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Mr E M Rudkin
Subpostmaster
Post Office®, Ibstock Branch



18 January 2005

Dear Michael

Re: Suspense account query

Thank you for your letter dated 14th January 2005 regarding your concerns over the £1000 shortage being held in your suspense account and the issue concerning 'phantom' banking transactions.

As requested I have forwarded your concerns to our problem management team for them to investigate. As soon as they report back to me I will update you.

Regards,

Paul Hemley
Retail Line Manager

Post Office Ltd
Central England Rural Network
Area Intervention Office



Telephone: A logo consisting of the letters 'GRO' in a bold, sans-serif font, enclosed within a dashed rectangular border.

Mobile: A logo consisting of the letters 'GRO' in a bold, sans-serif font, enclosed within a dashed rectangular border.

E-mail: A logo consisting of the letters 'GRO' in a bold, sans-serif font, enclosed within a dashed rectangular border.