

**DOCUMENT - 23**

**DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE**

**GLO COMMUNICATIONS – HORIZON ISSUES TRIAL**

**NFSP – CORE VERBAL BRIEF (NICK BEAL)**

**KEY SPEAKING POINTS**

- The judgment in the second trial of a Group Litigation brought against Post Office by a number of mainly former postmasters was today handed down in the High Court.
- As you know, we take this judgment and the overall litigation extremely seriously and we've been putting measures in place at all levels in the business which address the issues and criticisms raised
- We know that the Judgment's criticisms may be unsettling for people. We have a comprehensive programme of communications to ensure we are speaking with everyone in the business and providing people with every opportunity to raise questions and concerns.
- But we can be clear that we are confident that overall Horizon is robust, comparing well with systems used by other retail and financial services companies every day. Both independent experts for the claimants and the Post Office, on opposite sides of the litigation confirm this. And the fact remains that Horizon is processing around 47 million transactions a week, more than £60 billion worth a year and these are being successfully reconciled with our clients such as the banks.
- We know of course that can be little comfort to a postmaster who runs into an issue he/she can't get to the bottom of. The judgment underlines to us very strongly the importance of the way in which we help our postmasters operate their Post Offices. We're taking/we've taken firm action to improve that support, alongside further investment in our technology
- No system can ever be said to be perfect –. But there is more we can do and are doing to help prevent mistakes, to be more transparent about bugs and technical issues and to provide much better investigation and support through the helplines
- Overall, more than [100?] changes are being/ have been made to Horizon in a comprehensive programme closely involving our postmasters. [expand detail when known]
- I must re-iterate our absolute commitment to building better partnership with our postmasters
- We're doing this through our new field team and through rolling out the improvements to recruitment, training and operational support,
- I will keep you updated on this of course and also on the next steps in the litigation. We expect this to take some time to be resolved as there are many legal matters still to be determined and the individual claims themselves span a very lengthy period, with some

dating back around two decades. Currently there are Court hearings scheduled through to 2020

- I will send you our media statement responding to the Judgment and also the communications that have been issued to postmasters.