

## Message

**From:** Walton, Daniel [GRO]  
**Sent:** 21/06/2024 08:41:48  
**To:** Simon Oldnall [GRO]  
**CC:** Matthew Langley [GRO]; Neeraj Mittra [GRO]; Rajivsinh Rathod [GRO]  
**Subject:** RE: RQ BULK REQUEST - Tuesday 18/06/24

Simon,

I refer to our recent correspondence on the issue of ARQs.

We introduced the updated ARQ form to clarify the intended use of ARQs requested by Post Office. FSL does not accept that the introduction of this amended form has caused delay to redress activities. Since it was introduced, the Post Office has requested over 60 ARQs to support redress activities and these have been processed by FSL in the usual way. As you have now clarified that the ARQs referred to in your email below are intended to be used to support postmaster redress, I will instruct the team to process those received on the previous version of the form and they will not be subject to additional charges.

With regards to the provision of a credit for charges the Post Office has incurred in obtaining information used to support redress, based on the confirmations contained in your letter of 10 June 2024, I will arrange for a credit to be raised which reverses the charges for the 10 identified CWOs.

Kind regards,  
Dan

**Dan Walton**  
Head of Post Office Account

**Fujitsu**  
Lovelace Road, Bracknell. RG128SN  
United Kingdom

Mob: [GRO]  
Email: [GRO]  
Web: <https://www.fujitsu.com/uk/>

Advance Notice of Unavailability



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**From:** Simon Oldnall [GRO]  
**Sent:** Wednesday, June 19, 2024 10:38 AM  
**To:** Walton, Daniel [GRO]

Cc: Matthew Langley [GRO] Neeraj Mittra [GRO] Rajivsinh Rathod [GRO]  
**Subject:** RE: RQ BULK REQUEST - Tuesday 18/06/24  
**Importance:** High

Post Office Limited - Document Classification: INTERNAL

Dan

Further to my earlier emails on this topic, we are now accumulating a backlog of requests, potentially delaying Postmaster redress.

Can you confirm that FJ will process these requests without further delay please?

Thanks

Simon

**Simon Oldnall**  
Branch Technology Director

Branch Technology

+ [GRO]

100 Wood Street  
London, EC2V 7ER

[postoffice.co.uk](https://postoffice.co.uk)



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**From:** RemediationTeam [GRO]  
**Sent:** Wednesday, June 19, 2024 9:23 AM  
**To:** Simon Oldnall [GRO], Christopher Elliot [GRO]  
**Cc:** Matthew Langley [GRO], Philip Cleary [GRO], Stewart Barclay [GRO]  
**Subject:** FW: RQ BULK REQUEST - Tuesday 18/06/24

Hi All,

As you can see below, we again sent our ARQ requests through to Fujitsu using the older process of master tracker and summary table. Again, Sreydy Khun returned our request this morning, refusing to complete the request without us completing the Updated ARQ Form attached.

Could you please advise next steps from us, as we have 10 ARQ requests outstanding now, as per the table below.

Outstanding Requests	HSS3065 – HSS3069	Requested 17/06
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New Requests	HSS3070 – HSS3074	Today	18/06
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Kind Regards,

Tracey



**Tracey Cutts**  
**Remediation Team &**  
**Data Production Support**  
Post Office Ltd

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**From:** CSPOA.Security [GRO] [GRO]  
**Sent:** Wednesday, June 19, 2024 8:11 AM  
**To:** RemediationTeam [GRO]  
**Cc:** Farzin Denbali (Fujitsu) [GRO] Stewart Barclay [GRO] Tracey J Cutts [GRO]  
**Subject:** RE: RQ BULK REQUEST - Tuesday 18/06/24

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Good morning Kopiga,

Thank you for your recent request. Unfortunately, as it is not on the latest template, we are unable to process it. Please resubmit your request using the attached template.

Kind Regards,

**Sreydy Khun**  
Security Analyst  
Post Office Account

**Fujitsu**  
Lovelace Road, Bracknell, RG12 8SN, UK.  
Email: [GRO]

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**From:** RemediationTeam [GRO]  
**Sent:** Tuesday, June 18, 2024 4:45 PM  
**To:** CSPOA Security [GRO] Khun, Sreydy [GRO]  
**Cc:** Denbali, Farzin [GRO] Stewart Barclay [GRO] Tracey J Cutts [GRO]  
**Subject:** RQ BULK REQUEST - Tuesday 18/06/24

Good Afternoon,

Please find attached an updated ARQ request tracker with a brief summary of all previous and new request(s) since our last ARQ Requests.

This is replacing the ARQ Request Form which you advised us to start completing in April, as I have been instructed to return to our previous, more efficient method with immediate effect. The instruction I received came direct from those within Post Office, responsible for the relationship between Post Office and Fujitsu with regard to ARQ bulk requests submitted from the Remediation Unit.

Outstanding Requests	HSS3065 – HSS3069	Requested 17/06
New Requests	HSS3070 – HSS3074	Today 18/06

Many Thanks

**K. Brahatheesan**

**Kopiga Brahatheesan**  
Remediation Admin Support Team

Remediation Unit

GRO



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