

From: Shirley Hailstones [GRO]
To: Kathryn Alexander [GRO] "Prime, Amy"
[GRO]
Cc: "Lukas, Elisa" [GRO] "Parsons, Andrew"
[GRO]
Subject: RE: Draft Defence - Confidential and legally privileged [BD-4A.FID26896945]
Date: Thu, 6 Jul 2017 16:21:10 +0000
Importance: Normal
Attachments: _DOC_36289990(1)_draft_Defence_-_Kath__Shirley_rider.DOCX
Inline-Images: image008.png; image009.jpg; image010.png; image011.png; image012.png;
image002.png

Hi Amy

Please see attached with my feedback/comments.

Shirley



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Shirley Hailstones
Support Services Resolution Manager

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The Guild Hall
57 Queen Street
GLASGOW G1 3AT
Mobile: [GRO]

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From: Kathryn Alexander
Sent: 06 July 2017 15:49
To: Prime, Amy [GRO]
Cc: Lukas, Elisa [GRO] Parsons, Andrew [GRO]
Shirley Hailstones [GRO]
Subject: RE: Draft Defence - Confidential and legally privileged [BD-4A.FID26896945]

Hi Amy

Please see my comments, any queries /clarification needed please let me know

Regards
Kath



**2017 Winner of the
Global Postal Award for
Customer Experience**

Kathryn Alexander
Support Services
Resolution Manager

1st Floor Admin,
Ty Brwydran,
Atlantic Close, Swansea SA7 9FJ
[GRO]

From: Prime, Amy [GRO]
Sent: Wednesday, 5 July, 2017 8:09 AM
To: Kathryn Alexander; Shirley Hailstones
Cc: Lukas, Elisa; Parsons, Andrew
Subject: Draft Defence - Confidential and legally privileged [BD-4A.FID26896945]

Good morning Kath, Shirley

Please find attached an extract from the draft Defence which relates to the various investigations that you have undertaken for us. I have also attached a copy of the claim which Post Office is responding to and is referred to within the Defence.

It would be much appreciated if you could review the extract and provide any comments which you may have. In particular, if there are any points which are incorrect, please could you flag and explain these. If you feel that it would more appropriate to check some of these sections with other areas of the business (i.e. the section on the Helpline with Gayle / Kendra) please let us know.

Would it be possible to complete this review by close of business on Thursday, 6 June?

Kind regards

Amy

Amy Prime
Solicitor
Bond Dickinson LLP

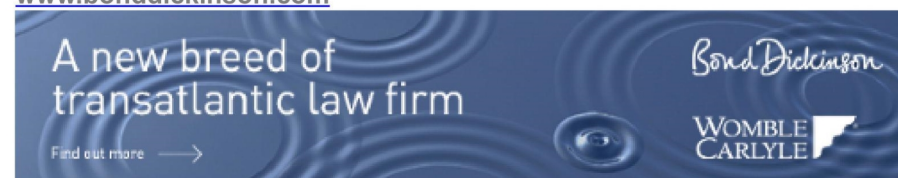
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