



Belinda Crowe  
Post Office Limited  
148 Old Street  
London  
EC1V 9HQ

6 May 2014

Dear Belinda,

### **APRIL INVOICE**

To accompany the invoice for the April part of PA's engagement with Post Office on the Initial Complaint Review and Mediation Scheme I thought it would be helpful to provide a short summary of the team's delivery.

I have been pleased to see that the team has continued to make good progress in supporting the delivery of the Scheme. In particular I felt that the following areas highlighted particularly good work with Post Office:

- Development and appraisal of options for the future of the Scheme
- Board Sub-Committee papers on –
  - Ex Gratia and settlement payments under the Scheme
  - Dissemination of the Linklaters advice and Deloitte report
  - Closure/accelerated completion of the Scheme
- Development of the review process for Second Sight reports.
- Supporting preparations for key Board Sub-Committee and Working Group face to face meetings.
- Continuing to provide a high class secretariat to the Working Group and the Programme Board
- Revising the Programme risk statement for Chris Aujard.

I know that the programme continues to face a difficult period at the moment but I, and the team, are looking forward to supporting you to deliver this challenging phase.

Please do contact me to discuss any aspect of this letter either by email (Jim.Knox **GRO**) or by phone (**GRO**).

Yours

**GRO**

Jim Knox (Member of PA's Management Group)