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DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

PAYZONE EMPLOYEES AND AGENTS – EMAIL (ANDREW GODDARD)

POST OFFICE GROUP LITIGATION UPDATE

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 Post Office's 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.

Although Payzone is not affected, I wanted to make sure that you were aware of the Judgement and how we are responding to issues and criticisms which it raises.

But firstly, I must underline that we have confidence in the overall robustness of the Horizon system - which is used in all Post Office branches - and 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 Post Offices 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 made in a comprehensive programme of improvements, closely involving 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 operate branches. There is a very wide range of actions being taken on this with improvements to recruitment, training and operational support, alongside improving our technology infrastructure.

You can find our media statement on the Judgment here [[link](#)] but if you have any questions or want further information you can email [xxxxxx] and we will be happy to help.

