

Message

**From:** Craig Tuthill [GRO]  
**Sent:** 02/05/2012 22:36:43  
**To:** Angela Van-Den-Bogerd [GRO]  
**CC:** Sue Richardson [GRO]; John Breeden [GRO]  
**Subject:** RE: IN STRICTEST CONFIDENCE - Urgent Request Please  
**Attachments:** Briefing Doc Craig 2nd May 2012.doc; image001.gif; image002.jpg; image003.gif; image004.jpg

Angela

To see the updated document with input for Sue and John

Regards

*Craig*

---

Craig Tuthill  
*Network Services National Support Manager*  
*Network & Sales Directorate*  
*Post Office Ltd*



---

✉ c/o Stephanie Lawrie  
1<sup>st</sup> Floor Bunhill Row Wing  
148 Old Street  
LONDON EC1V 9HQ

✉ Mobile: [GRO] Mobex: [GRO]  
✉ craig.tuthill [GRO]

---

Supporting and improving branch performance

***Confidential Information:***

*This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient please contact me by reply email and destroy all copies of the original message.*

---

**From:** Angela Van-Den-Bogerd  
**Sent:** 01 May 2012 20:29  
**To:** Craig Tuthill  
**Subject:** IN STRICTEST CONFIDENCE - Urgent Request Please

Craig,

I met with Simon Baker today – he's been asked by Alice Perkins to find a way of demonstrating that the Horizon system is robust and not subject to "glitches" as claimed by the JFSA former spmrs. An MP is spearheading their campaign and in particular the Hamilton (2003) case. The MP is to visit the model office in a week or so and Simon would like us to provide an easy to understand walk through document of our appointments and training approach – this is where you come in, no doubt ably supported by John and/or Lin and Sue.

I attach a note that I provided to Sue a few weeks back so that she could explain to Alice what our approach is. Would you use this as your starting point, amending and updating as you see fit. Would you also embed the supporting documents – e.g. the training offer document Sue recently pulled together.

The claims from the JFSA former agents include that they were not aware of their contractual obligations in terms of making good losses. What we need to do is detail the points at which they are advised of this – in the Contract Advisors interview script; the declaration they make on transfer and the spso contract they signed; I'll send you what information I have.

We need to have this to Simon by the end of this week so would you please pull this together and then we can discuss in more detail.

I said we would also provide a copy of the training and audit reviews that Sue completed recently

Thanks,  
Angela

Angela Van Den Bogerd  
Head of Network Services  
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,  
Siemens Way, SWANSEA, SA1 1AA  
Mobile: [GRO] Mobex: [GRO]  
Email: angela.van-den-bogerd@[GRO]

**Confidential Information:**

*This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorised review, use, disclosure or distribution is prohibited. If you are not the intended recipient please contact me by reply email and destroy all copies of the original message.*