

**IN THE HIGH COURT OF JUSTICE**

**Claim No: HQ05X02706**

**QUEEN'S BENCH DIVISION**

**BETWEEN:**

**POST OFFICE LIMITED**

**Claimant**

**-and-**

**LEE CASTLETON**

**Defendant**

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**TRIAL BUNDLE INDEX**

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68	Blank tab		

**5. This bundle is deliberately left blank**

<b>69</b>	This bundle is deliberately left blank		
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**6a. Horizon System User Guide**

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<b>74</b>	Errors on Alliance & Leicester Commercial Bank Deposits Listing & Giro Bank Deposit Copy	03.10.03	2372
<b>75</b>	Spreadsheet of stock sent to Marine Drive Branch	01.04 to 03.04	2374
<b>76</b>	Spreadsheet of Software updates	01 to 04.04	2379
<b>77</b>	4 Handwritten sides of A4 paper marked "CA Week no" listing weeks 34 to 42 and 01 to 03, prepared by Catherine Oglesby	Undated	2382
<b>78</b>	Handwritten Notes 2 pages from a spiral notepad headed up "Marine Drive Chesterfield" prepared by Catherine Oglesby	Undated	2386
<b>79</b>	Agent Case Summary for appeal against termination of contract	Undated	2388
<b>80</b>	Catherine Oglesby's Summary of events	Undated	2390
<b>81</b>	Letter to Lee Castleton from Lesley Joyce	23.03.04	2395
<b>82</b>	Letter from Dorothy Constable to Lee Castleton	18.04.04	2396
	Letter from Catherine Oglesby (Claimant) to Defendant (Formal Charge Letter)	26.04.04	2398
	Letter from Lee Castleton to Catherine Oglesby and Lesley Joyce	28.04.04	2400
<b>83</b>	Letter from Catherine Oglesby to Defendant and information enclosed being: HSH Calls log (28.01.04- 26.04.04) NBSC Calls log (19.01.04- 23.04.04) Horizon System User Guide Subsection 12,13 & 14	06.05.04	2404
<b>84</b>	Email Catherine Oglesby to Jean Sokell Email Andrew Price to Cath Oglesby Email Catherine Oglesby to Jean Sokell Email Richard Benson to Catherine Oglesby with email from Julie Welsh to Richard Benson (05.05.04, 12:32) attached.	05.05.04 (15:59) 20.04.04 (11:57) 05.05.04 (15:57) 05.05.04 (14:06)	2432
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<b>86</b>	Marine Drive Decision Paper	10.05.04	2438
<b>87</b>	Letter to Lee Castleton from Catherine Oglesby	14.05.04	2440
	Letter to Lee Castleton from Catherine Oglesby	17.05.04	2441
	Letter from Mrs Audrey Thirsk (Mother of assistant)	20.05.04	2443

	and compliments slip		
	Letter from Lee Castleton to Catherine Oglesby	23.05.04	2447
	Error Notice	24.05.04	2448
	Draft letter from Lee Castleton to David Mellows-Facer	24.05.04	2449
	Letter from Lee Castleton to David Mellows-Facer including Appendix A	24.05.04	2450
<b>88</b>	Letter from Lee Castleton to David Mellows-Facer	01.06.04	2453
	Letter to Lee Castleton from David Mellows-Facer	02.06.04	2454
	Letter from Lee Castleton to David Mellows-Facer	03.06.04	2456
	Letter from Lee Castleton to David Mellows-Facer	08.06.04	2457
	Letter from Christine Train to David Mellows-Facer	08.06.04	2458
	Letter from Lee Castleton to David Mellows-Facer	18.06.04	2459
	Typed copy of above		2460 a
	Letter to Lee Castleton from John Jones	21.06.04	2461
	Letter to Lee Castleton from David Mellows-Facer	24.06.04	2463
<b>89</b>	Typed Notes of Appeal	01.07.04	2464
	Handwritten notes of appeal meeting held on 1 July 2004 at Darlington Post Office	01.07.04	2468
	Letter from Lee Castleton to John Jones and notes of appeal	03.07.04	2478
	Letter from John Jones to Lee Castleton	05.07.04	2481
	Letter from Lee Castleton to John Jones	06.07.04	2483
	Letter to Lee Castleton from John Jones	06.07.04	2485
	Letter to Lee Castleton from John Jones (Horizon analysis)	08.07.04	2486
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<b>90</b>	Letter to Lee Castleton from Cath Oglesby	03.08.04	2490
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	Letter to Lee Castleton from Cheryl Woodward including FOSACS report	18.08.04	2492
<b>91</b>	Letter to Lee Castleton from Cheryl Woodward including FOSACS report	09.09.04	2494
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	Letter from Lee Castleton to David Mellows-Facer	22.09.04	2497
	Letter to Lee Castleton from David Mellows-Facer	23.09.04	2499
	Letter from Lee Castleton to David Mellows-Facer	24.09.04	2500
	Letter to Lee Castleton from David Mellows-Facer	27.09.04	2503
<b>92</b>	Letter to Christine Train from Marilyn Rabinovitch (Post Office Chairman's Correspondence Administrator)	22.10.04	2504
	Letter to Christine Train from Richard Barker (General Manager, Urban Network)	28.10.04	2505
<b>93</b>	Letter from Lee Castleton to Greg Knight MP	06.12.04	2506
	Typed copy of above		2508 a
	Letter to Lee Castleton from Cheryl Woodward	13.12.04	2509
	Letter to Lee Castleton from National Savings & Investments	30.12.04	2510
<b>94</b>	Letter from Lee Castleton to Cheryl Woodward	02.01.05	2511
	Letter from Lee Castleton to Cheryl Woodward	04.01.05	2512
	Letter to Lee Castleton from Greg Knight MP	06.01.05	2514
	Letter from Lee Castleton to Mr Lister, Bond Pearce	18.01.05	2515
	Letter from David Mellows-Facer to Greg Knight MP	24.01.05	2517
	Letter to Lee Castleton from Greg Knight MP	27.01.05	2518
<b>95</b>	Compliments slip sent to Lee Castleton from Cheryl Woodward with attached FOSACS report	11.02.05	2519
	Letter to Lee Castleton from Cath Oglesby	21.02.05	2521
	Letter to Lee Castleton from Greg Knight MP	25.02.05	2522



<b>96</b>	Letter to Lee Castleton from Greg Knight MP	01.04.05	2524
	Letter to Lee Castleton from Greg Knight MP	14.04.05	2525
<b>97</b>	Extract from "Subpostmaster" November 2005 containing a letter from Mr V K Bajaj of Torquay Road Post Office, Chelmsford	11.05	2526
	Letter from Lee Castleton to John Jones	Undated	2527
	Appeal Decision Notes	Undated	2529
	Letter to John Jones from Lee Castleton ref Horizon Accounts	Undated	2539
	Handwritten Notes of Chronological Weekly Activity	Various	2543
	Fax from Defendant to Mark Turner	Undated	2547
	2 page handwritten open note from Dorothy Day	Undated	2548
	Blank pages		2550 - 2557
	Subpostmaster's Remuneration Booklet	2004	2557 a
<b>97a</b>	Letter from Gerrard Langton (Bridlington Motor Auction) to Christine Train	29.11.06	2557 ah
	Witness Summons of Mr VK Bajaj	29.11.06	2557 ai
	Extract from "Subpostmaster" November 2005 containing a letter from Mr V K Bajaj of Torquay Road Post Office, Chelmsford	11.05	2557 ak
	Witness Summons of Alan Brown	29.11.06	2557 al
	Email from Alan B to SPRMs@yahoogroups.com	04.01.06 at 22:34	2557 an
	Typed copy of above		2557 ao
	Witness Summons of the Subpostmaster, Ferryhill Sub Post Office	29.11.06	2557 ap

#### 9. Primary accounting documents in chronological order by week

<b>39</b>	2003/2004 Horizon cash Accounts (Final) – 10 pages	Week 39 (23.12.03)	2558
	Final Balance	24.12.03	2568
	Cash on Hand Friday	19.12.03	2570
	Cash on Hand Saturday	20.12.03	
	Cash on Hand Monday	22.12.03	
	Declared Cash	24.12.03	
	Cash on Hand Wednesday	24.12.03	2571
<b>40</b>	2003/2004 Horizon cash Accounts (Final) – 9 pages	Week 40 (30.12.03)	2572
	Final Balance	31.12.03	2581
	Cash on Hand Friday	27.12.03	2583
	Cash on Hand Saturday	27.12.03	
	Cash on Hand Monday	29.12.03	
	Declared Cash	31.12.03	
<b>41</b>	2003/2004 Horizon cash Accounts (Final) – 10 pages	Week 41 (07.01.04)	2584
	Final Balance	08.01.04	2594
	Cash on Hand Wednesday	31.12.03	2596
	Cash on Hand Friday	02.01.04	
	Cash on Hand Thursday	02.01.04	
	Cash on Hand Saturday	03.01.04	2597
	Cash on Hand Monday	05.01.04	
	Cash on Hand Tuesday	06.01.04	

	Declared Cash	08.01.04	
<b>42</b>	2003/2004 Horizon cash Accounts (Final) – 10 pages	Week 42 (14.01.04)	2598
	Final Balance	15.01.04	2608
	Manuscript notes of Lee Castleton		2610
	Cash on Hand Thursday	08.01.04	2611
	Cash on Hand Friday	09.01.04	
	Cash on Hand Saturday	10.01.04	2612
	Cash on Hand Monday	12.01.04	
	Declared Cash	15.01.04	
	Cash on Hand Thursday	15.01.04	
<b>43</b>	2003/2004 Horizon cash Accounts (Final) – 10 pages	Week 43 (21.01.04)	2613
	Receipt number 1171889	20.01.04	2623
	Final Balance	22.01.04	2624
	Manuscript notes of Lee Castleton		2626
	Cash on Hand Friday	16.01.04	2627
	Cash on Hand Saturday	17.01.04	
	Cash on Hand Monday	19.01.04	
	Cash on Hand Thursday	15.01.04	
	Cash on Hand Tuesday	20.01.04	2628
	Declared Cash	21.01.04	
	Declared Cash	22.01.04	
	Cash on Hand Wednesday	22.01.04	
<b>44</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 44 (28.01.04)	2629
	Final Balance	29.01.04	2639
	Manuscript notes of Lee Castleton		2641
	Cash on Hand Thursday	22.01.04	2642
	Cash on Hand Friday	23.01.04	2643
	Cash on Hand Saturday	24.01.04	
	Cash on Hand Monday	26.01.04	
	Cash on Hand Tuesday	27.01.04	
	Declared Cash	28.01.04	2644
	Cash on Hand Wednesday	28.01.04	
	Declared Cash	29.01.04	
	Declared Cash	29.01.04	
	Cash on Hand Thursday	29.01.04	2645
<b>45</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 45 (04.02.04)	2646
	Final Balance	05.02.04	2658
	Manuscript notes of Lee Castleton		2660
	Cash on Hand Friday	30.01.04	2661
	Cash on Hand Saturday	31.01.04	
	Cash on Hand Monday	02.02.04	
	Cash on Hand Tuesday	03.02.04	
	Weekly Cash-flow	04.02.04	2662
	Cash on Hand Wednesday	04.02.04	
	Declared Cash	04.02.04	
	Declared Cash	05.02.04	
<b>46</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 46 (11.02.04)	2663
	Final Balance	12.02.04	2675
	Manuscript notes of Lee Castleton		2677
	Cash on Hand Thursday	05.02.04	2678
	Cash on Hand Friday	06.02.04	

