

Lucy Bremner

From: Chris Holyoak <[GRO]>
Sent: 11 March 2014 22:31
To: <rjw> [GRO]
Cc: <irh>
Subject: Re: Draft letters to Aver and Howe and Co

OK - I'll reflect in our "corporate" response tomorrow although assume that "shit" might perhaps be better phrased as "shift"?
Talk tomorrow.
Chris

Sent from my iPad

On 11 Mar 2014, at 21:11, "Ron Warmington" <[GRO]> wrote:

Point 2 was OK in the letters because we implemented that shit of admin crap from my desk to Belinda's weeks ago and it has, broadly, worked. "Considerable" might be a bit OTT I'll admit.

From: Chris Holyoak <[GRO]>
Sent: Tuesday, March 11, 2014 9:05 PM
To: [GRO]
Cc: Ron Warmington
Subject: Re: Draft letters to Aver and Howe and Co

Well if nothing else we know that the 2nd sight email is currently working...
I'd be happy to send a response on behalf of 2nd Sight with an edited version of my comments with a covering message but before doing so can you let me have your thoughts especially on my point (2) and if there is anything else that you want me to include?
I can redraft and tone down my "snotty" comment but I'll wait to send until after speaking to Ron tomorrow morning.
Chris

Sent from my iPad

On 11 Mar 2014, at 20:50, [GRO] wrote:

Chris

I think there should just be a single response from Second Sight. There's no need for us to all reply.

Pre you joining us I would normally say Ron and I have discussed this and

I'm happy for you to submit your comments and if anything else comes to mind Ron or I could add that as a supplementary comment

Ian

Sent from my iPad

On 11 Mar 2014, at 18:43, Chris Holyoak [GRO] wrote:

Ron/Ian,

Although pleased that POL, in the shape of David Oliver, is treating me as a full member of the Working Group (as they should!) I want to be careful to ensure that we, 2nd Sight, speak as one.

I would therefore suggest that I inform Oliver that I have read the drafts and have passed my (few) comments to you, where they will be consolidated and then submitted.

Does this work for you?

The letters to me seem basically fine although rather "dense" in their presentation.

Minor comments:

1 Rather than referring to "last Friday" both letters should give the date of the WG meeting (7 March).

2 What do you think of the text stating that "This has been a considerable success and has freed up a considerable amount of time for Second Sight"? To me this seems a bit premature after just two days so at least should say "should free" rather than "has freed". I also wonder whether it will really save so much time - with the inference being that we will now be much quicker in processing our work load.

3 I thought that the sentence "We do not believe that this should create a problem for professional advisors." was rather "snotty".

4 In the Howe letter the last sentence of the second paragraph rather duplicates what has already been said.

So - leave it with you to respond as you think fit.

Ron - if OK I'll call you tomorrow for a quick chat responding to your email of yesterday about your conversation with Alan and a couple of other things.

I have not yet seen anything further from Angela about the Fact Report, which I had hoped to start work on tomorrow.

Best wishes.

Chris

Sent from my iPad

Begin forwarded message:

From: David Oliver [GRO]
[GRO]

Date: 11 March 2014 11:42:51 GMT

To: Ian Henderson [GRO]

Angela Van-Den-Bogerd [GRO]

[GRO], "Parsons, Andrew"

[GRO], 'Ron

Warmington [GRO]

[GRO] [GRO]

[GRO], Rodric

Williams [GRO]

"Chris Aujard"

[GRO], 'Anthony

Hooper [GRO]

Belinda Crowe [GRO]

Cc: Kathryn Alexander

[GRO], Shirley

Hailstones [GRO]

"Parmenter, Claire"

[GRO], Jessica

Barker [GRO]

[GRO]

Subject: Draft letters to Aver and Howe and Co

All,

Please find attached draft letters to go from Tony to Aver and Howe & Co. Tony has asked that all of the Working Group review the letters so I would be grateful if you could please reply even if just with nil returns to allow me to confirm this to Tony.

As we discussed on Friday we need to issue these letters promptly so I would be grateful for responses by close of play tomorrow.

Many thanks

David

David Oliver
Programme Manager
Initial Complaint and Mediation Scheme

[GRO]

Mobile: [GRO]

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<HOWE AND CO LETTER.doc>