



Fujitsu
Fujitsu Services Limited
Lovelace Road, Bracknell, RG12 8SN

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Simon Oldnall
Post Office
3rd Floor
100 Wood Street
London
EC2V 7ER

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Date: 3rd July 2024

Exit of the agreement between Post Office Limited ("POL") and Fujitsu Services Limited ("FSL") dated 28 July 1999 (the "Agreement")

Dear Simon,

I refer to FSL's letter of 15 April 2024 regarding the need for the parties to prepare for the end of FSL's support of the Horizon platform when the Agreement expires on 31 March 2025 (the "**Exit Date**").

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POL has shared that it will not be able to move from Horizon to NBIT on the Exit Date and has asked FSL to consider continuing to support Horizon for a further five years after the Exit Date, until March 2030. However, FSL has not agreed to an extension and therefore, we must continue to plan for the end of FSL's Horizon support services at the Exit Date. Given the status of the delivery of NBIT and the associated delays communicated by POL to FSL to date, this planning should be based upon a strategy for the transfer of services in-house to POL.

We have seen limited formal engagement from POL to meaningfully progress the planning of exit at the Exit Date. Post Office is instead focussed on seeking to secure an extension and planning for exit to occur before the end of extended contract term.

The purpose of this letter is to escalate the position so that POL engages proactively with FSL to plan and prepare for POL to take over the services that FSL is due to cease providing on the Exit Date. As discussed, POL needs to assign an Exit Manager to prepare with FSL an exit plan.

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We suggest a meeting occur during July to discuss this further with the relevant Post Office attendees that will be responsible for delivery under the exit plan.

Yours sincerely

Dan Walton
Head of Post Office Account, Fujitsu