	Cash on Hand Saturday	07.02.04	
	Cash on Hand Monday	09.02.04	2679
	Cash on Hand Tuesday	10.02.04	
	Weekly Cash-flow	11.02.04	
	Declared Cash	12.02.04	
	Weekly Cash-flow	12.02.04	
<b>47</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 47 (18.02.04)	2680
	Final Balance	19.02.04	2692
	Manuscript notes of Lee Castleton		2694
	Cash on Hand Thursday	12.02.04	2695
	Cash on Hand Friday	13.02.04	
	Cash on Hand Saturday	14.02.04	
	Weekly Cash-flow	12.02.04	2696
	Cash on Hand Monday	16.02.04	
	Cash on Hand Tuesday	17.02.04	
	Declared Cash	19.02.04	
	Cash on Hand Thursday	19.02.04	2697
<b>48</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 48 (25.02.04)	2698
	Final Balance	26.02.04	2709
	Manuscript notes of Lee Castleton		2711
	Cash on Hand Friday	20.02.04	2712
	Cash on Hand Saturday	21.02.04	
	Cash on Hand Monday	23.02.04	
	Cash on Hand Tuesday	24.02.04	
	Cash on Hand Wednesday	25.02.04	2713
	Weekly Cash-flow	25.02.04	
	Declared Cash	25.02.04	
	Declared Cash	26.02.04	
<b>49</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 49 (04.03.04)	2714
	Final Balance	04.03.04	2724
	Manuscript notes of Lee Castleton		2726
	Cash on Hand Friday	27.02.04	2727
	Cash on Hand Saturday	28.02.04	
	Cash on Hand Thursday	26.02.04	2728
	Cash on Hand Monday	01.03.04	
	Cash on Hand Tuesday	02.03.04	
	Declared Cash	04.03.04	
	Suspense Account	03.03.04	2729
<b>50</b>	2003/2004 Horizon cash Accounts (Final) – 12 pages	Week 50 (11.03.04)	2731
	Final Balance	11.03.04	2743
	Manuscript notes of Lee Castleton		2746
	Cash on Hand Saturday	06.03.04	2747
	Cash on Hand Monday	08.03.04	
	Cash on Hand Tuesday	09.03.04	
	Declared Cash	11.03.04	
	Weekly Cash-flow	10.03.04	2748
	Cash on Hand Thursday	04.03.04	
	Cash on Hand Friday	05.03.04	
<b>51</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 51 (18.03.04)	2749
	Final Balance	18.03.04	2755

<b>52</b>	2003/2004 Horizon cash Accounts (Final) – 7 pages	Week 52 (25.03.04-08:51)	2758
	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 52 (25.03.04-08:52)	2765
	Trial Balance	23.03.04	2771
	Final Account Def Receipt no. 955666	23.03.04	2773
<b>1</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 1 (31.03.04)	2774
<b>2</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 2 (07.04.04)	2780
<b>3</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 3 (14.04.04)	2786
<b>4</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 4 (21.04.04)	2792
<b>5</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 5 (28.04.04)	2798
<b>6</b>	2003/2004 Horizon cash Accounts (Final) – 6 pages	Week 6 (05.05.04)	2804

**10. Secondary accounting documents in chronological order by week**

<b>39</b>	Giro Deposits	18.12.03	2809
	Giro Deposits and Withdrawals	19.12.03	2810
	Giro Deposits and Withdrawals	20.12.03	
	Giro Deposits and Withdrawals	22.12.03	2811
	Giro Deposits and Withdrawals	23.12.03	
	Miscellaneous Transactions	23.12.03	2812
<b>40</b>	Giro Deposits and Withdrawals	24.12.03	2813
	Giro Deposits and Withdrawals	27.12.03	
	Giro Deposits and Withdrawals	29.12.03	2814
	Giro Deposits and Withdrawals	30.12.03	
	Miscellaneous Transactions	30.12.03	
<b>41</b>	Giro Deposits	03.01.04	2816
	Giro Deposits and Withdrawals	05.01.04	
	Giro Deposits and Withdrawals	06.01.04	2817
	Giro Deposits and Withdrawals	07.01.04	
	Miscellaneous Transactions	07.01.04	2818
	Receipt Number 2-1159041-1	07.01.04	
	Miscellaneous Transactions	07.01.04 (17:16)	2819
<b>42</b>	Giro Deposits and Withdrawals	08.01.04	2820
	Giro Deposits and Withdrawals	09.01.04	
	Giro Deposits and Withdrawals	10.01.04	2821
	Giro Deposits and Withdrawals	12.01.04	
	Giro Deposits and Withdrawals	13.01.04	2822
	Giro Deposits and Withdrawals	14.01.04	
	Miscellaneous Transactions	14.01.04	2823
<b>43</b>	Giro Deposits and Withdrawals	15.01.04	2825
	Giro Deposits and Withdrawals	16.01.04	



	Giro Deposits and Withdrawals	17.01.04	2826
	Giro Deposits and Withdrawals	19.01.04	
	Giro Deposits and Withdrawals	20.01.04	2827
	Giro Deposits and Withdrawals	21.01.04	
	Miscellaneous Transactions	21.01.04	2828
<b>44</b>	Giro Deposits and Withdrawals	22.01.04	2829
	Giro Deposits and Withdrawals	23.01.04	
	Giro Deposits and Withdrawals	24.01.04	2830
	Giro Deposits	26.01.04	
	Giro Deposits and Withdrawals	27.01.04	2831
	Giro Deposits and Withdrawals	28.01.04	
	Miscellaneous Transactions	28.01.04	2832
<b>45</b>	Giro Deposits and Withdrawals	29.01.04	2834
	Giro Deposits and Withdrawals	31.01.04	
	Giro Deposits and Withdrawals	30.01.04	2835
	Giro Deposits	02.02.04	2836
	Giro Deposits	03.02.04	2837
	Giro Deposits and Withdrawals	04.02.04	2838
	Miscellaneous Transactions	04.02.04	2839
	Sales Report	04.02.04	2841
	Transaction Log	03.02.04 (16:31)	2842
	Transaction Log	03.02.04 (16:24)	
	Office Snapshot	03.02.04	2894
<b>46</b>	Giro Deposits and Withdrawals	05.02.04	2898
	Giro Deposits and Withdrawals	06.02.04	
	Giro Deposits and Withdrawals	07.02.04	2899
	Giro Deposits and Withdrawals	09.02.04	
	Giro Deposits and Withdrawals	10.02.04	2900
	Giro Deposits and Withdrawals	11.02.04	
	Miscellaneous Transactions	11.02.04	2901
	Sales Report	11.02.04	2903
	Balance Snapshot	10.02.04 (17:46)	2906
	Balance Snapshot	10.02.04 (09:02)	2908
	Balance Snapshot	11.02.04 (19:11)	2910
	Weekly Cash-flow	11.02.04	2914
	Transaction Log	11.02.04 (17:47)	2915
	Transaction Log	11.02.04 (17:54)	2931
	Transaction Log	11.02.04 (17:42)	2934
<b>47</b>	Giro Deposits and Withdrawals	12.02.04	2947
	Giro Deposits and Withdrawals	13.02.04	
	Giro Deposits and Withdrawals	14.02.04	2948
	Giro Deposits and Withdrawals	16.02.04	
	Giro Deposits and Withdrawals	17.02.04	2949
	Giro Deposits and Withdrawals	18.02.04	
	Receipt Number 1-917231-1	18.02.04	2950
	Sales Report	12.02.04	2951
	Balance Snapshot	12.02.04	2953
	Balance Snapshot	13.02.04	2955
	Balance Snapshot	14.02.04	2957

		(08:55)	
	Balance Snapshot	14.02.04 (11:59)	2959
	Balance Snapshot	16.02.04	2961
	Balance Snapshot	17.02.04	2963
	Balance Snapshot	18.02.04	2965
<b>48</b>	Giro Deposits and Withdrawals	19.02.04	2967
	Giro Deposits and Withdrawals	20.02.04	
	Giro Deposits and Withdrawals	21.02.04	2968
	Giro Deposits	23.02.04	
	Giro Deposits and Withdrawals	24.02.04	2969
	Giro Deposits and Withdrawals	25.02.04	
	Miscellaneous Transactions	25.02.04	2970
	Sales Report	19.02.04	2971
	Sales Report	25.02.04	2972
<b>49</b>	Giro Deposits and Withdrawals	26.02.04	2974
	Giro Deposits and Withdrawals	27.02.04	
	Giro Deposits and Withdrawals	28.02.04	2975
	Giro Deposits and Withdrawals	01.03.04	
	Giro Deposits and Withdrawals	02.03.04	2976
	Giro Deposits and Withdrawals	03.03.04	
	Miscellaneous Transactions	03.03.04	2977
	Sales Report	03.03.04	2979
	Balance Snapshot	26.02.04	2980
	Balance Snapshot	27.02.04	2981
	Balance Snapshot	28.02.04	2983
	Balance Snapshot	01.03.04	2985
	Balance Snapshot	02.03.04 (08:56)	2987
	Balance Snapshot	02.03.04 (17:39)	2989
	Trial Balance	03.03.04	2991
	Trial Balance	04.03.04	2993
<b>50</b>	Giro Deposits and Withdrawals	04.03.04	2995
	Giro Deposits and Withdrawals	05.03.04	
	Giro Deposits and Withdrawals	06.03.04	2996
	Giro Deposits and Withdrawals	08.03.04	
	Giro Deposits and Withdrawals	09.03.04	2997
	Giro Deposits and Withdrawals	10.03.04	
	Miscellaneous Transactions	10.03.04	2998
	Sales Report	09.03.04 (08:32)	2999
	Sales Report	09.03.04 (17:33)	3000
	Sales Report	10.03.04	3001
	Balance Snapshot	04.03.04	3002
	Balance Snapshot	05.03.04	3004
	Balance Snapshot	09.03.04	3006
	Weekly Cash-flow	09.03.04 (08:31)	3008
	Weekly Cash-flow	09.03.04 (17:34)	3009
<b>51</b>	APS Transaction List	17.03.04 (17:34)	3010
	Cheques Listing	12.03.04	3012
	Cheques Listing	11.03.04	
	Cheques Listing	12.03.04	

