



Regular Call re Horizon Issues

Meeting: 28/08/13

Attendees:

Team/Function	Attendees
Legal	Rodric Williams (RW) Martin Smith (MS) Andrew Parsons (AP) Rebecca Butler (RB) Jarnail Singh (JS1)
Financial Services Centre (FSC)	Andy Winn (AW)
Security	Rob King (RK) John Scott (JS2)
Communications	Sophie Bialaszewski (SB)
Network	Gayle A Peacock (GP) Nick Beal (NB)
Information Technology & Change (IT&C)	N/A
Network Business Support Centre (NBSC)	N/A

Action Points from 21 August 2013

- 1 The minutes of the meeting were circulated by AP in advance of this week's telephone conference.
- 2 A telephone conference took place between AP, the Security team and JS1 Singh re action point list. Confirming that Matrix drafted.
- 3 SB2 copying JS1 and RW into all emails regarding new MP cases, reporting and relaying information regarding queries by MP's to Rosie Gaisford (**RG**) of Bond Dickinson. SB2 is also liaising with RG on any new cases that arise.
- 4 JS1 and MS discussed what further information is needed on Wincor ATM theft issues. MS currently trying to establish what existing/past cases have been covered. MS liaising with Helen Dickinson (**HD**) and making further enquiries.
RK stating that Wincor can provide details of all sites and that they are currently cross referencing this with all investigations. MS/RK to update on this.
JS2 stating that Security having a meeting with the police this week. Police taking an interest as it appears to be an industry wide problem - £250K.
- 5 Rhigos branch – GP updating, £24K cost to which Angela is investigating further under the case review. GP suggesting to RW to put in mediation as SPM refusing to interview. RW agreeing.
- 6 E-top up issues – AW still investigating and stating that recovery document going out (which had already been planned) with suggested wording to cover the scenario. AW still uncomfortable with this.
GP stating to hang fire, need to discuss steps of top-up where there is a communication failure; it is unclear what should happen. Need a clear answer from Fujitsu before recovery document sent.
JS2 – asking for clarification on the issue and whether there was any impact on prosecution cases. GP - noting that issues are conflicting advice around error messages and that we should

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be clear internally before updating as it has a financial impact on branch. Example provided: If customer asks for £10 top-up and the transaction is initially declined, the SPM would process again. When SPM goes to settle the 2nd completed top-up and connection is lost, Horizon recovers the first failed top up. Post recovery it should account for two top-ups but only accounts for one.

AW has never come across this before – very rare/ requires extraordinary circumstances.

MS noting that could have impact on prosecution - important that this is flagged up to address – con calls do this.

GP/AW/ RW to discuss offline as too technical over conference. GP to liaise with Steve Beddoe (**SB1**) and SB1 to lead on this matter.

7 Process for communicating between teams when a prosecution is withdrawn – JS1 to copy Communications team into decision making process. Where there is anything of concern Network & Security team are to be copied in and the Communications team will get a summary. Agreed Public Affairs will also be copied into to any correspondence as aware MP now involved. JS1 will formalise the process for communication with Communications team.

NB – Conscious not covering enough people in Network team and that we should also keep Contracts team up to date. NB to call JS1 to discuss further.

8 Bureau de Change – JS2 to chase up with Steve Beddoe after call.

GP – Fujitsu meeting on 9th September. If Steve unable to make conference call next week, GP to update on behalf of SB1.

Action Log

RK proceeded to continue with the Action Log in numerical order:

Issue	Issues/Comments/Next steps
Prestbury	GP to speak to Steve.
Howden	GP going to update today. Agreed to treat as closed
Printing Error	AW to discuss with RK and email him today. Agreed to treat as closed.
Torch Visit	GP to assist chase Steve. Steve to update RK this afternoon.
Bureau Buy Back	Raised by GP, cause was user error rather than Horizon. Agreed to treat as closed.
ATM Gluing Case	MS noting sentencing coming up but had requested to put on hold for a month. Look into ATM visitor book to inspect which engineers looked at the ATM and when. Agreed to keep open.
Withdrawal of prosecution	JS1 to finalise and check who to copy in to communications.
Rhigos Branch	Agreed to up update log according to discussion detailed above.
E-top up	As discussed above.

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New Issues

Name	Area	Issues/Observations/Comments
John Scott (JS2)	Security	No new issues.
Rob King (RK)	Security	No new issues.
Andy Winn (AW)	FSC	No new issues.
Steve Beddoe (SB1)	IT	No new issues.
Nick Beal (NB) Gayle Peacock (GP)	Network	No new issues
Sophie Bialaszewski (SB2)	Communication s	No new issues.
Jarnail Singh (JS1) / Martin Smith (MS)	Legal	No new issues.
Rodric Williams (RW)	Legal	<ol style="list-style-type: none"> 1. Horizon Integrity related – Fujitsu want to migrate transaction data to new servers. Initially thought transaction data untouchable, but not. There are risks of data corruption/loss of integrity with transaction data migration. Fujitsu are currently working a new proposal for this and Dave King (DK) investigating criminal prosecutions/ civil recovery. IT to re-scope and get risk analysis on this. If data needs to be migrated – need someone to independently audit process. No time limit but Fujitsu want to get things moving as soon as possible. RW noting that timing unfortunate and that Fujitsu were currently working on risks/benefits for POL. JS2 concluding: NOT AN ACTION FOR THIS GROUP. 2. ATM Issue – Affects branch balancing. New routers in ATM in Jan – issues with withdrawals not being captured. Currently in touch with 50 branches to see if any branch issues. Product team are to investigate further. RW to email GP on this issue – NEW HORIZON ACTION.
Andrew Parsons (AP) / Rebecca Butler (RB)	Legal	No new issues.

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Action Points

- 1 Wincor / ATM - MS/RK to update on position regarding Wincor records of ATM engineer visits. MS to look into ATM visitor book to determine which engineers looked at ATM and when.
- 2 E-top up issues - GP, AW and RW to discuss offline issues relating to recovery document. GP to liaise with Steve Beddoe for update on FJ view on this issue.
- 3 Communicating prosecution withdrawals - NB to call JS1 to discuss formalising process of communication regarding prosecution withdrawals. JS1 to formalise process of communication regarding prosecution withdrawal with Communications team.
- 4 Bureau de Change - JS2 to chase Steve Beddoe after conference call regarding Bureau de Change. If Steve unable to make conference call next week, GP to update on Steve's behalf.
- 5 ACTION LOG ISSUE 1: GP to speak to Steve today regarding Prestbury.
- 6 ACTION LOG ISSUE 2: GP to update group regarding Howden.
- 7 ACTION LOG ISSUE 4: GP to speak to Steve today regarding the Torch visit and update RK this afternoon.
- 8 New routers for ATMs issue - RW to email GP regarding new Horizon Issue and to investigate further.