
From: Angela Van-Den-Bogerd [GRO]
Sent: Thur 20/03/2014 9:49:09 AM (UTC)
To: Parsons, Andrew [GRO]
Cc: claire.parmenter [GRO]
Subject: RE: Meeting on Friday [BD-4A.FID20472253]

Andy,

I agree the approach. Lorraine Garvey who works for Rod Ismay is probably the best person in POL to talk to regarding what happened in 2008 with the Giro deposit transaction. Let me know how you want to approach Lorraine and I'll drop her a note in advance so that she has the heads up.

Thanks,
Angela

From: Parsons, Andrew [GRO]
Sent: 19 March 2014 21:01
To: Angela Van-Den-Bogerd
Cc: 'claire.parmenter' [GRO]
Subject: FW: Meeting on Friday [BD-4A.FID20472253]

Angela

FYI below re Ron's earlier email (at the bottom of this chain) about receipts for giro / banking transactions.

There's a suggestion below about how to investigate this point. Do you agree with this approach?

If so, would you be able to provide the names of the key people we'll need to speak to about this?
Kind regards
Andy

Andrew Parsons
Senior Associate
for and on behalf of Bond Dickinson LLP

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From: Belinda Crowe [GRO]
Sent: 19 March 2014 15:07
To: Parsons, Andrew; Rodric Williams
Cc: David Oliver1; 'claire.parmenter' [GRO]; Belinda Crowe
Subject: RE: Meeting on Friday [BD-4A.FID20472253]

Sounds good to me. Go for it.

Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO

Postline: GRO

GRO

GRO

From: Parsons, Andrew [GRO]
Sent: 19 March 2014 15:01
To: Rodric Williams
Cc: Belinda Crowe; David Oliver1; 'claire.parmenter' [GRO]
Subject: RE: Meeting on Friday [BD-4A.FID20472253]

Rodric

I agree – the way we did the spot reviews fits here. Our approach was:

1. Identify the key knowledge holders at POL and FJ (this feels like Gareth Jenkins and the product manager from POL)
2. BD prepares a list of questions to help prompt thoughts / add some structure
3. Hold a call or meeting with the team to discuss the issue.
4. BD prepares a draft response for further input / approval.

If you and Belinda agree, I'll liaise with Angela to identify the people we need to investigate this.

Kind regards
Andy

Andrew Parsons
Senior Associate
for and on behalf of Bond Dickinson LLP

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From: Rodric Williams [GRO]
Sent: 19 March 2014 14:39
To: Parsons, Andrew

Cc: Belinda Crowe; David Oliver1
Subject: FW: Meeting on Friday

Andy – I think the issue buried in Ron’s 0953am email re: “the mid-2008 changeover on GIRO/Bank paying-in books” and consequential receipt change could be approached as if it were an old-style Spot Review.

Can you remember how we would go about doing it?

Happy to discuss, Rod

From: Belinda Crowe
Sent: 19 March 2014 14:26
To: Rodric Williams
Subject: Fw: Meeting on Friday

From: Belinda Crowe
Sent: Wednesday, March 19, 2014 11:15 AM
To: Angela Van-Den-Bogerd; 'andrew.parsons' GRO <GRO>
Cc: David Oliver1; Belinda Crowe
Subject: RE: Meeting on Friday

Angela
The actions from the Working Group were:

ACTION Post Office to provide Second Sight with a copy of the Factfile.

ACTION Second Sight to urgently review the factfile and consider using it as the basis for the production of the Part one report (the “mediator briefing”).

ACTION Second Sight to discuss with AVDB any outstanding issues, areas of disagreement or queries before the circulation of the Part one and Part two reports.

So do we have any idea about their timing of the presentation of their part 2 report?

Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO Postline GRO

GRO

GRO

From: Angela Van-Den-Bogerd
Sent: 19 March 2014 10:28
To: Belinda Crowe; 'andrew.parsons' GRO

Subject: Fw: Meeting on Friday

Both,

Fyi

Angela

GRO

From: Ron Warmington **GRO**

Sent: Wednesday, March 19, 2014 09:53 AM

To: Angela Van-Den-Bogerd

Cc: cwh **GRO** < **GRO** >; holyoakc CHRIS HOLYOAK < **GRO** >; irh **GRO** < **GRO** >

Subject: RE: Meeting on Friday

Angela: No meeting possible this week I'm afraid. Two reasons:

1. I have to drive up to Scotland tomorrow evening to **GRO** **GRO** and, given our own need to hit deadlines in clearing CQRs; POL Reports; and (most urgent of all) the Thematic Report (on which Ian how has lead role), we can't assign that much time... and...
2. Chris has taken the lead on the Fact File Response (to allow me to push forward uninterruptedly on the CQRs and POL Reports and Ian to work on the Thematic Report and preparing for next week's MP meeting)... so Chris will shortly be sending you an email listing the consolidated input of all three of us. It follows that having me attend, rather than Chris, makes no sense.

... Chris would be free to meet with you - in Swindon if necessary - anytime from Tuesday onward. Ian and I could dial in or maybe also attend depending on what we all want to achieve. Swindon is only really convenient for you and me of course.

We'll today be releasing, along with several other CQRs, the CQR on Scott Darlington (M038), prepared by his brother Steve. There's a section in it - from pages 11-13 - dealing with the mid-2008 changeover on GIRO/Bank paying-in books that thereafter meant that only one RECEIPT was printed and that went back to the customer. From that point onward, branches no longer had copies of Receipts to help them identify paying-in keying errors, etc. In effect, Steve/Scott assert that this was a systems design blunder that not only removed a vital link in the Audit Trail but in doing so led to a situation where mistakes made at the counter (that benefitted customers at the expense of the

SPMR) could no longer be detected and rectified either by the branch staff/SPMR or by POL itself (i.e. they would only be detected if the customer came forward to repay his windfall, which would, of course, rarely happen). Steve also asserts that this change rendered the branch balances unreliable with the consequence that all subsequent civil or criminal actions would be unsafe. The reason I mention this issue - which we have previously raised - is that it will need a response not just in POL's reply to the M038 CQR but also in your Fact File. For sure we'll be addressing it in the Thematic Issues Report.

Best regards, Ron.

From: Angela Van-Den-Bogerd [GRO]
Sent: Monday, March 17, 2014 12:15 PM
To: 'rwarming'; GRO
Cc: 'cwh'; GRO; 'holyoakc'; CHRIS HOLYOAK; 'irh'; GRO
Subject: Re: Meeting on Friday

Ron,

I'm on leave technically this week and therefore not in London which is why I suggested Swindon. I could do Thursday morning in Swindon which will allow me to get home at a reasonable time and back to my week off. Could you do Thurs morning? It would be good to meet up and discuss the points you mention below and anything else that will enable a good report to go to WG on 26th.

Best regards
Angela

GRO

From: Ron Warmington [GRO]
Sent: Monday, March 17, 2014 11:23 AM
To: Angela Van-Den-Bogerd
Cc: 'Chris Holyoak' <GRO>; 'Chris Holyoak' <GRO>; 'IanHenderson' <GRO>
Subject: RE: Meeting on Friday

Angela: Unfortunately it doesn't look as though Friday will work for us... for a couple of reasons:

- Although I've marked up a copy of your 'Fact File' with my comments (and also done the same on the ATM note) and shared that with Ian and Chris so that Chris can consolidate it with their input so we have one combined 2nd Sight contribution, unfortunately Chris isn't available Friday (or on the following Monday, but could get to Swindon on any other day next week I think). Wouldn't London be better?
- I also can't make this Friday because it looks as though I'll have to pop up to Scotland on that day to attend a funeral of a dear friend.

In any event, it's already a good document Angela (though we can see you have some more sections to add) and will serve well I think. Needless to say, there are some points that we'd like to discuss where our findings show a different slant that you may either dispute; agree with and wish to leave to us to communicate; or where you may wish to tweak your write-up.

Best regards, Ron.

-----Original Message-----

From: Angela Van-Den-Bogerd [GRO]

Sent: Monday, March 17, 2014 10:09 AM

To: 'rwarming' [GRO]

Subject: Meeting on Friday

Hi Ron,

Just checking that you are ok to meet in Swindon on Friday. I have a room booked all day so we can be flexible - 10ish to allow for travelling ?

Have you reviewed the factfile? Is there anything else you need for your report?

Please let me know and I'll co-ordinate.

Best regards,

Angela

[GRO]

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