

**Nicola McSherry**

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**From:** mandy.talbot [GRO]  
**Sent:** 05 December 2006 21:14  
**To:** Stephen Dilley  
**Subject:** RE: Carshalton URGENT

For your information.

Apparently Brown is going to be a problem because it is a case where POL admitted there was a problem with the system and replaced it. I am hoping that this was a one off event like a power outage or something of the like. I will investigate further tomorrow.

Regards

Mandy Talbot  
Dispute Resolution  
Company Secretary's Office

**GRO**

Postline: [GRO] STD Phone: [GRO], Fax: [GRO]  
Mobile: [GRO]  
External Email: [GRO]

----- Forwarded by Mandy Talbot/e/POSTOFFICE on 05/12/2006 21:12 -----

Paul Dann

To: Mandy Talbot/e/ [GRO]  
05/12/2006 15:42 cc: Marie Cockett/e/ [GRO]  
Subject: RE: Carshalton URGENT(Document link: Mandy Talbot)

Mandy

The two office named Carshalton are 058013 & 144013

Elaine Ridge has had a look back on the EFC and there is no mention on there about any losses being made good or any issues with the horizon system.

Elaine has also confirmed that there have been no substantial losses at Torquay Road since the temp took over the office

I have requested that the office files are looked through at Maidstone and will let you know if there is anything in them when i get a response

cheers  
Paul

Former Agents Debt Team Leader

1st Floor West , No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

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Mandy Talbot

To: Paul Dann/e/ [GRO] Marie  
Cockett/e/ [GRO]  
04/12/2006 10:44 cc: stephen.dilley [GRO]  
Subject: RE: Carshalton URGENT

You will recall that Castleton in his allegations has mentioned problems at a number of postoffices. He is calling Bajaj as one of his witnesses. One of the allegations which Bajaj made was an allegation that POL had paid £4,000 to cover alleged shortages and a dispute at the post office at Carshalton. I know that this is very little information to go on but can you investigate urgently whether there have been any allegations at that office involving a payment to settle a claim and in particular is there any information about whether this related to any information about problems with HORIZON.

Regards

Mandy Talbot  
Dispute Resolution  
Company Secretary's Office

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----- Forwarded by Mandy Talbot/e/POSTOFFICE on 04/12/2006 10:37 -----

"Stephen Dilley"

**GRO**

To: <mandy.talbot

**GRO**

cc:

Subject: RE: West End SPSO

01/12/2006 17:04

No probs we have this.

Can we find out what happened to Carishalton?

Kind regards.

Stephen Dilley  
Solicitor  
for and on behalf of Bond Pearce LLP

DDI: **GRO**

Main office phone: **GRO**

Fax: **GRO**

www.bondpearce.com

-----Original Message-----

From: mandy.talbot

**GRO**

Sent: 01 December 2006 17:01

To: Stephen Dilley

Subject: West End SPSO

Sorry I am losing the will to live this afternoon.

Mandy Talbot  
Dispute Resolution  
Company Secretary's Office  
Royal Mail Legal Services

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----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 17:00 -----

Mandy Talbot

To: stepeh.dille  
01/12/2006 16:32 cc:

Subject: West End SPSO

Mandy Talbot  
Dispute Resolution  
Company Secretary's Office  
Royal Mail Legal Services

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----- Forwarded by Mandy Talbot/e/POSTOFFICE on 01/12/2006 16:32 -----

Paul Dann

To: Mandy  
Talbot/e/  
01/12/2006 15:49 cc:

Subject: West End SPSO

Former Agents Debt Team Leader

1st Floor West, No 1 Future Walk, West Bars, CHESTERFIELD, S49 1PF

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----- Forwarded by Paul Dann/e/POSTOFFICE on 01/12/2006 15:49 -----

Lesley Joyce

To: Paul  
Dann/e/  
01/12/2006 14:25 cc:

Subject: West End SPSO

Lesley J Joyce  
Contracts Advisor  
Network Area North

Tel: **GRO** Mobile: **GRO**

----- Forwarded by Lesley Joyce/e/POSTOFFICE on 01/12/2006 14:25 -----

Alison Donaldson

To: Lesley  
Joyce/e/POSTOFFICE@POSTOFFICE  
01/12/2006 13:57 cc:

Subject: West End SPSO

Alison Donaldson

SAM 319

Mobex: **GRO**  
Mobile:

Post Office Ltd  
Sales and Service

----- Forwarded by Alison Donaldson/e/POSTOFFICE on 01/12/2006 13:57  
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NBSC Customer

Relations To: Alison  
Donaldson/e/ **GRO**  
Sent by: Dorothy cc:

Kiernan

Subject: West End SPSO

05/01/2004 13:12

Hi Alison

I am dealing with the complaint that you logged for West End Post Office. I have pulled off the call the PM made on 11/06/03 to NBSC. The question the PM asked was "HOW ARE POL CHEQUES REMMED OFF THE SYSTEM". Tier 1 advisor told the pm to reverse the rem out as a voucher to CRU however the call was passed to a tier 2 advisor that gave the pm the correct advise. As the incorrect advise was rectified by the tier 2 advisor on the same call we would not class as incorrect advise.

I have looked at all calls in June and my colleagues have looked at his cash account and cannot find any problems with a POL cheque.

The problem seems to be linked to reversals. One call I pulled off dated

11/06/03 the advisor asked the pm to print a transaction log to check if any transactions had been duplicated the pm told the advisor that the same transaction was showing 8 times he was advised to reverse out the ones not relevant.

I hope this is OK for you but if you need anything more I have all the calls printed off so I could fax them to you or just give me ring.

Dorothy

Dorothy Kiernan  
Customer Relations Officer

Postline: **GRO** STD Phone: **GRO** Fax: **GRO**

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