

Royal Mail Group

ROYAL MAIL – CONFIDENTIAL Record of Tape Recorded Interview

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Person Interviewed Seema MISRA (SM)

Place of Interview West Byfleet Post Office©

Date of Interview 14th January 2008

Time commenced 17.25

Time concluded 18:07

Duration of interview 42 minutes

Tape reference no 060341

Interviewing Officer(s) Adrian Morris (AM) John Longman
(JL)

Other persons present

Exhibit No: Number of pages: 5 Signature of interviewing officer producing exhibit
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Tape counter times	Person speaking	Text
0.08	AM	Normal introductions including voice identification, caution and legal rights. No objection to tape recording. Form GS001 (previously completed) explained and signed at 17.27. No solicitor required at this time.
4.06		Form GS003 signed at 17.29 and no Post Office© friend required.
5.23	AM	Explains the circumstances leading up to the interview, whereby an audit was conducted at West Byfleet Post Office© today and currently there is a deficiency in the accounts of around £79000. Investigators arrived around 14:00hrs and Mrs Misra requested to bank shop takings and handed over £475 to offset the debt that was owed. A receipt (GS025) was given. Mr & Mrs Misra agreed that a search of the home premises GRO could be undertaken and no items were seized. Arrival back at the Post Office© bank disclosure forms were signed.
7.46	SM	Notebook entries were made which she signed throughout the day.
8.18	AM	Confirmed that no direct questions regarding the enquiry have been put to her. Explains that SM was completing a note on investigators arrival and asks to read.
8.36	SM	“(INAUDIBLE) office audit there will be around £60,000 shortage due to staff (INAUDIBLE) was around 89 and (INAUDIBLE)
	AM	Asks SM to slow down

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8.43	SM	<p>“We did try and bring it down to 60 and I want to make an arrangement to clear the balance. I would appreciate it if I can have a chance to clear the shortage. I made up 2 cash pouches as we were borrowing some money from friends and family to fill these rem bags up. That’s why I want to speak to friends and family (INAUDIBLE). This loss in branch has been carried forward for over a year. Over the last year we put money in to make it right...shortage. We took over the staff from the previous owner and for about a year and a half they were running the Post Office© with us as we thought they run it for many years they ought to know better than us. But after a while when we learn more and more we noticed that things weren’t right, like, there were 4000 euro missing, money transferred to the ATM was actually shorter than the actual money transferred over. Lottery money was taken from the shop and never entered on HORIZON even on the shop side the till were low. (INAUDIBLE) they refuses to pay and we kept quiet and we don’t want to lose the Post Office©. After that as well we (INAUDIBLE) which we have cleared. Once again I want to clear all the losses and I promise it will clear everything and we will not disappoint you. Seema MISRA 14th January 2.25”</p>
10.33	AM	Discussion regarding staff who took money; GRO
	SM	GRO GRO
14.48	AM	Asks how much was missing at the end of 2006 when the staff left.
	SM	Says it was around £89000 - £90000
	AM	Explains that husband informed him that the Police had been notified of the losses but the Police were only made aware of £1000.
	SM	Says they found the difference later and they were expecting some repayment.
16.32	AM	Confirms that around November or December 2006 there was a shortage in the accounts of around £89000. Recaps that the staff were sacked or resigned or left the country and since November only SM and her husband work in the Post Office© assisted by Melina and Ally.
17.31	SM	Confirms that since 2006 they received further transaction corrections relating to them. No further large unexplained discrepancies
18.19	SM	Confirms she completes the balance paperwork and there are 6 stock units.

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		The staff declare the stamps and cash in the tills.
		Says that when they took over there were combined tills and because they couldn't identify who was having losses they changed the system to individual units.
19.50	AM	Discussion on the way the cash is declared. Cash figures are given to SM. Asks SM to explain how the cash is declared.
20.59	SM	Explains that they were trying to pay back some money each week to reduce the shortage. Says she has also received a £20000 lottery error for which she is paying £2000 a week back into the till.
	AM	Recaps that she inputs the cash figures from the tills and asks how the rest of the cash is completed.
23.55	SM	"Just make it up like how much it should be and then try to balance and I can't (INAUDIBLE).
	AM	"So how do you find out how much should be there?"
	SM	"The snapshot when we do the office snapshot for the (INAUDIBLE) says how much it should be."
	AM	"You rolled over the counter stocks, do an office snapshot and it says there should be this amount of money in the office and you put down that there is that amount, although in reality there isn't that amount there"
24.37	AM	OK
	JL	Asks when the £89,000 accrued was there a shared stock and SM says that all the people did the balance and SM didn't check anything.
26.15	AM	Shows branch trading statement dated 14 th November to 15 th December 2007.
	SM	Confirms last completed BTS apart from today. Says that the figures in the cash pouches and the cash on hand carried forward was incorrect. Currency carried forward awaiting collection was £60930:07.
	AM	"Was that money there?"
27.57	SM	"Not at that time"
	AM	"Why did you do it?"
28.25	SM	"So it looks alright"
	AM	Shows Branch trading statement for 16 th May to 16 th June 2007. Confirms that a figure for currency awaiting collection shown as £40447:40. "Was that money there awaiting collection or was that a false figure?"
29.25	SM	"False figure"
	AM	"Cash on hand of £35751.65 again was that there?"
	SM	"False figure"
29.48	AM	Says that the total of the two figures do not make the shortage total.

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	SM	Says that she remmed figures out which were not sent. This figure would then be reversed out afterwards.
	AM	Confirms understanding that the shortage would be hidden by being shown as held in the figures for rem's out, cash awaiting collection and cash on hand figures.
32.10	AM	Shows branch trading statement for 15 th November to 14 th December 2006. £13070 shown as awaiting collection. Pouches despatched as £101000 and cash on hand £27000. "Would that have been a false account as well?"
	SM	"That's right yes"
	AM	"So between period 08 of 2006/2007 until the present day all the trading accounts have been false accounts"
33.11	SM	"That's right"
	AM	Asks what would have happened if she had shown the losses
	SM	"They would have taken the Post Office© away from me.....because the staff is my responsibility"
34.30	SM	Confirms it was not the right thing to do but at the time they were repaying the money and would have repaid it all from the shop takings.
	AM	"Was it an honest thing to do?"
	SM	"It wasn't an honest thing to do"
36.09	AM	Explains that by covering up the shortage she has kept the Post Office© and the shop going.
		Discussion on holidays and SN says she GRO on 28 th November 2007 for about 6 or 7 days then returned for 2 days to do the Post Office© balance.
39.25	SM	Confirms that only her had completed the accounts since 2007
	AM	Shows 2 grey rem pouches which were found in the Post Office© secure area. (302124615598). Inside was two receipts, one dated 9 th January 2008 (17:49) showing £13000 and signed by SM. Also one timed at 17:53. (302124615581) for £14000 signed by SM Asks why pouch was made up.
	SM	Says she was hoping to get the money from the shop takings and from friends and family.
41.55	AM	Confirms that these are entered on HORIZON as pouches awaiting collection
	SM	"That's right"
	AM	Discussion on user codes and SM says that she shares with her husband.
43.49		Buzzer sounds. Tape seal 060341 signed and tape stopped at 18:07