	Cheques Listing	11.03.04	
	Cheques Listing	12.03.04	
	Cheques Listing	11.03.04	
	Cheques Listing	15.03.04	3013
	Cheques Listing	13.03.04	
	Cheques Listing	15.03.04	
	Cheques Listing	13.03.04	
	Cheques Listing	15.03.04	
	Cheques Listing	13.03.04	
	Cheques Listing	16.03.04	3014
	Cheques Listing	17.03.04	
	Cheques Listing	16.03.04	
	Cheques Listing	17.03.04	
	Cheques Listing	16.03.04	
	Cheques Listing	17.03.04	
	NS&I Deposits and Withdrawals	11.03.04	3015
	NS&I Deposits and Withdrawals	17.03.04	
	NS&I Deposits and Withdrawals	11.03.04	
	NS&I Deposits and Withdrawals	17.03.04	
	NS&I Deposits and Withdrawals	13.03.04	3016
	NS&I Deposits and Withdrawals	12.03.04	
	NS&I Deposits and Withdrawals	13.03.04	
	NS&I Deposits and Withdrawals	12.03.04	
	NS&I Deposits and Withdrawals	16.03.04	3017
	NS&I Deposits and Withdrawals	15.03.04	
	NS&I Deposits and Withdrawals	16.03.04	
	NS&I Deposits and Withdrawals	15.03.04	
	Personal Banking Cash Deposits	13.03.04	3018
	Personal Banking Cash Deposits	17.03.04	
	Personal Banking Cash Deposits	11.03.04	
	Personal Banking Cash Deposits	16.03.04	
	Personal Banking Cash Deposits	12.03.04	3019
	Personal Banking Cash Deposits	12.03.04	
<b>52</b>	Trial Balance	23.03.04	3020
	Transaction Log	23.03.04 (08:09)	3022
	Transaction Log	23.03.04 (08:21)	3024
	Transaction Log	23.03.04 (08:28)	3024
	Transaction Log	23.03.04 (08:30)	3027
	Transaction Log	23.03.04 (08:44)	3029
	Transaction Log	23.03.04 (08:45)	3030
	Transaction Log	23.03.04 (09:00)	3031
	Transaction Log	23.03.04 (09:11)	3032
	Office Snapshot	23.03.04 (08:06)	3035
<b>1</b>	Blank page		3037
<b>2</b>	Blank page		3038
<b>3</b>	Blank page		3039
<b>4</b>	Blank page		3040

<b>5</b>	Blank page		3041
<b>6</b>	Receipt Number 1-1008499-1	05.05.04	3042
	Balance Snapshot	07.05.04 (14:20)	3043
	Receipt Number 1-1012813-1	07.05.04	3044
	Office Snapshot	07.05.04 (14:15)	3045
	Suspense Account Office Copy	07.05.04	3047
	Office Snapshot	05.05.04 (10:22)	3049
	Office Snapshot	05.05.04 (10:26)	3050
	Suspense Account Office Copy	05.05.04	3051
	<b>MISCELLANEOUS</b>		
<b>A</b>	Spreadsheet of errors brought to account by Marine Drive branch	2003 to 2004	3053
<b>B</b>	Spreadsheet of total days' cash declarations made by Marine Drive Branch	01.04	3055
<b>C</b>	Spreadsheet of total days' cash declarations made by Marine Drive Branch in February 2004	02.04	3059
<b>D</b>	Spreadsheet of total days' cash declarations made by Marine Drive Branch in March 2004	03.04	3063
<b>E</b>	Cash Declarations for the period 12 March 2004 to 31 March 2004 showing breakdown of denominations declared	12.03.04 to 31.03.04	3066
<b>F</b>	Spreadsheet of notes and coins delivered to Marine Drive Branch	19.10.06	3083
<b>G</b>	Manuscript notes of Lee Castleton	Undated	a308 7

**11A. Product Codes and Transaction Logs  
1 January 2004 to 16 February 2004**

<b>98</b>	Fujitsu Product Codes	09.05	3086
<b>99</b>	Transaction Log	01.04	3190
<b>100</b>	Events Log	01.04	3404
<b>101</b>	Transaction Log	01.02.04 to 16.02.04	3492

**11B. Product Codes and Transaction Logs  
16 February 2004 to 31 March 2004**

<b>102</b>	Transaction Log	16.02.04 to 28.02.04	3613
<b>103</b>	Events Log	Feb 04	3703
<b>104</b>	Transaction Log	Mar 04	3797
<b>105</b>	Events Log	Mar 04	4027

**12. Call logs**

<b>106</b>	HSH Calls Log	Dec 03	4120
<b>107</b>	NBSC Calls Log	Dec 03 - Jan 04	4152
<b>108</b>	Blank tab		

**13. Interpartes correspondence**

<b>109</b>	Letter from Lee Castleton to Stephen Lister (Bond	18.01.05	4193
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	Pearce)		
<b>110</b>	Letter from Rowe Cohen to Bond Pearce	08.02.05	4195
	Letter from Bond Pearce to Rowe Cohen	11.02.05	4196
	Letter from Bond Pearce to Rowe Cohen	16.02.05	4197
	Letter from Rowe Cohen to Bond Pearce	18.02.05	4198
	Letter from Bond Pearce to Rowe Cohen	21.02.05	4199
	Letter from Rowe Cohen to Bond Pearce	24.02.05	4200
<b>111</b>	Letter from Rowe Cohen to Bond Pearce	10.03.05	4201
	Letter from Bond Pearce to Rowe Cohen	14.03.05	4202
<b>112</b>	Letter from Rowe Cohen to Bond Pearce	11.04.05	4203
	Letter from Bond Pearce to Rowe Cohen	15.04.05	4205
	Letter from Bond Pearce to Rowe Cohen	21.04.05	4206
	Letter from Rowe Cohen to Bond Pearce	26.04.05	4207
<b>113</b>	Letter from Bond Pearce to Rowe Cohen	03.05.05	4209
	Letter from Rowe Cohen to Bond Pearce	23.05.05	4210
	Letter from Bond Pearce to Rowe Cohen	25.05.05	4212
<b>114</b>	Letter from Rowe Cohen to Bond Pearce	07.06.05	4213
	Letter from Bond Pearce to Rowe Cohen	08.06.05	4216
	Letter from Bond Pearce to Rowe Cohen	09.06.05	4217
	Letter from Rowe Cohen to Bond Pearce	13.06.05	4218
	Letter from Bond Pearce to Rowe Cohen	15.06.05	4219
	Letter from Rowe Cohen to Bond Pearce	22.06.05	4220
	Letter from Bond Pearce to Rowe Cohen	04.07.05	4221
	Letter from Bond Pearce to Rowe Cohen	04.07.05	4222
	Letter from Rowe Cohen to Bond Pearce	26.07.05	4223
	Letter from Bond Pearce to Rowe Cohen	03.08.05	4225
	Letter from Rowe Cohen to Bond Pearce	15.08.05	4226
	Letter from Bond Pearce to Rowe Cohen	16.08.05	4227
	Letter from Rowe Cohen to Bond Pearce	17.08.05	4228
<b>115</b>	Letter from Rowe Cohen to Bond Pearce	06.09.05	4229
	Letter from Bond Pearce to Rowe Cohen	07.09.05	4230
	Letter from Rowe Cohen to Bond Pearce	14.09.05	4231
<b>116</b>	Letter from Rowe Cohen to Bond Pearce with enclosures	20.10.05	4232
	Letter from Rowe Cohen to Bond Pearce	31.10.05	4235
<b>117</b>	Letter from Rowe Cohen to Bond Pearce	10.11.05	4236
	Letter from Rowe Cohen to Bond Pearce with enclosures dated 4.11.05 and 14.11.05	14.11.05	4238
	Letter from Bond Pearce to Rowe Cohen	15.11.05	4241
	Fax from Rowe Cohen to Bond Pearce	16.11.05	4242
	Letter from Bond Pearce to Rowe Cohen	16.11.05	4243
	Letter from Bond Pearce to Rowe Cohen	17.11.05	4245
	Letter from Rowe Cohen to Bond Pearce	17.11.05	4247
	Letter from Bond Pearce to Rowe Cohen	18.11.05	4250
	Letter from Bond Pearce to Rowe Cohen	24.11.05	4252
	Letter from Rowe Cohen to Bond Pearce	28.11.05	4253
	Letter from Bond Pearce to Rowe Cohen	29.11.05	4254
	Letter from Rowe Cohen to Bond Pearce	30.11.05	4255
<b>118</b>	Letter from Rowe Cohen to Bond Pearce	09.12.05	4256
	Letter from Bond Pearce to Rowe Cohen	22.12.05	4258
<b>119</b>	Letter from Rowe Cohen to Bond Pearce	09.01.06	4259
	Letter from Rowe Cohen to Bond Pearce	17.01.06	4259 a
	Letter from Bond Pearce to Rowe Cohen	20.01.06	4260
	Letter from Bond Pearce to Rowe Cohen	25.01.06	4261 a
	Letter from Bond Pearce to Rowe Cohen	30.01.06	4262
	Letter from Rowe Cohen to Bond Pearce	31.01.06	4263
	Fax from Bond Pearce to Rowe Cohen	31.01.06	4264
<b>120</b>	Fax from Rowe Cohen to Bond Pearce	03.02.06	4265
	Email from Bond Pearce to Rowe Cohen	06.02.06	4266

	Letter from Rowe Cohen to Bond Pearce	07.02.06	4267
	Letter from Bond Pearce to Rowe Cohen	21.02.06	4268
	Letter from Rowe Cohen to Bond Pearce	23.02.06	4269
	Letter from Rowe Cohen to Bond Pearce	27.02.06	4270
<b>121</b>	Letter from Bond Pearce to Rowe Cohen	06.03.06	4271
	Email from Mark Turner (Rowe Cohen) to Avril Grigg (Bond Pearce)	07.03.06 at 10:18	4272
	Email from Avril Grigg (Bond Pearce) to Mark Turner (Rowe Cohen)	07.03.06 at 10:37	4272
	Fax from Rowe Cohen to Bond Pearce	07.03.06	4273
	Fax from Rowe Cohen to Bond Pearce	08.03.06	4274
	Letter from Bond Pearce to Rowe Cohen	08.03.06	4275
	Letter from Bond Pearce to Rowe Cohen	20.03.06	4276
	Fax from Rowe Cohen to Bond Pearce	28.03.06	4277
	Letter from Bond Pearce to Rowe Cohen	30.03.06	4278
<b>122</b>	Fax from Rowe Cohen to Bond Pearce	07.04.06	4279
	Letter from Rowe Cohen to Bond Pearce	10.04.06	4280
<b>123</b>	Letter from Bond Pearce to Rowe Cohen	04.05.06	4281
	Email from Bond Pearce to Rowe Cohen	18.05.06 at 09:40	4282
	Email from Rowe Cohen to Bond Pearce	18.05.06 at 11:36	4282
	Email from Bond Pearce to Rowe Cohen	18.05.06 at 15:39	4283
	Letter from Bond Pearce to Rowe Cohen	19.05.06	4284
	Letter from Rowe Cohen to Bond Pearce	19.05.06	4285
	Letter from Bond Pearce to Rowe Cohen	22.05.06	4286
	Letter from Bond Pearce to Rowe Cohen	25.05.06	4287
<b>124</b>	Letter from Rowe Cohen to Bond Pearce	02.06.06	4288
	Letter from Bond Pearce to Rowe Cohen	06.06.06	4289
	Letter from Bond Pearce to Rowe Cohen	08.06.06	4290
	Fax from Rowe Cohen to Bond Pearce	13.06.06	4290
	Letter from Bond Pearce to Rowe Cohen	16.06.06	4291
	Letter from Bond Pearce to Rowe Cohen	21.06.06	4292
	Letter from Rowe Cohen to Bond Pearce	26.06.06	4294
	Blank Pages		4295
	Letter from Bond Pearce to Rowe Cohen	27.06.06	4298
	Letter from Rowe Cohen to Bond Pearce	29.06.06	4299
<b>125</b>	Email from Mark Turner (Rowe Cohen) to Stephen Dilley (Bond Pearce)	04.07.06	4300
	Letter from Bond Pearce to Rowe Cohen	07.07.06	4301
	Letter from Rowe Cohen to Bond Pearce	07.07.06	4302
	Letter from Bond Pearce to Rowe Cohen	14.07.06	4303
	Letter from Rowe Cohen to Bond Pearce	21.07.06	4304
	Letter from Bond Pearce to Rowe Cohen	25.07.06	4305
	Letter from Rowe Cohen to Bond Pearce	25.07.06	4307
	Blank Page		4309
	Letter from Bond Pearce to Rowe Cohen	31.07.06	4310
<b>126</b>	Letter from Bond Pearce to Rowe Cohen	03.08.06	4311
	Letter from Rowe Cohen to Bond Pearce	10.08.06	4312
	Letter from Rowe Cohen to Bond Pearce	11.08.06	4313
	Letter from Rowe Cohen to Bond Pearce	15.08.06	4315
	Letter from Rowe Cohen to Bond Pearce	18.08.06	4316
	Email from Bond Pearce to Rowe Cohen	23.08.06	4317
	Letter from Bond Pearce to Rowe Cohen	24.08.06	4318
	Letter from Bond Pearce to Rowe Cohen	25.08.06	4319
	Second letter from Bond Pearce to Rowe Cohen	25.08.06	4320
<b>127</b>	Email from Bond Pearce to Rowe Cohen	05.09.06 11:30	4321

