



### POL Helpline Adequate

	Location of quote	Details of quote	Why is it relevant?
1	Day 3 page 9 paragraph G	We have a dedicated customer helpline for the sub postmasters so that if they get into difficulties they can telephone our helpline.	The helpline provides assistance on call for the sub postmasters. There are around 200 operators available to answer the queries. Therefore someone should be available to answer the query.
2	Day 3 page 37 paragraph F	The helpline would take your details and depending on the severity of the particular issue would deal with it in whatever our service level agreement is with regard to the particular problem.	The helpline assesses the severity of the issue and routes the problem to the relevant department. It is not like a call centre where anyone assists you; you are put through to the relevant department and an individual with the expertise to assist you.
3	Day 5 page 5 paragraph C	The sub postmaster informed the helpline of the situation which is occurring within the post office. The employees have been trained to a high standard.	The new sub postmaster indicates that the helpline can be used not only to gain help and advice but also to ensure that the post office is kept in the loop of any updates or any disagreements as and when they occur. Further the new sub postmaster Mr Vasarmy believes that his staff have been trained to a high standard, therefore indicating that the training he received has been adequate.
4	Day 6 page 58 paragraphs A and E	Somebody was sent in from the network to help the situation and set up separate tills for each employee. Each till therefore had its own pouches for which they were responsible.	Example of assistance provided by helpline: The sub postmaster identified that she was having some losses, she informed the helpline of this and the helpline then provided her with somebody from the network department to provide different pouches and different tills for each employee. Therefore providing the sub postmaster with a manner in which she could monitor each of the tills. She could then identify who was responsible for any losses which occurred. This highlights the helpline's ability to assist the sub postmaster.
5	Day 6 page 104 paragraphs A and E	The offer was done over the telephone (helpline) that if it is okay you are suspended and do you want a temporary sub postmaster to come in the post office or pay rent for this.	Example of assistance provided by helpline: The post office helpline attempted to assist the sub postmaster and provided her with a viable option which suited both her and her business. POL stated that they will put in a temporary sub postmaster and pay the sub postmaster rent for use of the post office premises. Therefore indicating that the helpline attempts to assist the sub postmaster wherever possible.
6	Day 6 page 123 paragraph E	Helpline only has one number to call which is then divided into the separate sections.	This indicates that the helpline is a system which is easily accessible to all sub postmasters. There are not a series of numbers which the sub postmaster has to attempt to remember. All of their queries can be dealt with by dialling one central number which is then divided off into the separate sections.
7	Day 7 page 25 paragraphs A and B	In calendar square the operator saw that something was wrong and called the helpline. This type of error would	If errors had been occurring in respect of matters that had been reported to the helpline they would be chased up at some point. However in this matter there

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		be recorded because the symptoms would be obvious.	was no report to the helpline.
8	Day 7 page 53 paragraph F	Ms Misra stated that she did not tell anyone in the post office about any of the errors which had occurred because she was afraid of the consequences.	This indicates that post office helpline did not have an adequate chance to assist her with her query. The helpline cannot be expected to help people if they do not tell them of the problems they are facing.
9	Day 7 page 71 paragraph G	There were around 110 calls to the helpline during the period of two and a half years. A large number of them were to do with printer problems.	Had there been significant errors with the helpline, if the helpline had been inadequate the sub postmaster would not have made such a significant number of calls to the helpline. The number of calls made to the helpline indicates that the sub postmaster did think that the helpline was a good port of call otherwise it just simply wouldn't have been used so much.