
From: Jarnail A Singh[GRO]
Sent: Thur 22/08/2013 1:44:12 PM (UTC)
To: Hugh Flemington[GRO]
Cc: Rodric Williams[GRO]
Subject: RE: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Thanks Hugh
I hope to discuss this with Rob King and Andy Parson .

Jarnail Singh I Criminal Lawyer



148 Old Street, LONDON, EC1V 9HQ



[GRO] Postline: 5460 3182



[GRO] Mobex:



[GRO]



[Post Office stories](#)



[@postofficenews](#)



From: Hugh Flemington
Sent: 22 August 2013 14:42
To: Jarnail A Singh
Cc: Rodric Williams
Subject: Re: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

So who is doing what.
Is andy at BD acting as the minutes keeper and producing an action log?

From: Jarnail A Singh
Sent: Thursday, August 22, 2013 09:03 AM
To: Hugh Flemington
Cc: Rodric Williams
Subject: RE: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Hugh
This is on-going and come out of my email and yesterday's regular meeting .Also my conversations with John Scott ,Rob king and Andy Parson.
Andy /Rosie collates all issues on to spread sheet . Andy will come back to me on this.
From Investigation and prosecution view Dave Posnett and I will work to the following format to be agreed..

- Issue/Matter

- Identified By/ Raised By
- Impact to Business (or Potential Impact)
- Impact to Prosecutions (or Potential Impact)
- Action
- Action Owner
- Resolution/Output

Regards
Jarnail

Jarnail Singh | Criminal Lawyer



148 Old Street, LONDON, EC1V 9HQ



GRO Postline: 5460 3182



GRO Mobex:



GRO



[Post Office stories](#)



[@postofficenews](#)



From: Hugh Flemington
Sent: 22 August 2013 08:57
To: Jarnail A Singh
Cc: Rodric Williams
Subject: Re: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Just to be clear what is the agreed format / output from the call and who is doing what please?

From: Jarnail A Singh
Sent: Wednesday, August 21, 2013 03:25 PM
To: John M Scott; Rob King
Cc: Gayle A Peacock; Susan Crichton; Hugh Flemington
Subject: RE: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

John

As agreed this morning, the way forward is for Dave Posnett and me to work strictly to the suggested format.

Jarnail Singh | Criminal Lawyer



148 Old Street, LONDON, EC1V 9HQ



GRO Postline: 5460 3182



GRO Mobex:



GRO



[Post Office stories](#)



[@postofficenews](#)



From: John M Scott
Sent: 21 August 2013 09:22
To: Parsons, Andrew
Cc: Jarnail A Singh; Rob King; Gayle A Peacock; John M Scott
Subject: RE: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Andy.

Thanks – yes please. However we can discuss on the conf call, I would suggest that all the issues/matters raised are also collated onto one action sheet so that there is a clear line of sight of:

- Issue/Matter
- Identified By/ Raised By
- Impact to Business (or Potential Impact)
- Impact to Prosecutions (or Potential Impact)
- Action
- Action Owner
- Resolution/Output

Regards.

John.

From: Parsons, Andrew **GRO**
Sent: 21 August 2013 09:12
To: John M Scott
Subject: FW: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

John

Are you happy for me to circulate this report to the wider group in advance of the call at 10?

Kind regards
Andy

Andrew Parsons
Senior Associate

for and on behalf of Bond Dickinson LLP

Bond Dickinson

Direct: GRO
Mobile: GRO
Fax: GRO

Follow Bond Dickinson:



www.bonddickinson.com

From: Parsons, Andrew
Sent: 20 August 2013 18:56
To: 'Jarnail A Singh'; John M Scott
Cc: Rob King; [martin.smith](mailto:martin.smith@bond-dickinson.com) GRO; Rodric Williams; Susan Crichton; Hugh Flemington; Harding, Kayleigh-Lee
Subject: RE: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Jarnail

In response to your questions at 3 below:

a) Who is retaining this information.

Minutes have been taken of each meeting, along with action points. These have now been collated into the attached Weekly Report (see attached – sorry for the delay in circulating this – usual security password).

The Weekly Report also provides an at-a-glance view of any issues that have been escalated for review to the criminal law team (see column 3). This column highlights just those issues that have been investigated and deemed as potentially having a material effect on criminal prosecutions. This column does not list every "potential" issue that needs investigation – these potential issues are captured in the minutes of each meeting.

b) Who is hunting down the issues.

