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**From:** Jennifer Robson[CN=Jennifer Robson/OU=e/O=POSTOFFICE]  
**Sent:** Mon 29/03/2004 8:10:42 AM (UTC)  
**To:** Carol King[ ] GRO  
**Subject:** Re: Cleveleys PO 153 405 Mrs J Wolstenholme

thanks Carol  
CA n you prepare the case for write off as proposed and then discuss beofer we put it to Vicky please  
Thanks  
Jen  
Debt Recovery Section manager  
Post Office Ltd  
Finance

1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

Postline: [ ] GRO STD Phone: [ ] GRO Mobex: [ ] GRO Mobile: [ ] GRO  
External Email: jennifer.robson[ ] GRO

**Carol King**  
26/03/2004 16:25  
To: Jennifer  
Robson/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject:  
Re: Cleveleys  
PO 153 405 Mrs J Wolstenholme

Jennifer  
This is a very good answer from Jim but it will still cost us £45k+  
Cheers  
Carol

----- Forwarded by Carol King/e/POSTOFFICE on 26/03/2004 16:24 -----

**Jim Cruise**  
26/03/2004 15:40  
To: Carol  
King/e/POSTOFFICE@POSTOFFICE  
cc:  
Subject:  
Re: Cleveleys  
PO 153 405 Mrs J Wolstenholme

If the payment-in was increased by £20,000 and accepted, the case would settle and because there would have been no trial there would be no determination by the court on any of the disputed facts in the case and it could not be held up as a precedent for any future claims. Each case has to be assessed on its own merits and a settlement in this particularly difficult case for POL would not mean that future claims where the Horizon system was involved would need to be or should be settled. There would be no admissin that the Horizon system was at fault if the case settled at this stage on the basis of an improved payment-in.

A large part of the problem in this case is the age of the claim and the fact that not all the call logs/records are available as they have been destroyed by Fujitsu which is one reason why we do not particularly wish there to be a trial of this case.

**Carol King**  
26/03/2004 14:57  
To: Jim  
Cruise/e/POSTOFFICE@POSTOFFICE  
cc: Jennifer  
Robson/e/POSTOFFICE@POSTOFFICE, Clive  
Burton/e/POSTOFFICE@POSTOFFICE  
Subject:  
Re: Cleveleys  
PO 153 405 Mrs J Wolstenholme

Jim  
I have read the notes and spoken to Jennifer Robson about this case and wondered if you could clarify something for us please? If we were to settle (and we are not stating at this point that we will) could we ask for this to be without prejudice and settle without admitting that Horizon was at fault. There have been a number postmasters who have not been able to use the equipment though trained fully at the time of installation and it has frequently been used as an excuse for errors. We would not want this case to set a precedent for similar cases in th future.  
Regards  
Carol

**Jim Cruise**  
26/03/2004 14:11

To: Carol  
King/e/POSTOFFICE@POSTOFFICE  
cc: Andy R  
Pearson/e/POSTOFFICE@POSTOFFICE  
Subject:  
Cleveleys PO  
153 405 Mrs J Wolstenholme

I refer to my email to you dated 17/3/04. Can you please let me know if you are willing to increase the payment-in by £20,000 as my agents in Manchester have written to say that they feel the payment-in should be increased as soon as possible.