
From: Jarnail A Singh[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JARNAIL.A.SINGH6CEADABD-67E9-4ECA-94F2-005716658847]
Sent: Tue 20/08/2013 6:00:15 PM (UTC)
To: 'andrew.parsons@' GRO John M Scott
Cc: Rob King GRO 'martin.smith@' GRO Rodric Williams GRO k]; Susan Crichton GRO Hugh Flemington GRO 'kayleigh-lee.harding@' GRO
Subject: Re: : Regular Wednesday Call re Horizon Issue [BD-4A.FID20472253]

Thanks Andy.

From: Parsons, Andrew GRO
Sent: Tuesday, August 20, 2013 05:55 PM
To: Jarnail A Singh; John M. Scott
Cc: Rob King; martin.smith@ GRO ; Rodric Williams; Susan Crichton; Hugh Flemington; Harding, Kayleigh-Lee GRO
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

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From: Jarnail A Singh

GRO

Sent: 20 August 2013 15:08

To: John M Scott; Parsons, Andrew

Cc: Rob King; martin.smith@bond-dickinson.com; 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 remitted 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


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From: Jarnail A Singh
Sent: 20 August 2013 10:11

To: John M Scott

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

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



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