

**From:** "Parmenter, Claire" <[REDACTED]>  
**To:** "Parsons, Andrew" <[REDACTED]>  
**Subject:** factfile [DD-4A-LIVE.FID20472253]  
**Date:** Tue, 11 Feb 2014 17:25:59 +0000  
**Importance:** Normal  
**Attachments:** 08\_Jan\_14\_Fact\_file\_-\_outline\_v2.nrl  
**Embedded:** 2of3\_Fw:\_Factfile\_-\_review; 1of3\_Fw:\_Factfile\_-\_review  
**Inline-Images:** image27e517.JPG; imageaae67b.JPG; image62ec64.JPG

---

Andy

Updated draft factfile is attached incorporating further comments from Gayle and Andy Holt. Generally, Andy said he could provide detail on the extensive processes involved with making amendments/software updates to Horizon (it's not a case that Post Office make changes whenever they want and they are audited each year) – maybe see what feedback we get from the Programme Board? I can pick this up with Andy if it would be useful.

I have also addressed the point's in Rod Ismay's emails (attached), though some of the jargon is hard to follow (the paragraph references to correspond with our draft as we have added in paragraphs – I think they are generally about 2 out).

I have emailed Rodric – will let you know if I get anything from him this evening.

Claire

**Claire Parmenter**  
Solicitor  
for and on behalf of Bond Dickinson LLP

*Bond Dickinson*

Direct: [REDACTED]  
Mobile: [REDACTED]  
Office: [REDACTED]

Follow Bond Dickinson:



[www.bond Dickinson.com](http://www.bond Dickinson.com)

---

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. [Andrew.Parsons@\[REDACTED\]](mailto:Andrew.Parsons@[REDACTED]) only is authorised to access this e-mail and any attachments. If you are not [Andrew.Parsons@\[REDACTED\]](mailto:Andrew.Parsons@[REDACTED]) please notify [Claire.Parmenter@\[REDACTED\]](mailto:Claire.Parmenter@[REDACTED]) as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Bond Dickinson LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Bond Dickinson LLP, is neither given nor endorsed by it.

This email is sent for and on behalf of Bond Dickinson LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is St Ann's Wharf, 112 Quayside, Newcastle Upon Tyne, NE1 3DX, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Bond Dickinson LLP is authorised and regulated by the [Solicitors Regulation Authority](http://www.sra.org.uk).