	Letter from Bond Pearce to Rowe Cohen	05.09.06	4322
	Email from Bond Pearce to Rowe Cohen	07.09.06	4323
	Letter from Bond Pearce to Rowe Cohen	12.09.06	4324
	Email from Rowe Cohen to Bond Pearce	12.09.06 at 11:27	4326
	Email from Stephen Dilley (Bond Pearce) to Mark Turner (Rowe Cohen)	13.09.06	4326
	Letter from Rowe Cohen to Bond Pearce	14.09.06	4327
	Letter from Bond Pearce to Rowe Cohen	27.09.06	4328
	Email from Bond Pearce to Rowe Cohen	27.09.06	4329
	Email from Stephen Dilley (Bond Pearce) to Mark Turner (Rowe Cohen)	03.10.06 at 15:01	4330
	Letter from Bond Pearce to Rowe Cohen	06.10.06	4331
	Second letter from Bond Pearce to Rowe Cohen	06.10.06	4332
	Letter from Rowe Cohen to Bond Pearce	10.10.06	4333
	Second letter from Rowe Cohen to Bond Pearce	10.10.06	4334
	Letter from Bond Pearce to Rowe Cohen	11.10.06	4335
	Email from Rowe Cohen to Bond Pearce	16.10.06	4336
	Letter from Bond Pearce to Rowe Cohen	16.10.06	4337
	Email from Bond Pearce to Rowe Cohen	17.10.06	4338
<b>128</b>	Letter from Bond Pearce to Rowe Cohen	19.10.06	4339
	Letter from Rowe Cohen to Bond Pearce	19.10.06	4340
	Second letter from Bond Pearce to Rowe Cohen	19.10.06	4343
	Letter from Rowe Cohen to Bond Pearce	20.10.06	4345
	Letter from Rowe Cohen to Bond Pearce	25.10.06	4347
	Email from Mark Turner (Rowe Cohen) to Stephen Dilley (Bond Pearce)	26.10.06 at 12:06	4348
	Letter from Bond Pearce to Rowe Cohen	26.10.06	4349
	Letter from Rowe Cohen to Bond Pearce with South Marine Drive (Trading) Limited financial statements	30.10.06	4350
	Letter from Bond Pearce to Rowe Cohen	31.10.06	4361
	Second letter from Bond Pearce to Rowe Cohen	31.10.06	4361 a
	Letter from Rowe Cohen to Bond Pearce	31.10.06	4362
<b>129</b>	Letter from Bond Pearce to Rowe Cohen	03.11.06	4363
	Letter from Bond Pearce to Rowe Cohen	06.11.06	4363 a
	Email from Bond Pearce to Rowe Cohen	07.11.06 at 10:11	4364
	Letter from Bond Pearce to Rowe Cohen	07.11.06	4365
	Letter from Rowe Cohen to Bond Pearce	07.11.06	4366
	Second letter from Bond Pearce to Rowe Cohen	07.11.06	4367
	Letter from Bond Pearce to Rowe Cohen	09.11.06	4368
	Second letter from Bond Pearce to Rowe Cohen	09.11.06	4369
	Blank Page		4370
	Email from Bond Pearce to Rowe Cohen	17.11.06 at 12:08	4371
	Letter from Bond Pearce to Rowe Cohen	17.11.06	4373
	Letter from Rowe Cohen to Bond Pearce	20.11.06	4374
	Letter from Bond Pearce to Lee Castleton	20.11.06	4375
	Second letter from Bond Pearce to Lee Castleton	20.11.06	4377
	Letter from Bond Pearce to Lee Castleton	22.11.06	4378
	Second letter from Bond Pearce to Lee Castleton	22.11.06	4379
	Letter from Bond Pearce to Lee Castleton	23.11.06	4380
	Letter from Bond Pearce to Lee Castleton	28.11.06	4381
	Fax from Lee Castleton to Stephen Dilley (Bond Pearce)	29.11.06	4382







Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
01/12/2003	H12881564	TELEPHONE CLAIMS	WHERE DOES PM SEND APPLICATION FOR TELEPHONE CLAIMS	KB	1070298728_wright_01/12/03 17:12:08 wright Priority: Low Assigned to group: Tier 1	Office Process	Administration	Telephone Claims	Spmr Telephone Claims	213337	Marine Drive
01/12/2003	H12881573	Switchboard	TELEPHONE NUMBER FOR HUMAN RESOURCES	KB	1070298807_wright_01/12/03 17:13:27 wright Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Human Resources	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
11/12/2003	H12903595	REOPEN SHEETS	POWER FAILURE ON FULL STREET, OFFICE HAS ELECTRIC SHUTTERS SO CANNOT OPEN, GAVE NOM OFFICES	ALL PARTIES AWARE	1071158178_browna2_11/12/03 08:54:01 wallack Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin11/12/03 09:01:58 brownj2 Status set to: Allocated Allocated to: brownj211/12/03 09:45:01 brownj2 RLM CATH OGLEBY AREA 33 07885 224643 UNABLE TO CONTACT @ CONFERENCE Bridlington 01262 676461 @ 9.18 NO ANSWER Quay Road 01262 672334 @ 9.19 NO NAME Bridlington @ 9.43 NO ANSWER ALL ABOVE INFORMED OF CLOSURE ONLY AREA NORTH/DOX NORTH/DOX EMAILED OF CLOSURE ONLY11/12/03 09:45:22 brownj2 Priority: Low Allocated to: T1A11/12/03 10:26:42 browna2 SEE H12904136 FOR BAU Allocated to: browna211/12/03 12:02:42 browna2 RANG CATH OGLESBY AT 12.01 LEFT	Office Process	Administrati on	Unplanned Closure	Reopenin g - T1A Call	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
11/12/2003	H12904136	REOPENED	PM HAS JUST REOPENED HER OFFICE	SEE H12903595 FOR CLOSURE/REOPENING	1071138463_browna2_11/12/03 10:22:08 priestleyd Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin11/12/03 10:25:26 browna2 Status set to: Allocated Allocated to: browna2	Office Process	Administrati on	Unplanne d Closure	Reopenin g - T1A Call	213337	Marine Drive
12/12/2003	H12906756	LOCAL COLLECT	WHAT IS THE COUNTER PROCEDURE FOR A LOCAL COLLECT WHEN CUSTOMER COMES TO PICK IT UP	KB	1071224747_fishwicks_12/12/03 10:25:47 fishwicks Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Royal Mail National	Post Office Local Collect	Collection	213337	Marine Drive
13/12/2003	H12908771	CARD ACCOUNT AT POST OFFICE	CUSTOMER HAS PIN FOR CARD ACCOUNT AND THEY HAVE SENT NAME IN VERA INSTEAD OF VOILET	KB	1071313515_woffindena_13/12/03 11:05:15 woffindena Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Cards	Card Details/Fe atures	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
13/12/2003	H12908772	REOPENING	OFFICE OPEN AND IS COMIN UPO AS CLOSED	logged opening dates	1071315437_dobbinc_13/12/03 11:05:53 woffindena Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin13/12/03 11:35:51 dobbinc Status set to: Allocated Allocated to: dobbinc	Office Process	Administration	Unplanned Closure	Reopening - Tier 1	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
22/12/2003	H12925312	CAPO	PM SENT OFF APPLICATION WITH PID AND ID FORM, THEN APPLICATION WAS REJECTED IN ERROR BY EDS . ID FORM & PID WERE RETAINED BY EDS AND THE APP. FORM RE-PRESENTED AS INSTRUCTED BUT NOW RETURNED AGAIN BECAUSE OF NO PID OR ID FORM BUT EDS HAVE KEPT THEM .	AS EDS HAD CONFIRMED TO THE PM THAT THE APPLICATION WAS REJECTED IN ERROR , I ADVISED THE PM THAT I WOULD PASS HIS COMMENTS TO OUR CMR RELATS TEAM TO PROGRESS AS A COMPLAINT v. EDS ( AS PER H12925361-TEL REPLY .)	1072108730_edwardn1_22/12/03 15:13:40 wallack Priority: Low Status set to: Assigned Assigned to group: Tier 222/12/03 15:13:53 edwardn1 Status set to: Allocated Allocated to: edwardn1_	Client Counter Procedure	Card Account at Post Office	Account - Opening	Application Form Rejection	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
22/12/2003	H12925361	Complaint - LF/JAN/014 TEL	COMPLAINT v. EDS ; THE CAPO APPLICATION WAS DESPATCHED TOGETHER WITH THE PID & EVIDENCE OF ID FORM AND SUBSEQUENTLY REJECTED.THE PM CHECKED WITH EDS WHO CONFIRMED THAT THE APPLICATION HAD BEEN RET'D IN ERROR AND SHOULD NOT HAVE BEEN REJECTED. - SEE LOG .	NOT JUSTIFIED	1073577517 _lynne.fallowfield 01_22/12/03 15:21:24 edwardn1 Priority: Low Status set to: Assigned Assigned to group: Tier 222/12/03 15:21:35 edwardn1 Status set to: Allocated Allocated to: edwardn122/12/03 15:50:14 edwardn1 THE PM WAS TOLD BY EDS TO RE-SUBMIT THE APPLICATION FORM AS THEY AT EDS HAD RETAINED BOTH THE PID AND EVIDENCE OF ID FORM . THE PM DID SO , BUT THE APPLICATION WAS AGAIN REJECTED AS EDS STATED THAT THERE WAS NO PID OR EVIDENCE OF ID FORM RECEIVED WITH THE APPLICATION FORM . THE PM AGAIN SPOKE WITH EDS ON THE MATTER , TO BE TOLD THAT HIS CMR WOULD HAVE TO START THE APPLICATION PROCESS AGAIN AND REQUEST A NEW PID AND SUBMIT ANOTHER EVIDENCE OF ID	Complaint		Banking Team (EDS)	Application Rejection	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
23/12/2003	H21243010	30 POSTAGE LABEL	PM WANTED TO KNOW IF THE PROCEDURES FOR PRINTING A POSTAGE LABEL HAS CHANGED	ADVISED PRE-PAID WILL BE REDUCED BY AMOUNT OF EXTRA SERVICE (RECORDED)	1072176090_greenr1_23/12/03 10:24:34 smiths Priority: Low Status set to: Assigned Assigned to group: Tier 223/12/03 10:25:02 turtonk Status set to: Allocated Allocated to: specki23/12/03 10:37:10 turtonk Allocated to: greenr1_	Client Counter Procedure	Royal Mail National	Smart Post	Postage Labels	213337	Marine Drive
30/12/2003	H12937387	CAPO	CUSTOMER HAS CHANGED ADDRESS AND ALSO POST OFFICES FOR HIS CARD. HIS NEW CARD HAS BEEN SENT TO THE OLD OFFICE, HOW COULD HE HAVE HAD THE CARD DIRECTED TO THE NEW OFFICE	KB	1072793772_luptonc_30/12/03 14:16:12 luptonc Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Account - Management/Operation	Changes to Customer Details	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
30/12/2003	H12937703	NATIONAL SAVINGS	SPMR HAS HAD A FEW ENQUIRIES FROM CUSTOMERS REGARDING THE CHANGES TO THE NATIONAL SAVINGS ORDINARY ACCOUNT	ADVISED SPMR WE DO NOT HAVE ANY FURTHER INFORMATION REGARDING THE CHANGES TO THE NATIONAL SAVINGS ORDINARY ACCOUNT OTHER THAN THE INFORMATION CONTAINED IN MBS453	1072796984_collierj_30/12/03 15:00:24 dockerz Priority: Low Status set to: Assigned Assigned to group: Tier 230/12/03 15:01:00 collierj Status set to: Allocated Allocated to: collierj_	Client Counter Procedure	National Savings & Investments	Ord and Invest - Opening Acc	Counter Procedure	213337	Marine Drive
14/01/2004 *	H12971100	DISCREPANCY	DISCREPANCY OF #1103.13 LOSS	K.B.	1074105467_medcala_14/01/04 18:37:47 medcala Priority: Low Assigned to group: Tier 1	Horizon Balancing		Cash Account Discrepancy	Discrepancy	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
19/01/2004	Q12980113	CASH TO HEMEL	LISA WASN'T TOO SURE OF THE CORRECT PROCEDURE-IS NOW AWARE	SEE DD	1074855568_woodk_19/01/04 12:11:46 woodk Priority: Low Status set to: Assigned Assigned to group: Performance Improvement19/01/04 12:12:25 woodk Status set to: Allocated Allocated to: woodk	Performance		Incorrect Cash Despatch	Incorrect Cash Despatch	213337	Marine Drive
20/01/2004	H21265950	COUNTER NEWS	1 X WEEK 41/03 REQUIRED	DETAILS LOGGED	1074602562_jobeyb_20/01/04 12:42:42 jobeyb Priority: Low Assigned to group: Tier 1	Office Process	Equipment/Publications	Publications Distribution	Counter News supp workaid	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
20/01/2004	H21265965	15 SALES REPORT	PM HAS NOT RECEIVED A COPY OF HIS SALES REPORT FOR LAST PERIOD (8) HOW CAN ONE OF THESE BE ORDERED	SPOKE TO SALES SUPPORT WHO GAVE NO FOR MANAGEM ENT INFO TEAM ON 53322514.A D VISED THE REPORTS WERE LATE BEING DISPATCH ED AND PM SHOULD RECEIVE IT BY THE END OF THE WEEK AT THE LATEST. LEFT MESSAGE WITH PM'S WIFE	1074605367_swannc_20/01/04 12:47:12 jobeyb Priority: Low Status set to: Assigned Assigned to group: Tier 220/01/04 12:48:35 gloverf Status set to: Allocated Allocated to: specki20/01/04 12:57:31 gloverf Allocated to: swannc_	Office Process	Administrati on	Sales Report	Query	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
21/01/2004 *	H129873 81	DESCREPA NCY	PM HAS CASH ACCOUNT DESCREPA NCY OF #4294.67.	SPMR STILL HAS LOSS AND HAS LOGGED CALL WITH SUSPENSE	1074762719_moorej_21/01/0 4 16:28:16 watsons Priority: Low Status set to: Assigned Assigned to group: Tier 221/01/04 16:28:34 bints Status set to: Allocated Allocated to: bints21/01/04 19:43:35 moorej Allocated to: moorej21/01/04 20:07:17 moorej CHECKED THROUGH TRANSACTION LOGS WITH SPMR AND NOTHING SHOWED EXCEPT THE DDN. ADVISED I WILL CALL HIM BACK TOMORROW TO SEE IF ANYTHING CAME TO LIGHT WHEN HE BALANCED OOH AND LOG CALL WITH SUSPENSE IF NECESSARY._	Horizon Balancing		Cash Account Discrepan cy	Discrepan cy	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
22/01/2004 *	H12987919	DISCREPANCY	PM HAS A LOSS OF #4000, HE WAS IN THE OFFICE UNTIL 11:00 LAST NIGHT AND COULD NOT FIND ANYTHING.	WENT THROUGH ALL THE BALANCE CHEQUES WITH PM, HE HAD CHECKED THE REMS IN AND OUT, HIS CASH STOCK AND P&A AND HE WAS UNABLE TO FIND THE LOSS. ADVISED I WOULD PASS THROUGH TO SUSPENSE	1074760830_wisea_22/01/04 08:08:10 fishwicks Priority: Low Status set to: Assigned Assigned to group: Tier 222/01/04 08:08:21 wisea Status set to: Allocated Allocated to: wisea_	Horizon Balancing		Cash Account Discrepan cy	Discrepan cy	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
22/01/2004 ✕	H129879 57	WEEK 43 #4230.97 LOSS UNAUTHORISED	WEEK 43 #4230.97 LOSS UNAUTHORISED UNKNOWN ERROR	UNKNOWN ERROR	1074773170_morganl_22/01/04 08:41:35 wisea Priority: Low Status set to: Assigned Assigned to group: Suspense Account22/01/04 11:22:39 morganl Status set to: Allocated Allocated to: morganl22/01/04 11:26:39 morganl NO ANSWER	Horizon Balancing		Cash Account Discrepan cy	Unauthori sed Loss SAT	213337	Marine Drive
22/01/2004	H212683 17	CAPO	CUSTOMER IS DEAF AND DUMB, CAPO CARD HAS ARRIVED IN WRONG NAME , BERNISE INSTEAD OF DENISE. HUSBAND IS PERM AGENT BUT BANKING TEAM WILL NOT SPEAK TO HIM. CUSTOMER HAS SENT LETTER TO EDS EXPLAINING SITUATION AND STILL IGNORED. PM WANTED TO SPEAK TO EDS	KB	1074764900_mclells_22/01/04 09:48:20 mclells Priority: Low Assigned to group: Tier 1_	Client Counter Procedur e	Card Account at Post Office	Disabled Customer s	Accessibili ty Problems	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
27/01/2004	H12999552	SPMR MEETING	IS THE MEETING AT SCARBOROUGH THE SAME AS THE ONE AT OTHER PLACES	KB YES IT WILL COVER THE SAME TOPICS	1075198817_luptonc_27/01/04 10:20:16 luptonc Priority: Low Assigned to group: Tier 1_	Office Process	Administrati on	SPMR Group Meeting	SPMR Group Meeting	213337	Marine Drive
28/01/2004	H13003838	MONEYGRAM	IS THERE A SERVICE A CUSTOMER CAN SEND MONEY TO SOMEONE IN ANOTHER PART OF THE COUNTRY	KB	1075294410_wallack_28/01/04 12:53:30 wallack Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Post Office Ltd	Moneygram	Availability	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
28/01/2004	H21272735	15 SYSTEM QUERY	PM SAYS SINCE BROADBAND INSTALLED EVERYTIME HE RECEIVES STOCK INTO OFFICE HE IS SHOWING SHORT BY SAME AMOUNT HAS CHECKED TO MAKE SURE REMMED IN PROPERLEY BUT STILL SHOWING 2500.00 SHORT AMOUNT OF STOCK REMNEEDS CB TO CHECK IF ACCOUNTING OR SYSTEM PROB	ADVISED PM THAT IF HE FEELS THAT THIS IS A TECHNICAL PROBLEM TO CALL HSH BUT AFTER TALKING TO PM HE IS ENTERING ALL TRANS OK SO THIS COULD BE THE CASE ADVISED HIM TO BALANCE AND ROLL FOR A DEFINITE FIGURE THEN TO CALL HSH IF NO JOY CALL TP	1075288772_griffia_28/01/04 10:52:17 jobeyb Priority: Low Status set to: Assigned Assigned to group: Tier 228/01/04 10:53:19 turtonk Status set to: Allocated Allocated to: specki28/01/04 11:01:05 turtonk Allocated to: griffia_	Horizon Balancing		Losses & Gains	Losses	213337	Marine Drive



Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
29/01/2004 *	H13005452	CASH ACCOUNT DISCREPANCY	IS SHOWING A LOSS OF #2523.12. SAYS THAT THIS IS THE THIRD DISCREPANCY IN AS MANY WEEKS.	CHECKED THROUGH FIGURES USING TRANSACTION LOG BY MODE AND ALSO AMOUNT LOOKED AT REMMS DECLARATION AND CASH FLOW NO TRACE OF THE DISCREPANCY CREATED CALL FOR SUSPENSE ACCOUNT TEAM.	1075367810_russeld2_29/01/04 08:07:17 mitchepe Priority: Low Status set to: Assigned Assigned to group: Tier 229/01/04 08:07:30 russeld2 Status set to: Allocated Allocated to: russeld2_	Horizon Balancing		Weekly Reports	Cash Flow	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
29/01/2004 *	H13005643	WK44 #6754.09 LOSS UNAUTHORISED	WK44 #6754.09 LOSS UNAUTHORISEDUNIDENTIFIED	WK44 #6754.09 LOSS UNAUTHORISED	1075460408_andy.bradley_2 9/01/04 09:07:55 russeld2 Priority: Low Status set to: Assigned Assigned to group: Suspense Account29/01/04 13:10:33 andy.bradley Status set to: Allocated Allocated to: andy.bradley	Horizon Balancing		Cash Account Discrepan cy	Unauthori sed Loss SAT	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
29/01/2004 +	H212741 88	HORIZON	PM WOULD LIKE TO HAVE HIS TRANSACTIONAL ARCHIVES LOOKED AT MORE CLOSELY TO TRY TO IDENTIFY WHAT IS GOING WRONG WITH HIS OFFICE. HE IS HAVING A LOT OF LOSSES OVER THE LAST THREE WEEKS AND THINKS THAT THERE IS A SYSTEM FAULT WITH HIS REMMITTANCES.	I HAVE FOLLOWED KB INSTRUCTIONS AND SENT AN EMAIL TO ADELE KILCOYNE SO PM CAN STUDY HIS ARCHIVES TO TRY TO IDENTIFY WHAT HAS GONE WRONG ALL DETAILS ARE IN THE LOG	1075390255_bettisa_29/01/04 10:31:46 gibsonj Priority: Low Status set to: Assigned Assigned to group: Tier 229/01/04 10:33:12 hepbursh Status set to: Allocated Allocated to: bettisa29/01/04 11:12:16 bettisa ringing pm back so that he can gather the information that I need for the request.spoke to hsh and he did log two calls about this but they said that it was more than likely user error. he has had three poor balances now and he cannot make them good as he hasn't the cash.29/01/04 13:31:30 bettisa The information is: Stock Rems 1. Wk 42 13/01/04 at 15:30pm Session Id : 2-1165457-1 #316.00 User Id : CTR 001 2. Wk 43 20.01.04 at 11:04am Session Id : 2-1171857-1 #100.00 User Id : CTR 001 3. Wk 43 20.01.04 at 15:18 Session Id : 2-1172492-1 #324.00 User Id : CTR 001 4. Wk 44	Horizon		System Problems	Transaction Archive	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
30/01/2004 +	H130119 60	AUTOMATED PAYMENTS	CMRS ACCOUNT HAS NOT BEEN CREDITED WITH PAYMENT	KB	1075478951_boids_30/01/04 16:09:11 boids Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Automated Payments	Non Credit of Accounts	Procedure	213337	Marine Drive
30/01/2004 *	Q130099 42	WK44 #6754.09 LOSS esc	WK44 #6754.09 LOSS UNAUTHORISED Cat hPM sates that he cannot indentify what has caused the loss and is unable to Make Good. The PM states he made good a Loss of #1100.00 in WK42. Please contact the office to resolve and reply with any action taken.	HASRDSHIP HAS BEEN APPLIED FOR. AWAITING RETURN OF I&E FORM	1077094675_morganl_30/01/04 11:02:52 andy.bradley Priority: Low Status set to: Assigned Assigned to group: Suspense Account30/01/04 11:03:31 andy.bradley Status set to: Allocated Allocated to: andy.bradley30/01/04 11:03:55 andy.bradley Priority: Other, SLA Deadline 27/02/04 00:00:00 Allocated to: morganl30/01/04 13:31:00 morganl Sent: Catherine Oglesby: Email13/02/04 14:02:02 Demo Received Action: Cath Oglesby: Email: Contacted PM, still unable to make good.He has put the losses in the suspense account while he applies for a hardship case._	Horizon Balancing		Cash Account Discrepancy	Unauthorised Loss SAT	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
02/02/2004	H21276409	HSH	DESKTOP INITIAISATION FAILED OPERATIONAL VIOLATION HAS BEEN DETECTED	PASSED TO HSH REF E-0402020111	1075711816_mullenk_02/02/04 08:50:16 mullenk Priority: Low Assigned to group: Tier 1_	Switchboard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive
03/02/2004	H13019578	Switchboard	NUMBER FOR GIROBANK	KB	1075822169_carterr_03/02/04 15:29:28 carterr Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Alliance and Leicester	213337	Marine Drive
03/02/2004	H21278575	Switchboard	TELEPHONE NUMBER FOR HANCO HELPDESK.	KB.	1075808935_whillik_03/02/04 11:48:55 whillik Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Automated Teller Machine [ATM]	213337	Marine Drive
03/02/2004	H21278583	NETWORK NOMINATIONS.	PM QUERYING WHETHER NOMINATIONS ARE BEING TAKEN FOR PRE PAY MOBILE PHONE VOUCHERS.	PROCESS MAP.	1075809093_whillik_03/02/04 11:51:33 whillik Priority: Low Assigned to group: Tier 1_	Office Process	Administration	Product Network Nominations	Declined	213337	Marine Drive
04/02/2004	H13023384	ONCH	THE PROCESS FOR A ONCH REPORT	AS KB	1075917884_wardr01_04/02/04 18:04:44 wardr01 Priority: Low Assigned to group: Tier 1	Horizon Balancing		Daily Reports	Daily Cash Declaration	213337	Marine Drive
06/02/2004	H13029430	CARD ACCOUNT	PID HAS THE OLD ADDRESS ON	KB	1076075642_carterr_06/02/04 13:54:02 carterr Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Card Account at Post Office	Personal Invitation Document	Counter Procedure	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
09/02/2004	H13033806	NATIONAL SAVINGS	A CUSTOMER WISHES TO TRANSFER #3000 FROM HER ORDINARY ACCOUNT TO OPEN AN INVESTMENT ACCOUNT SHE HAS ALREADY HAD A CASH WITHDRAWAL TODAY CAN I PROCESS THIS AND WHICH FORM IS USED	KB	1076339859_gillats_09/02/04 15:17:39 gillats Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	National Savings & Investments	Ord and Invest - Withdrawals	Special Withdrawals	213337	Marine Drive
10/02/2004	H13036951	REM OUT	HOW TO REM OUT COIN	KB	1076424247_lingardg_10/02/04 14:44:07 lingardg Priority: Low Assigned to group: Tier 1	Horizon Balancing		Remittance - Outward	Cash	213337	Marine Drive
11/02/2004	H21288774	DISABLED CUSTOMER	PM CUSTOMER WHO HAS A <b>GRO</b> AND IS AN APPOINTEE AT THE MOMENT AND HAS BEEN TOLD THAT SHE CANNOT BE AN APPOINTEE FOR HER SON	KBASE	1076499894_brownj1_11/02/04 11:44:54 brownj1 Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Disabled Customers	Change of Format	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
12/02/2004 *	H130417 10	WEEK 46 #8243.10 LOSS UNAUTHORISED	WEEK 46 #8243.10 LOSS UNAUTHORISED ACCUMULATED LOSS OVER LAST 4 WEEKS. HARDSHIP APPLIED FOR	AMOUNT ENTERED IN SUSPENSE PENDING COMPLETION OF HARDSHIP PAPERS	1076668516_morganl_12/02/ 04 08:17:56 shawl Priority: Low Status set to: Assigned Assigned to group: Suspense Account12/02/04 09:26:45 morganl Status set to: Allocated Allocated to: morganl	Horizon Balancing		Cash Account Discrepan cy	Unauthori sed Loss SAT	213337	Marine Drive
12/02/2004	H212906 42	CARD ACCOUNT	PM WOULD LIKE TO KNOW THE PROCEDURE ON OPENING A CARD ACCOUNT	COM 7	1076582027_bennette_12/02/ 04 10:33:46 bennette Priority: Low Assigned to group: Tier 1	Client Counter Procedur e	Card Account at Post Office	Account - Opening	Counter Procedure	213337	Marine Drive
13/02/2004 +	H130451 20	HSH	PM WOULD LIKE TO ARRANGE SYSTEM CHECK DUE TO SMALL FAULTS WITH SYSTEM	HSH TONY	1076669460_moons_13/02/0 4 10:51:00 moons Priority: Low Assigned to group: Tier 1	Switchbo ard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
13/02/2004	H21293406	CW PERSONAL BANKING	HOW DO I PAY OUT ON A CAPITAL BANK LLOYDS TSB CHEQUE MADE OUT TO POST OFFICE LTD	ADVISED PM THAT HE SHOULD NOT PAY OUT CASH FOR THIS CHEQUE, IT SHOULD ONLY BE USED TO PAY FOR PRODUCT S OR SERVICES.	1076687554_wisea_13/02/04 15:44:07 birranr Priority: High Status set to: Assigned Assigned to group: Tier 213/02/04 15:44:52 mannp Status set to: Allocated Allocated to: specki13/02/04 15:47:21 mannp Allocated to: wisea_	Client Counter Procedure	Post Office Ltd	Cheque Acceptance	Counter Procedure	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
13/02/2004 *	Q13045034	HARDSHIP	LOSS #8243.10 WEEK 46 - ACCUMULATED OVER LAST 4 WEEKS. CHASED I&E 27/02. FURTHER LOSS #3509.68 WEEK 48. AMOUNT ADDED TO SUSPENSE. TOTAL LOSS NOW #11752.78. CATH OGLESBY AWARE AND VISITING TO ASSIST PM IN COMPLETING FORMrang to chase 25/03 PM suspended??	SPOKE TO CATH OGLESBY 25/03 PM HAS BEEN SUSPENSE D AND LOSS TRANSFER RED TO LATE ACCOUNT	1080227870_morganl_13/02/ 04 10:29:02_morganl Priority: Low Status set to: Assigned Assigned to group: Suspense Account13/02/04 10:29:12 morganl Status set to: Allocated Allocated to: morganl_	Horizon Balancing		Cash Account Discrepan cy	Discrepan cy	213337	Marine Drive
16/02/2004	H13048105	CAPO	CARD CANNOT BE READ BY SYSTEM WHAT TO DO	KB	1076926115_luptonc_16/02/0 4 10:08:35_luptonc Priority: Low Assigned to group: Tier 1	Client Counter Procedur e	Card Account at Post Office	Cards	Damaged/ Faulty Cards	213337	Marine Drive
16/02/2004 +	H13048468	HORIZON	HORIZON	KB 0628	1076929997_wardp_16/02/04 11:13:17_wardp Priority: Low Assigned to group: Tier 1	Switchbo ard		Transfer to HSH	Postmaste r request for HSH	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
16/02/2004	H13049190	CARD ACCOUNT WITHDRAWAL	SYSTEM UNAVAILABLE CAN THEY DO A WITHDRAWAL	KB	1076938825_wallack_16/02/04 13:40:25 wallack Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Card Account at Post Office	Account - Withdrawal	Emergency Payment	213337	Marine Drive
16/02/2004	H21294326	Switchboard	PM WANTS TO SPEAK TO HSH FROZEN SCREENS 0081	KB	1076920341_morgant1_16/02/04 08:32:21 morgant1 Priority: Low Assigned to group: Tier 1	Switchboard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive
19/02/2004	H21300473	Switchboard	What are the Telephone numbers for Transaction Processing	KB	1077193717_priorv_19/02/04 12:28:37 priorv Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Transaction Processing	213337	Marine Drive
21/02/2004	H13063212	CARD ACCOUNT	PM ASKING HOW TO DEAL WITH DEATH OF CARD HOLDER	KB	1077359384_clementc_21/02/04 10:29:44 clementc Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Card Account at Post Office	Account - Closure	Death of Holder	213337	Marine Drive
24/02/2004	H21305347	Page RLM	CAN CATH OGLESBY PLEASE CALL PM REGARDING THE PREVIOUS CONVERSATION ABOUT THE ONGOING SYSTEM PROBLEM . PM INSISTS YOU ARE AWARE THANKS	rlm cath oglesby advised @ 11:40am,	1077623185_plattc01_24/02/04 10:52:16 priorv01 Priority: Low Status set to: Assigned Assigned to group: Tier 1 Admin24/02/04 11:38:44 plattc01 Status set to: Allocated Allocated to: plattc01	Office Process	Administration	Contact RLM/HoA-C	Office	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
25/02/2004 #	H130712 68	CB TUESDAY HORIZON	PM HAS BEEN HAVING TERRIBLE PROBLEMS WITH THE SYSTEM AND THERE BALANCE FOR ABOUT 6 WEEKS NOW-SHE HAS BEEN ONTO HORIZON WHO PROMISED THEY WOULD DO A SYSTEM CHECK-PM WANTED TO KNOW WHETHER THEY HAD DONE IT OR STARTED IT BUT HORIZON DOESNT SEEM TO BE SEE LOG	SANDRA SPOKE TO HSH TEAM LEADER WHO ARE NOW LOOKING INTO THIS FOR PM. RANG PM ON TUESDAY AND SHE CONFIRME D HSH HAD BEEN IN TOUCH. GAVE CALL REF AND ASKED HER TO CALL BACK IF SHE HAD ANY FURTHER PROBLEM S	1078238301_raynorc_25/02/04 12:22:03 greenj ABLE TO ANSWER HER AND DOESNT SEEM TO KNOW WHAT A SYSTEM CHECK IS- PM QUOTED REF NUMBER E0402250454 Priority: Low Status set to: Assigned Assigned to group: Tier 225/02/04 12:22:55 turtonk Status set to: Allocated Allocated to: specki25/02/04 12:23:22 turtonk Allocated to: raynorc_	Horizon		System Problems	Horizon Kit Problems	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
25/02/2004 +	H213071 27	Switchboard	PM WANTED TO SPEAK TO HSH REGARDING SYSTEM PROBLEMS	TRANSFERED TO HSH	1077710803_smiths_25/02/04 12:06:43 smiths Priority: Low Assigned to group: Tier 1	Switchboard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive
26/02/2004 ✖	H130739 26	CASH ACCOUNT DISCREPANCY	THE OFFICE HAS A DISCREPANCY AND IS WANTING A CALL FROM SERVICE SUPPORT REF H13071268 #3509.68 SHORTAGE AND WOULD LIKE TO USE THE SUSPENSE ACCOUNT	ADVISED PM THE SUSPENSE ACCOUNT TEAM WILL DEAL WITH UNTIL PM ROLLS INTO THE CORRECT CAP SPOKE TO CLAIRE SHE ADVISED HSH ARE STILL INVESTIGATING THE PROBLEM	1077802861_russeld2_26/02/04 08:09:48 laverm Priority: Low Status set to: Assigned Assigned to group: Tier 226/02/04 08:09:56 russeld2 Status set to: Allocated Allocated to: russeld226/02/04 08:30:31 russeld2 #2600 WAS LAST WEEKS DISCREPANCY.26/02/04 08:31:44 russeld2 CREATED A CALL AND PASSED TO THE SUSPENSE ACCOUNT TEAM H13073981_	Horizon Balancing		Cash Account Discrepancy	Discrepancy	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
26/02/2004	H13073981	WEEK 48 #3509.68 LOSS UNAUTHORISED	WEEK 48 #3509.68 LOSS UNAUTHORISED UNKNOWN ERROR. HAS AN ONGOING PROBLEM WHICH HSH ARE INVESTIGATING. PM IS COMPLETING I&E FORM TO START HARDSHIP PROCESS FOR PREVIOUS DISCREPANCIES. THIS AMOUNT ENTERED IN SUSPENSE TO INCLUDE IN HARDSHIP PROCESS	UNAUTHORISED BUT ENTERED IN SUSPENSE PENDING HARDSHIP	1077873162_morganl_26/02/04 08:30:06 russeld2 Priority: Low Status set to: Assigned Assigned to group: Suspense Account26/02/04 08:38:03 morganl Status set to: Allocated Allocated to: morganl_	Horizon Balancing		Cash Account Discrepancy	Unauthorised Loss SAT	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
26/02/2004	H130764 61	SMARTPOST	PM IS ENTERING A SMARTPOST ITEM ON THE SYSTEM, IT IS AN AIRSURE GOING TO THE USA WITH A VALUE OF #300. THE PM PUTS THE VALUE IN BUT THE PRICE DOES NOT INCREASE. WHY?	WENT THROUGH THE PROCEDURE FOR SMARTPOST AND PM WAS ENTERING HIGH VALUE AT THE START OF THE TRANSACTION SO IT SETS THE PRICE AT THE HIGH VALUE COMPENSATION RATE.	1077801036_wisea_26/02/04 13:07:47 wisea Priority: Low Status set to: Assigned Assigned to group: Tier 226/02/04 13:07:56 wisea Status set to: Allocated Allocated to: wisea_	Client Counter Procedure	Smart Post	Royal Mail National	Counter Procedure	213337	Marine Drive
03/03/2004	H213112 13	CAPO	CUSTOMER ASKED FOR NAME CHANGE ON CAPO CARD , WRONG NAME ON , SAME NAME ON NEW CARD	KB	1078312745_mclells_03/03/04 11:19:05 mclells Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Change to Customer Details	Name & Address Only	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
04/03/2004 #	H130938 12	45 DISCREPANCY PROBLEMS	RLM KATH OGLESBY HAS CALLED HSH AS THE OFFICE ARE CONSTANTLY SHOWING LOSSES EVERY WEEK AND THINKS THIS MAY BE DOWN TO SOFTWARE AS THE AMOUNT IS GETTING WORSE EACH WEEK, HSH HAS PUT HER STRAIGHT THROUGH HERE WITHOUT CHECKING ANY INCIDENTS, SEE LOG	PM SENT IN CASH ACCOUNT S FOR WEEKS 41 42 43. WENT THROUGH THESE WITH TL ANDREW PRICE BUT NOTHING SHOWED. THE LOTTERY ERRORS WERE DUE TO ENTERING WED FIGURES ON THURSDA Y.PM SAID HE WOULD WORK MANUAL ALONG SIDE HORIZON AND IF	1079520015_wisea_04/03/04 08:53:17 leer CAN WE CALL HSH FOR HER AND ASK WHAT IS HAPPENING, THE OFFICE WANTS THE SYSTEM CHECKING. CALL BACK ON 07885 224 643. Priority: Low Status set to: Assigned Assigned to group: Tier 204/03/04 08:53:56 hepbursh Status set to: Allocated Allocated to: specki04/03/04 09:17:58 pennins Allocated to: pennins04/03/04 10:51:19 pennins called but the post off are really busy, asked for a call back in an hour04/03/04 12:02:33 pennins WEEK 42 #1110.97 LOSS WHICH THE PM MADE GOOD. WEEK 43 #4230.97 LOSS THE LOSS WAS CARRIED OVER INTO WEEK 44 WEEK 44 #6754.09 LOSS WEEK 45 #6754.09 WHICH IS CARRIED OVER FROM WK 44 WEEK 46 #8243.10 WEEK 47 #8243.10 WAS ENTERED INTO SUSPENSE ACCOUNT WEEK 48 #3509.18 WEEK 49	Horizon Balancing		Cash Account Discrepan cy	Discrepan cy	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
08/03/2004 *	H13103904	CASH DECLARATION	PO IS ASKING ABOUT THE CASH DECLARATION ON THE SYSTEM AS HE HAS 7,579 .00 CAN SARAH PENNINGTON TAKE THE CALL AS SHE HAS BEEN DEALING WITH THIS ONE	PM SENDING SNAPSHOT FROM SAT AND TODAY THROUGH	1078768713_clarkr_08/03/04 17:44:31 sawickg Priority: Low Status set to: Assigned Assigned to group: Tier 208/03/04 17:45:22 mannp Status set to: Allocated Allocated to: clarkr_	Horizon Balancing		Balance Day	Declarations	213337	Marine Drive
08/03/2004	H21316443	PREMIUM BONDS	WHO SHOULD THE CHQ BE PAYABLE TO FOR PREMIUM BONDS	KB	1078745389_morgant1_08/03/04 11:29:49 morgant1 Priority: Low Assigned to group: Tier 1	Client Counter Procedure	National Savings & Investments	Premium Bonds	Methods of Payment	213337	Marine Drive
08/03/2004	H21317317	DWP	What to do with impounded DWP Pension and Allowance dockets	ADVISED PM DWP MAKES POLICY NOT POCL	1078764456_glen.watson_08/03/04 16:47:36 glen.watson Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Dept for Works and Pensions	Pensions and Allowances	Impounded	213337	Marine Drive
09/03/2004	H13104579	BU DE CH	THE PROCESS FOR A BUY BACK PREORDER ACCOUNTING AND DESPATCH	AS KB	1078829320_wardr01_09/03/04 10:48:40 wardr01 Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Bureau De Change	Pre-order	Buy Back	213337	Marine Drive
10/03/2004	H21319565	Switchboard	TELEPHONE NUMBER FOR CHESTERFIELD.	KB.	1078918599_whillik_10/03/04 11:36:39 whillik Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Transaction Processing	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
15/03/2004	H13118632	Switchboard	do we have address for NAIRN po	kb	1079365613_joel.herbert_15/03/04 15:46:52 joel.herbert Priority: Low Assigned to group: Tier 1	Switchboard		Office Details	Administration	213337	Marine Drive
15/03/2004	H13118984	CARD ACCOUNT WITHDRAWALS	THE BALANCE ON THE CARD ACCOUNT IS LESS THAN WHAT IS IN THE ACCOUNT, WHAT DO WE DO???	KB	1079369033_leer_15/03/04 16:43:53 leer Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Account - Withdrawal	Withdrawals	213337	Marine Drive
18/03/2004	H21330891	Switchboard	PM WANTED OFFICE DETAILS FOR FAD 225840	KB	1079616056_smiths_18/03/04 13:20:56 smiths Priority: Low Assigned to group: Tier 1	Switchboard		Office Details	Administration	213337	Marine Drive
22/03/2004	H21334863	CAPO	PM WANTED TO KNOW HOW TO ISSUE A VAULT CARD TO A CUSTOMER	OFFICE PROCESS MAP	1079969066_terryg_22/03/04 15:24:26 terryg Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Card Account at Post Office	Cards	Vault/Replacement Cards	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
23/03/2004	H13135176	Reopened	OFFICE CLOSURE	Advised parties	1080130840_shawI_23/03/04 08:53:45 sawickg Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin23/03/04 09:02:43 priorv01 Status set to: Allocated Allocated to: priorv0123/03/04 09:07:20 priorv01 CALLED CATH OGLESBY RLM AREA 33 AND LEFT MESSAGE ON MOBILE @ 9:04 NOM 1 Bridlington 01262 676461 - MIKE @ 9:05 NOM 2 Quay Road 01262 672334 - MIKE EVANS @ 9:06 EMAILED NORTH POEX SHEET TO BE DONE23/03/04 09:10:43 priorv01 Priority: Low Allocated to: T1A23/03/04 10:36:17 cawthot updated poex sheet23/03/04 16:41:35 shawI Allocated to: shawI23/03/04 16:54:08 shawI Allocated to: DHadmin23/03/04 17:33:27 dobbinc see link id H13138654, bau 24/03 @ 9am24/03/04 09:05:31 priorv01 Allocated to: priorv0124/03/04 09:36:40 priorv01 office open as per	Office Process	Administrati on	Unplanne d Closure	Reopenin g - Tier 1	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
23/03/2004 +	H131372 25	HORIXON	AUDITOR WANTS TO KNOW IF OFFICE HAD NEW BASE UNIT	PM WILL TRY HORIZON	1080048983_medcala_23/03/04 13:36:23 medcala Priority: Low Assigned to group: Tier 1	Switchboard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive
23/03/2004 +	H131373 11	OSP SITE DOWN	OSP FOR CHRIS TAYLOR TEL 07702/918014	hr david ref sap642223 dhhsh david ref e-040323062 8requestor advised	1080051903_jobeyb01_23/03/04 13:56:42 sawickg Priority: Emergency Status set to: Assigned Assigned to group: Tier 223/03/04 14:00:10 hepbursh Status set to: Allocated Allocated to: hepbursh23/03/04 14:03:37 hepbursh Status set to: Assigned Assigned to group: Tier 1 Admin23/03/04 14:14:30 jobeyb01 Status set to: Allocated Allocated to: jobeyb01	Office Process	Horizon/Remedy	OSP Request from Other Staff	Auditor request	213337	Marine Drive
23/03/2004	H131386 54	REOPENING	OFFICE WILL BE OPEN TOMORROW AT 9AM WEDNESDAY 24TH MARCH 04 AS NORMAL	see link id H13135176	1080063233_dobbinc_23/03/04 17:31:45 emersoc Priority: Emergency Status set to: Assigned Assigned to group: Tier 1 Admin23/03/04 17:32:55 dobbinc Status set to: Allocated Allocated to: dobbinc	Office Process	Administration	Unplanned Closure	Reopening - Tier 1	213337	Marine Drive



Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
23/03/2004	H213357 25	LOSSES	auditor wanted to know if there were any losses authorised from about week 40.	advised there are 3 losses and all are unauthorised	1080037666_waltona_23/03/04 10:27:46 waltona Priority: Low Assigned to group: Tier 1__	Switchboard		Office Details	Administration	213337	Marine Drive
23/03/2004 -f	H213358 32	Switchboard	AUDITOR WANTS TO SPEAK TO HSH TO CONFIRM HE HAD A NEW BASE UNIT FITTED	TRANSFERRED TO HSH TANYA WOULD NOT TAKE THE CALL.....	1080039909_smiths_23/03/04 11:05:09 smiths Priority: Low Assigned to group: Tier 1__	Switchboard		Transfer to HSH	Incorrect IVR option pressed	213337	Marine Drive
24/03/2004	H213387 15	BUREAU DE CHANGE	DECLARE BUREAU	CN45/03 ADVISED TO SELECT EDIT F10 HUNG UP	1080150592_buchanj_24/03/04 17:49:52 buchanj Priority: Low Assigned to group: Tier 1__	Client Counter Procedure	Bureau De Change	Pre-order	Workaid	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
30/03/2004	Q13154531	PSA NS&I BONDS	SPOKEN TO SPM, RUTH SIMPSON(RELIEF). TAKEN NS & I DETAILS AND WILL PASS TO CUSTOMER WHEN/IF THEY COME IN.	SEE DD	1080832337_blanklg_30/03/04 14:49:35 boothm 20/02/2004 EASA #200.00 Priority: Low Status set to: Assigned Assigned to group: Performance Improvement30/03/04 14:50:19 boothm Status set to: Allocated Allocated to: boothm31/03/04 14:39:57 boothm Allocated to: blanklg_	Performance		National Savings	Bond Applications	213337	Marine Drive
31/03/2004	H13156650	ROD LICENCE	WHAT IS CONCESSION NUMBER FOR A DISABLED LICENCE	AS KB	1080728388_huntsu_31/03/04 11:19:47 huntsu Priority: Low Assigned to group: Tier 1	Client Counter Procedure		Rod Fishing Licences	Concessions	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
01/04/2004	H13160189	REVALUATION	OFFICE IS STILL IN CAP 01 AS SHE IS A LOTTERY OFFICE WITH ONLY 1 STOCK UNIT. PM CANNOT BALANCE AND ROLLOVER AS SYSTEM IS SAYING SHE HAS NEGATIVE/REVALUED STOCK FIGURES.	ADVISED PM TO COMPLETE REVALUATION WHILST STILL IN CAP 01. SO THE SYSTEM WILL ALLOW HER THEN TO ROLLOVER INTO WEEK 02.	1080810654_smitha3_01/04/04 10:10:04 smitha3 Priority: Low Status set to: Assigned Assigned to group: Tier 201/04/04 10:10:09 smitha3 Status set to: Allocated Allocated to: smitha3_	Client Counter Procedure	Royal Mail National	Tariff Change	Workaid	213337	Marine Drive
01/04/2004	H13160947	REVAL	HOW DO YOU CORRECT ERRORS	KB	1080817124_gleesonm_01/04/04 11:58:44 gleesonm Priority: Low Assigned to group: Tier 1	Client Counter Procedure	Royal Mail National	Tariff Change	Reval Error Spreadsheet	213337	Marine Drive
02/04/2004	H13165379	STAMPS	OFFCIE HAS RECIEVED OCEANLINERS WITH THE INCORRECT PRICE, WHAT CAN I DO	TOLD PM TO REM IN , AND CONTACT HEMMEL TO NOTIFY	1080918558_woodr_02/04/04 16:09:18 woodr Priority: Low Assigned to group: Tier 1_	Client Counter Procedure	Royal Mail National	Special Stamps & Philately	Requisition and Withdrawal	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
13/04/2004	H13183357	Switchboard	OFFICE ADDRESS	AS KB	1081855475_rotherc_13/04/04 12:24:35 rotherc Priority: Low Assigned to group: Tier 1	Switchboard		Office Details	Administration	213337	Marine Drive
15/04/2004	H13189227	Page RNM	RLM-PLEASE CONTACT PM ASAP URGENT,PM SAYS YOU KNOW ALL ABOUT IT,BUT WOULD NOT GO INTO ANY FURTHER DETAIL.	rlm cath oglesby left message on voicemail @ 1453	1082037224_dobbinc_15/04/04 10:07:10 jenny.herbert Priority: Low Status set to: Assigned Assigned to group: Tier 1 Admin15/04/04 14:40:18 dobbinc Status set to: Allocated Allocated to: dobbinc_	Office Process	Administration	Contact RLM/HoA-C	Office	213337	Marine Drive
19/04/2004	H21367957	Switchboard	TEL NO FOR TP	K/BASE	1082370953_wrightj1_19/04/04 11:35:53 wrightj1 Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	Transaction Processing	213337	Marine Drive
19/04/2004	H21367958	Switchboard	TEL NO FOR NATIONAL SAVINGS	K/BASE	1082370961_wrightj1_19/04/04 11:36:01 wrightj1 Priority: Low Assigned to group: Tier 1	Switchboard		Telephone Numbers	National Savings & Investments	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
20/04/2004	H21370451	Page RNM	PM WANTS TO SPEAK TO RLM REGARDING A PROBLEM THAT SHE IS ALREADY DEALING WITH	rlm cath oglesby left message on voicemail @ 1428	1082467738_dobbinc_20/04/04 14:08:04 mullenk Priority: Low Status set to: Assigned Assigned to group: Tier 1 Admin20/04/04 14:23:57 dobbinc Status set to: Allocated Allocated to: dobbinc_	Office Process	Administrati on	Contact RLM/HoA-C	Office	213337	Marine Drive
21/04/2004	H13203075	CHANGE TO OPENING HOURS	First day of service will be:21.04.04The opening hours will be:Monday:09:00 to 17:30 Tuesday:09:00 to 17:30 Wednesday:09:00 to 17:30 Thursday:09:00 to 17:30 Friday:09:00 to 17:30 Saturday:09:00 to 12:30	DETAILS LOGGED	1082550810_browna1_21/04/04 13:33:30 browna1 Priority: Low Assigned to group: Tier 1_	Office Process	Horizon/Re medy	Incorrect Office Details	Incorrect details on remedy	213337	Marine Drive

