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Rt Hon Oliver Letwin MP  
House of Commons  
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Dear Oliver

Thank you for your further letter about the Post Office Horizon system; my office will be in touch to arrange your visit.

Turning to your concerns about Ms Tracey Merritt, the former subpostmistress at Yetminster Post Office, I have spoken to my colleagues and we are aware of the correspondence around this case. I am sure you will understand that I cannot discuss the specific details of a case, but I can give you my assurance that we take such matters very seriously.

The Post Office has robust and established processes in place to make sure that all parties are treated fairly in cases like this; all issues are thoroughly investigated, before any decision to terminate a contract or bring a criminal prosecution. The contractual process also provides for a right of appeal, which Ms Merritt chose not to exercise. In this particular instance, I have personally reviewed what actions we have taken and why, and I am satisfied that we have acted correctly.

My apologies that the above is a rather formal response to your query about the situation at Yetminster. However, I look forward to meeting you shortly, when I hope to explain in person the Horizon system and take your input and comments along with those of James Arbuthnot.

Yours sincerely

Paula Vennells  
Chief Executive