

BIS

Department for Business
Innovation & Skills

Lord Young of Norwood Green

Minister for Pensions and

Employment Relations

Our ref: ACK/143801

Your ref:

Alan Cook
Managing Director
Post Office Ltd
80-86 Old Street
London
EC1V 9NN

18 August 2009

Dear Mr Cook,

Please find enclosed correspondence from Dr Stephen Ladyman MP, on behalf of his constituent **B404** concerning the problems he has experience with the post office accounting system.

Lord Young has asked that you look into this matter and reply direct to Dr Ladyman MP.



AMY JORDAN
Private Secretary

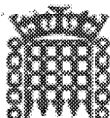
1 Victoria Street, London SW1H 0ET
www.bis.gov.uk

Enquiries

GRO

Minicom

Contact us www.bis.gov.uk/contact-us



Dr. Stephen J Ladyman
Member of Parliament for South Thanet
House of Commons
London, SW1A 0AA

GRO

Lord Young of Norwood Green
Department for Business, Innovation & Skills
1 Victoria Street
London
SW1H 0ET

20 July 2009

Our Ref: LHMORR01026/01090911

Your Ref:

(Please quote our ref on all correspondence)

Dear Anthony

Re: **B404** Post Office St Lawrence, 38-42 High Street, St Lawrence, Ramsgate,
Kent, CT11 0QW

I have been contacted by the above constituent who until recently was a local Postmaster. **B404**
B404 made an appointment with me to highlight problems he has had in his local branch since
the implementation of the electronic system 'Horizon'.

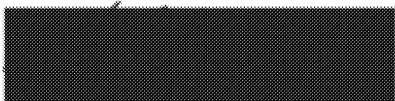
He states the branch always balanced its accounts when they used a manual system but since
they have gone to the electronic system they have had major problems. As the Postmaster, **B404**
B404 has been held responsible and therefore paid the deficit and will continue to do so if the
problems are not rectified. **B404** has been made aware of similar problems at other
branches around the country. Despite this he has been removed as Postmaster and has brought in
a new Postmaster pro temp.

In addition, Computer Weekly has also identified issues with the system.

I would be grateful if you would investigate this matter on his behalf.

Thank you for your assistance, I look forward to hearing from you.

Yours sincerely


Dr Stephen Ladyman MP
Member of Parliament for South Thanet

Dictated by Dr Ladyman, signed in his absence

DATE RECEIVED

23 JUL 2009

BERF MCV

Dr Stephen Ladyman MP
Office Manager: Ms. J. Ladyman Caseworker: Mr. R. Griggs Researcher: Ms. L. Higgs
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Tel: **GRO** Fax: **GRO**