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Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
22/04/2004	H13207786	POST OFFICE LTD	MR CASTLETON MY SON IN LAW AND DAUGHTER HAVE BEEN IN SUSPENDED AND END OF MONTH AND HAS PUT SOMEONE ELSE IN AND ARE LOOSING BUSINESS, CATH OGLESBY I WANT TO SPEAK TO SOME ONE HIGHER?01723516699	PASSED MESSAGE TO AREA OFFICE FOR HOA TO GET IN TOUCH WITH MR FRANKS	1082648462_downiej01_22/04/04 16:13:07 whitem Priority: Low Status set to: Assigned Assigned to group: Tier 222/04/04 16:13:14 downiej01 Status set to: Allocated Allocated to: downiej01_	Switchboard		Telephone Numbers	Contracts Managers	213337	Marine Drive
22/04/2004	H21373442	Page RLM	CAN RLM CONTACT OFFICE REG PROBLEM YOU ARE ALREADY DEALING WITH	left msg on cath oglsbys mobile @ 10.26	1082626019_morleym_22/04/04 08:54:50 buchanj Priority: High Status set to: Assigned Assigned to group: Tier 1 Admin22/04/04 10:25:32 morleym Status set to: Allocated Allocated to: morleym_	Office Process	Administration	Contact RLM/HoA-C	Office	213337	Marine Drive
22/04/2004	H21374711	Switchboard	MEMBER OF THE PUBLICA PM'S FATHER IN LAW	K/BASE	1082645544_wrightj1_22/04/04 15:52:24 wrightj1 Priority: Low Assigned to group: Tier 1	Switchboard		Wrong Number	Customer Requires POEX	213337	Marine Drive

Date Taken	Incident ID	Brief Description	Detailed Description	Resolution	Incident Log	Call Type	Client	Activity	Sub Activity	FAD Code	Office Name
23/04/2004	H13210290	15 Switchboard	PM IS WANTING TO KNOW IF THERE IS ANYWAY OF PRINTING ALL THE CALLS HE AS DONE TO NBSC OFF THE SYSTEM AND SEND THEM TO HIM	ADVISED SPMR IF HE WOULD LIKE INFORMATION REGARDIN G CALLS MADE TO NBSC HE SHOULD MAKE HIS REQUEST IN WRITING TO ADELE KILCOYNE - NBSC - CORTONWOOD DRIVE - BRAMPTON - BARNSELEY - S73 0UF	1082729461_collierj_23/04/04 14:59:06 womach Priority: Low Status set to: Assigned Assigned to group: Tier 223/04/04 14:59:26 royed Status set to: Allocated Allocated to: specki23/04/04 15:00:49 collierj Allocated to: collierj_	Office Process	Horizon/Remedy	Calls Logged	Requests for Information	213337	Marine Drive

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