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DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

POL COLLEAGUES – EMAIL [MARK DAVIES TBC]

GROUP LITIGATION UPDATE – HORIZON ISSUES JUDGMENT

As you may have seen, the second Judgment in the Post Office Group Litigation [\[link?\]](#) has been handed down by the High Court today. This Judgment focuses on our Horizon system and it's part of the preliminary stages of the very complex, long-running legal case to resolve a number of individual claims by mainly former postmasters.

We understand the concerns that everyone working in our business might have about some of the issues [\[and criticisms\]](#) the Judgment raises. We are taking firm measures which address these and I hope that you have seen communications over the past [\[x\]](#) months on the many significant improvements that are being made at all levels in the business.

But firstly, it's important to underline why we can have confidence in the overall robustness of the Horizon system and that it compares well with systems used by other retail and financial services companies each day. Both independent experts, for Post Office and the claimants in the case, on opposite sides of the litigation, confirmed this. It's also important to make clear that the products and services that we provide every day to millions of customers are not affected by the litigation

Horizon processes around 47 million transactions a week, more than £60 billion worth a year. These are reconciled every day, every month, every year, with the systems of major organisations including high street banks, utility companies and Government departments, giving confidence in the many products and services we provide.

Of course no system can ever be said to be perfect and we're working as hard as ever to make improvements. Overall more than [\[100?\]](#) changes are being/ have been made in a comprehensive programme which closely involves our postmasters.

What the Judgment underlines [\[most/ very strongly\]](#) is that we must continue to do better in the ways in which we support postmasters branches. Actions we're taking on this will both help prevent problems in the first place and improve the support we provide to postmasters when they do have issues.

You will already have seen, I hope, communications about the detail of the measures in place and underway. [\[link to comms which easily give summary detail etc\]](#). There is nothing more important to our business than our relationship with our postmasters, the people

delivering our services to customers day-in, day-out, and we are committed to making it easier for them to build thriving businesses.

You can find today's media statement on the Judgment here [link]. If you have any questions or want further information you can email [xxxxxx] and we will be happy to help.