIN ENTERED

09:52:27 TRANSACTION REQUEST AAC A

09:52:27 TRANSACTION REPLY NEXT 123 FUNCTION A161

09:52:28 TVR: 8000040000, TSI: 7400

09:52:34 CASH RESPONSE: 02020100

09:52:34 Cash 1:1,2;2,2;3:3,1;

09:52:38 CARD(465942*****5670) TAKEN

09:52:43 CASH PRESENTED

8711 LINK CARD W/D STG 50

09:52:45 CASH TAKEN

23.09.2017, 09:52:50 *** TRANSACTION END ***

23.09.2017, 09:57:55 *** TRANSACTION START ***

09:57:55 TRACK 2 DATA: 446291*****6832

09:58:04 CARD(446291*****6832) TAKEN
23.09.2017, 09:58:06 *** TRANSACTION END ***
23.09.2017, 09:58:10 *** TRANSACTION START ***
09:58:10 TRACK 2 DATA: 446291*****6832

09:58:14 TRACK 2 DATA: 446291*****6832
09:58:14 PIN ENTERED
09:58:32 AMOUNT 30 ENTERED
09:58:36 TRANSACTION REQUEST AAC A
09:58:37 TRANSACTION REPLY NEXT 123 FUNCTION A161
09:58:37 TVR: 8000040000, TSI: 7000
09:58:42 CASH RESPONSE: 02020000
09:58:42 Cash 1:1,2;2:2,2;
09:58:45 CARD(446291*****6832) TAKEN
09:58:50 CASH PRESENTED
8712 LINK CARD W/D STG 30

09:58:52 CASH TAKEN
23.09.2017, 09:58:57 *** TRANSACTION END ***

Case No.	Agency	Case No.	Case Title	Category	Sub-Category	Description	Created Date	Updated Date	Resolved Date	Case Status
100223	Fairfax	01463 42447	Useful Information	3.5 BCP ATM	BCP ATM status of planning	BCP ATM status of planning	2/11/2017 14:36	2/11/2017 14:36	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.2 Branch Status	"in status 2" BUREAU DE POLICE	"in status 2" BUREAU DE POLICE	3/16/2017 09:34	3/16/2017 09:34	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	High priority remove non conf	High priority remove non conf	2/16/2017 09:29	2/16/2017 09:29	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	Police is long closed due to night suspension date 1/1/2017	Police is long closed due to night suspension date 1/1/2017	16/10/2017 18:34	16/10/2017 18:34	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	the 11000 removed has had very own call in office and also along with hours	the 11000 removed has had very own call in office and also along with hours	15/10/2017 06:07	15/10/2017 06:07	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	at present still not started to do sheet	at present still not started to do sheet	08/10/2017 06:24	08/10/2017 06:24	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	on both removed 104.5M non communication	on both removed 104.5M non communication	08/10/2017 06:24	08/10/2017 06:24	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.4 Other	found to call PC to advise the not getting how and on there "the" computer	found to call PC to advise the not getting how and on there "the" computer	12/08/2017 14:19	12/08/2017 14:19	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.5 BCP ATM	control - No answer from PO Lab's Inc call and BUREAU DE POLICE use ATM	control - No answer from PO Lab's Inc call and BUREAU DE POLICE use ATM	12/08/2017 11:49	12/08/2017 11:49	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.5 BCP ATM	how to TOILET facilities 2006 Jun.	how to TOILET facilities 2006 Jun.	16/04/2017 12:46	16/04/2017 12:46	Completed	Completed
100223	Fairfax	01463 42447	Useful Information	3.5 BCP ATM	How to street	How to street	16/04/2017 12:46	16/04/2017 12:46	Completed	Completed

