

Message

From: Carol Ballan [carol.ballan@GRO]
Sent: 01/03/2013 14:39:00
To: Kevin Palmer
Subject: RE: The Grange Post Office 1031406 - Audit Findings
Attachments: image006.jpg; image007.gif; image008.gif; image009.gif; image010.jpg; image011.jpg; image012.gif; image013.gif; image014.gif; image015.jpg

I'll sort this out with Chesterfield. I arrange for payments to be taken from you remuneration, starting at the end of March . They will probably put this in writing to you as well

Many Thanks

Regards

**Carol Ballan -Agent Contract Advisor- Area 8
South East & London Surrounds**



2nd Floor,6-16 New York Street, Leeds LS2 7DZ



Mobex:GRO



carol.ballan@GRO

POST
OFFICE

From: Kevin Palmer
Sent: 01 March 2013 14:32
To: Carol Ballan
Subject: Re: The Grange Post Office 1031406 - Audit Findings

Hi Carol

Further to your email I deem this to be extremely fair and reasonable and accept this repayment over the 6 months. How do I go about making this good? Can this be taken direct from my salary? Do I send a payment each month to your offices made payable to Post Office Limited? Can we set up a standing order?

Many thanks for your time, patience and understanding

Best regards

Kevin

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

From: Carol Ballan [GRO]
To: Kevin Palmer
Sent: Fri, 1 Mar 2013 12:25
Subject: RE: The Grange Post Office 1031406 - Audit Findings

Many Thanks for your quick response to this matter .

I would be prepared to consider repayment over 6 months , 1x £310 & 5 x £306. Please let me know if this is acceptable

Regards

**Carol Ballan -Agent Contract Manager- Area 8
South East & London Surrounds**



2nd Floor, 6-16 New York Street, Leeds LS2 7DZ



Mobex: **GRO**



carol.ballan@**GRO**



From: Kevin Palmer
Sent: 01 March 2013 11:31
To: Carol Ballan
Subject: The Grange Post Office 1031406 - Audit Findings

Dear Ms Ballan

I hope this email finds you well, I have had trouble allocating a telephone number for you and after many a phone call, I was given this email address.

I have recently received a letter dated 22nd February 2013 with regards to the recent audit at my office and the discovery of a scratch card discrepancy for £1,840.00, relating **back to April 2008**.

As mentioned and I have now seen, after your discussions with Alan Lusher and Andy Winn this discrepancy will still be held accountable to my office and that the error is proper. The letter you attach from Andy Winn explaining his findings after my original email prognosis to him, is the first time I have seen this. I never received such communication, otherwise I would of dealt with this before now so my apologies for the delay.

As stated I still cant believe such a huge error in a short space of time was affiliated to my office and all the paperwork I sent across and have kept since 2008 was not enough evidence for my case. The telephone conversations I had on those days are written down and minuted as well as exact times and dates as I was sure this would come back to me at some point, not expecting it to re surface some 5 years later!!!! I have tried to explain previously how I adamantly believe that this is incorrect.

However I know that this will now never be resolved in my favour. With this in point I am accepting this error on a agree to disagree basis and do not want this email to constitute a forefiet to admittance of such incompetence on my behalf.

As the error is going back some **5 YEARS** I was hoping that as per your letter I could come to some sort of fair and reasonable payment plan in order to clear the monies and put this matter to bed once and for all. As you can imagine to find £1,840 just like that in these climates is a big ask, however please could we come to an arrangement?

I love my job and working for the Post Office, I give my all and work very hard to protect the brand and customer experience of using the Post Office.

Many thanks for your time

Best Regards

Kevin Palmer

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