

Strictly Confidential

SEPTEMBER 2013

**POST OFFICE LIMITED MATTERS – DISPUTE RESOLUTION  
PRIVILEGED AND CONFIDENTIAL – CLAIMS OVER £500K OR THOSE OF A SENSITIVE NATURE**

FILE NAME	CASE HOLDER	BUSINESS UNIT & CONTACT	DESCRIPTION	STATUS	XSP
Horizon claims	POL/HF/RW	Susan Crichton	<p>This is also a separate agenda item for the September 2013 Board meeting.</p> <p>POL has received various claims from subpostmasters (SPMs) alleging defects in the Horizon system and POL's internal processes.</p> <p>These allegations were initially made in 5 claims brought through solicitors Shoosmiths. Similar allegations have been made through:</p> <ul style="list-style-type: none"> <li>- SPMs' MPs;</li> <li>- the "Justice for Subpostmasters Alliance" (JFSA);</li> <li>- defences to court proceedings brought by POL to recover debts from SPMs; and</li> <li>- direct contact with POL.</li> </ul> <p>An independent investigator Second Sight Support Services Ltd (Second Sight) has been reviewing these allegations in consultation with James Arbuthnot MP and JFSA.</p> <p>On 08.07.13, Second Sight published an Interim Report finding shortcomings in POL's internal training and support to SPMs on the Horizon system, but no systemic problems with Horizon itself.</p>	<p>Following the Second Sight Interim Report, on 27.08.13 POL launched a Mediation Scheme aimed at finally resolving individual complaints made about Horizon. Submissions to the scheme close on 18.11.13.</p> <p>Second Sight is continuing to investigate the SPMs' concerns. POL is cooperating with those investigations.</p> <p>POL is also reviewing past and present criminal prosecutions brought against SPMs to ensure they continue to satisfy the evidential, public interest, and disclosure standards required for prosecutions.</p> <p>POL is not issuing any new criminal summons pending the instruction of a new, independent expert who can give evidence to support the Horizon system. The process of identifying this expert is underway.</p> <p>To date, no claim has been made against POL in the civil courts, and no appeal has been made to the Court of Appeal against any conviction obtained in the criminal courts, following the Interim Report.</p>	Bond Dickinson

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