FADCode	Branch Name	SR Number	Created Date	Closed Date	Branch Address Line 1	Branch Address City	Branch Address County	Branch Post Code	Branch phone number	Callier	Description
1009230	Farncombe	CAS-2574954-V3S1TB	13/06/2017 15:00	13/06/2017 15:04	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	[REDACTED]	PO Money Savings - customer wants to make an initial deposit into the account
1009230	Farncombe	CAS-2584125-S006X7	21/06/2017 07:36	21/06/2017 07:37	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	[REDACTED]	Alert: Faults details regarding says it has come up with a message arc fault
1009230	Farncombe	CAS-2610230-C7N4D7	11/07/2017 13:54	11/07/2017 14:10	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	[REDACTED]	customer done a pre-order which did arrive in time so they have cancelled it. the message then told them to call HBSL. customer paid by card
1009230	Farncombe	CAS-2666076-Y787X6	24/08/2017 15:10	24/08/2017 15:15	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	Chirag	Debit card refund for MoneyGram required - customer wasn't in the office.
1009230	Farncombe	CAS-2685028-Z356P8	13/09/2017 11:14	13/09/2017 11:18	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	Chirag	Trying to get hold of the external helpline for the customer - has paid 2 separate transactions bills and both have not credited the account - I was for a court fine which the customer has now paid again.
1009230	Farncombe	CAS-2692729-V5P9C7	19/09/2017 13:15	19/09/2017 13:31	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	Chirag	customer has sent a moneygram on 1 august and cancelled on 1 august
1009230	Farncombe	CAS-2718167-G9V4F4	11/10/2017 07:03	11/10/2017 08:37	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	[REDACTED]	Auditor called today to say they have done an audit at the office yesterday and the office is now closed for the foreseeable future (permanent). This is now with the contract's advisor Auditor: [REDACTED] Tel no: [REDACTED]
1009230	Farncombe	CAS-2721335-V6T6K0	12/10/2017 09:20	12/10/2017 09:30	20 Farncombe Street	Godalming	Surrey	GU7 3LH	01483 424417	Chirag	Office have called asking to speak to [REDACTED] regarding an ATM discrepancy relating to 2015. The office have had an audit and has had contract suspended.

Call Type	Client	Activity	Sub Activity	KBA	Reference Taken By Branch	Supplied Information Source	Resolution Details	Chase Reason	SK Creator Name
Horizon On Line	Post Office Financial Services	Online Products	Online Saver		No	Supplied information in KBA	advised an initial deposit will be made when setting the account up - get ID verified and send off to		
Horizon On Line	Security	Safe or Alarm Problems	Safe or Alarm Problems	https://sp.postofficeimbed.com/NBSC/Pages/KB.A.aspx?idlg=08.NoMenu=1&KBAltID=805ca080-0c68-4ade-9698-fc75481185fc	No	Supplied information in KBA	Advise the branch that they need to call Groving on 01753 750000		
Horizon On Line	Bureau On Change	Card Refund Process	Template	https://sp.postofficeimbed.com/NBSC/Pages/KB.A.aspx?idlg=uk.NoMenu=1&KBAltID=cf36a189-4d91e-478c-a104-7e9ca1b9e544	Yes	Supplied information in KBA	taken the details and filling in card refund template		
Horizon On Line	MoneyGram	Card Refund Process	Template	https://sp.postofficeimbed.com/NBSC/Pages/KB.A%20Articles.aspx?idlg=08.NoMenu=1&C=Movie2 on On Line&CI=MoneyGram&A=Card Refund Process&SA=Template	No	Supplied information in KBA	Advised to call back when customer is in the office and we will complete a template.		
Horizon On Line	Sender Transcash	Non Credit of Accounts	Non Credit of Accounts	https://sp.postofficeimbed.com/NBSC/Pages/KB.A.aspx?idlg=08.NoMenu=1&KBAltID=1ba82a65-487e-4266-8a3b-2edc93852694	Yes	Supplied information in KBA	Customer in the first instance will need to contact the bill provider to investigate but have provided the email for customer care.		
Horizon On Line	MoneyGram	Counter Procedure	Cancellation Refund	https://sp.postofficeimbed.com/NBSC/Pages/KB.A.aspx?idlg=08.NoMenu=1&KBAltID=d3884abf-7c16-4d91-b598-224095e936a9&idlg=1	Yes	Supplied information in KBA	refund template sent off, no gain in office as not reversed		
Office Closures	Support Services	Less Than 48hrs Notice	Audit or Suspension	https://sp.postofficeimbed.com/NBSC/Pages/KB.A%20Articles.aspx?idlg=08.NoMenu=1&C=Office Closures&CI=Support Services&A=Less Than 48hrs Notice&SA=Audit or Suspension	Yes	Supplied information in KBA	further info will come through 8551		
Switchboard	Telephone Numbers	Telephone Numbers A to I	Automated Teller Machine	https://sp.postofficeimbed.com/NBSC/Pages/KB.A.aspx?idlg=08.NoMenu=1&KBAltID=51ba3e49-92e0-4cef-e651-782bd0e371af	Yes	Supplied information in KBA	Adv we do not have a contact number for [redacted] and it would be better to speak to Wincor regarding figures going back to 2015.		

SR Resolver Name	Nominated Branch	Reason for closure
[REDACTED]		
[REDACTED]	Goswami, Sonney	Auditor called today to say they have done an audit at this office yesterday and the office is now closed for the foreseeable future (permanent) This is now with the contracts advisor Auditor - [REDACTED] Tel no [REDACTED]
[REDACTED]		