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# Question 1 of the Inquiry's Call for Evidence

What impact did the operation & management of the Horizon IT system have, & what effects were personally experienced as a result?

Financial loss occurring week ending 7th August 2008.

This was the date when I was forced to make good a cash shortfall at my post office branch

I was then obliged to raise a loan to make good the 'loss'.

During the weeks spent trying to trace the error (£4889.39) the only possibility that arose was an item shown on the transaction printout at 16.43 pm on the 7th July 2008. This shows my logon code printed outside the normal parameters. Every time this period of transactions was printed the same error was shown.

The amount that I had to make good was approximately 30% of my income for that year. I had worked for the Post Office for 4 months without any income.

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