See the action points in the Minutes of each meeting. Going forward, I suggest that we are diligent in making sure that past actions are followed up and closed.

c) What has been the precise problem in each case .

To the extent that details about a problem are known these have been captured in the minutes. However, this will always be challenging because the discussions at the meetings can be quite fluid.

d) How was each case resolved.

Where closure on an issue has been achieved, this has been/will be recorded in the minutes. This is probably a weak spot in the process so far and needs to be tightened up going forward.

John – these are just my thoughts on how to manage and capture this information. Do you agree? Comments welcomed.

Kind regards
Andy

Andrew Parsons

Senior Associate

for and on behalf of Bond Dickinson LLP

Bond Dickinson

Direct: [GRO]
Mobile: [GRO]
Fax: [GRO]

Follow Bond Dickinson:



www.bonddickinson.com

From: Jarnail A Singh [GRO]
Sent: 20 August 2013 15:08
To: John M Scott; Parsons, Andrew
Cc: Rob King; [martin.smith](#) [GRO]; Rodric Williams; Susan Crichton; Hugh Flemington
Subject: RE: : Regular Wednesday Call re Horizon Issue

John/Andrew

1) I understand **the remit of the above meeting** was to establish a weekly conference call to act as a central hub for all Horizon related issues. Attendees to bring all Horizon related issues that they had encountered – minutes were to be taken, centrally retained and disseminated to those who required the information. Most certainly the POL's Horizon expert and QC would require this information

2) Four telephone conferences meetings have taken place where the following issues were raised:

1) Concerns that Post Office Card Account transactions have been “lost in flight”. (Meeting of 24/7/13 – Prestbury's)

2) Mention of undefined bugs at Hordern – Not sure if they are being investigated. (Meeting of 24/7/13)

3) Possible case of Horizon receipt printing incorrectly – 4 instead of a 1 (Meeting of 24/7/13)

4) Issue where if the cashier presses buyback when selling Euros the loss won't be found. Will not generate transaction correction. It will

be a hard loss that the SPMR will not be able to explain when audited. (Meeting of 31/7/13)

5) Errors in the Bureau de Change when remmed in as a quantity not a value. (Meeting of 31/7/13)

6) The issue of ATM theft by an engineer was raised at the meeting of 31/7/13. This was raised again at the meeting of 7th August 2013 – list of this engineer's activity requested, problems as to how far records will go.

3) In light of the above can you clarify the following please:

a) Who is retaining this information.

- b) Who is hunting down the issues.
- c) What has been the precise problem in each case .
- d) How was each case resolved.
- 4) The contact details of each attendee need to be circulated among the group..

Regards
Jarnail

Jarnail Singh | Criminal Lawyer



148 Old Street, LONDON, EC1V 9HQ



GRO

Postline:

GRO



GRO

Mobex:



GRO



[Post Office stories](#)



[@postofficenews](#)



From: Jarnail A Singh

Sent: 20 August 2013 10:11

To: John M Scott

Cc: Rob King; Parsons, Andrew; [martin.smith](#) GRO

Subject: : Regular Call re Horizon Issue

John

At the above group issues and concerns are raised and recorded The point is and which is also Susan's concern that it is important the issues raised at Wednesday mornings meeting are nailed down issue by issue. The issue is raised hunted down concluded and documented in central place where it can be accessed by security and legal. Is this being done if so by whom.

Jarnail Singh | Criminal Lawyer



148 Old Street, LONDON, EC1V 9HQ



GRO Postline: GRO



GRO Mobex:



GRO



[Post Office stories](#)



[@postofficenews](#)



This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

Please consider the environment! Do you need to print this email?

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. [john.m.scott](#) GRO only is authorised to access this e-mail and any attachments. If you are not [john.m.scott](#) GRO please notify [andrew.parsons](#) GRO as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Bond Dickinson LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Bond Dickinson LLP, is neither given nor endorsed by it.

This email is sent for and on behalf of Bond Dickinson LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is St Ann's Wharf, 112 Quayside, Newcastle Upon Tyne, NE1 3DX, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Bond Dickinson LLP is authorised and regulated by the Solicitors Regulation Authority.