



Post Office Limited
148 Old Street
LONDON
EC1V 9HQ

Confidential - Not to be disclosed outside of the Scheme and mediation

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Ref: XXX

Dear XXXXX

Post Office Initial Complaint Review and Mediation Scheme (the "Scheme") - Second Sight's "Part Two" Report (the "Report")

In my letter of 11 September I undertook to write to you again setting out Post Office's detailed position on the various points raised in the Report. A copy of Post office's reply to the Report is enclosed.

As I explained in my letter Post Office cannot endorse the Report because it believes it to be inaccurate in important areas, that there is no clear statement of the evidence upon which many of the opinions expressed in the Report are based, and that it includes matters which are beyond the scope of the Scheme and/or Second Sight's professional expertise as forensic accountants.

I would stress that Post Office has taken the decision to produce a reply to the Report to help achieve the overall aims of the Scheme, that is to try to achieve the resolution of an Applicant's concerns about Horizon and associated issues. Post Office therefore considers it important that you are aware of Post Office's position on the matters covered in the Report, and are able to understand the reasons for it. You can then take account of this when considering the extent to which you wish to rely on the Report as your case progresses through the Scheme and, if applicable, at mediation.

Finally I would remind you that documents prepared for the Scheme and mediation are confidential and should not be disclosed to any person other than a person involved in processing Applications through the Scheme.

I am copying this to your professional advisor.

Yours sincerely,

GRO

Angela Van Den Bogerd

Head of Partnerships
Post Office Limited

www.postoffice.co.uk