



Post Office Ltd

Former Agents Debt

Alison Bolsover

Former Agents Debt Overview



- Debt for Former Agent at P7 is £7.533m
- Debt Recovered to P7 at £1.266m
- New Debt YTD P7 £1.756m
- Recovery Rate vs New Debt 71.92% (This has decreased due to 2 high Value losses cases this month Tuebrook and Saltwell)
- At P7 we have 515 live cases
- Assurance of the Debt Ledger is a Finance accountability
- Debt is Recovered by Security, Network & Former Agents
- Cases are Spilt as follows :-
 - S&I / FIU - 54 Cases £2.24m
 - Former Agents – 297 Cases £1.81m
 - Former Agents – 89 Repayments Cases - £1,52m
 - Legal Services (Civil Litigation) 75 Cases - £1.96m

Former Agents Overview



- The Debt Ledger in POLSAP is populated when a Final Account is completed or Postmasters assign the debt to the Customer account by Settling a Debt Centrally in Horizon, the items are Transaction Correction (over £150) or Branch Discrepancy.
- The Debt Ledger is then spilt into Former or Current Agents & Multiples.
- If an Audit reveals a Large loss or there has been suspicious activity the Security team will take the Case and progress it to Criminal Prosecution. This may achieve full, partial or nil recovery .
- Once the case is closed by the Security Team, if it has been subject to a Financial Investigation and no assets have been located then the case would be past back to the Former Agents team for write off. If no Financial Investigation has taken place then the team will progress asset tracing and attempt recovery via Civil Litigation

Former Agents Overview



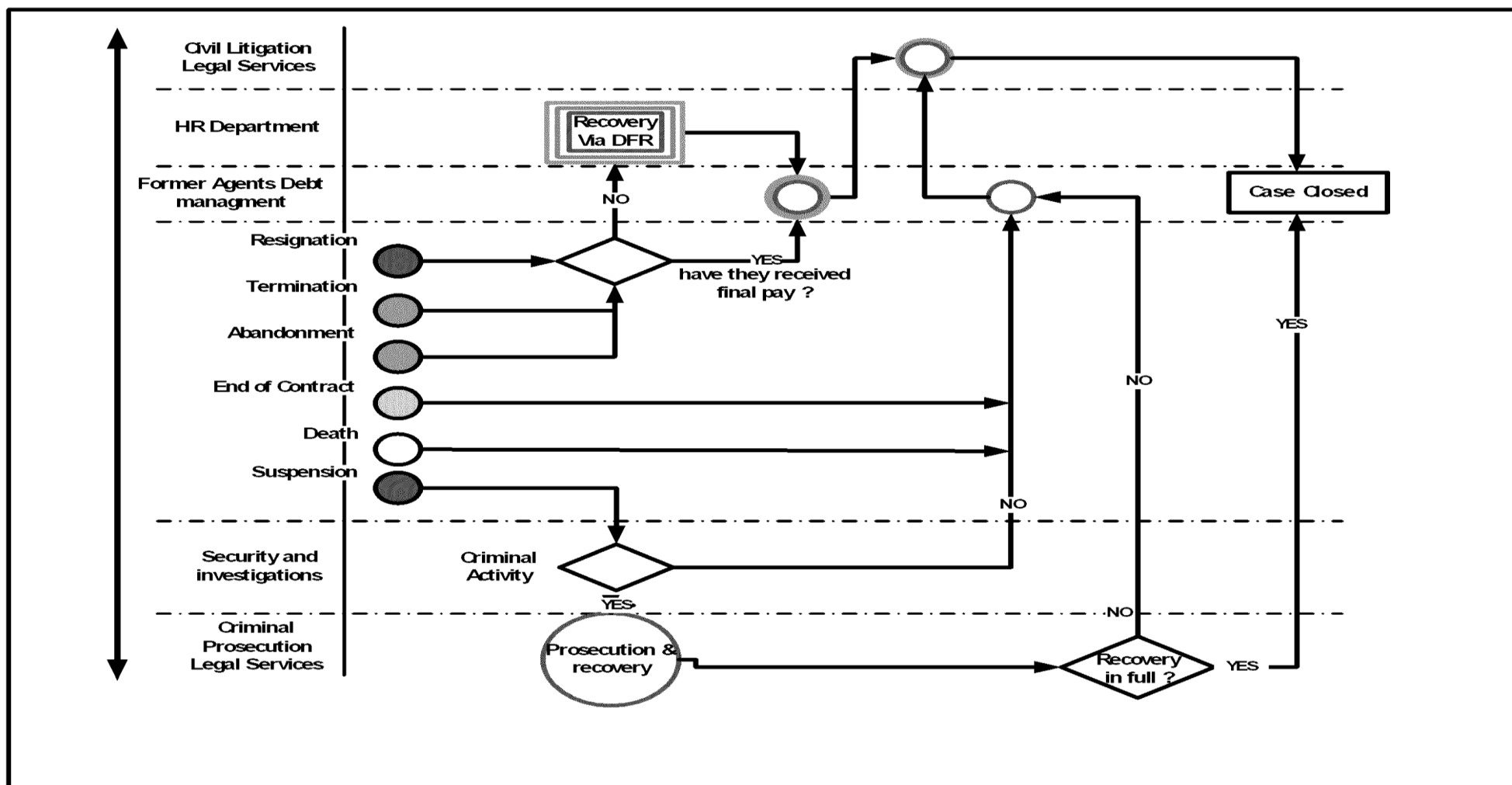
Former Agents – Cases that come direct to the Team that are not subject to a Security investigation will follow our normal dunning process

- Resignations
- 1st Letter is notification of Debt & a Statement.
 - 2nd Letter Chasing Debt
 - 3rd Letter Before Action
 - Case Bundle completed and passed to Solicitors to follow the agree Civil Recovery Process.

The above will result in

- Payment Received
- Debt Payment Plans agreed
- Bankruptcy
- Attachment of Earning
- County Court Judgement Obtained and High Court Enforcement Offices Engagement
- A Charge on Property
- Write Off / Mothballing of Cases

The Journey and Touch Points



Former Agents



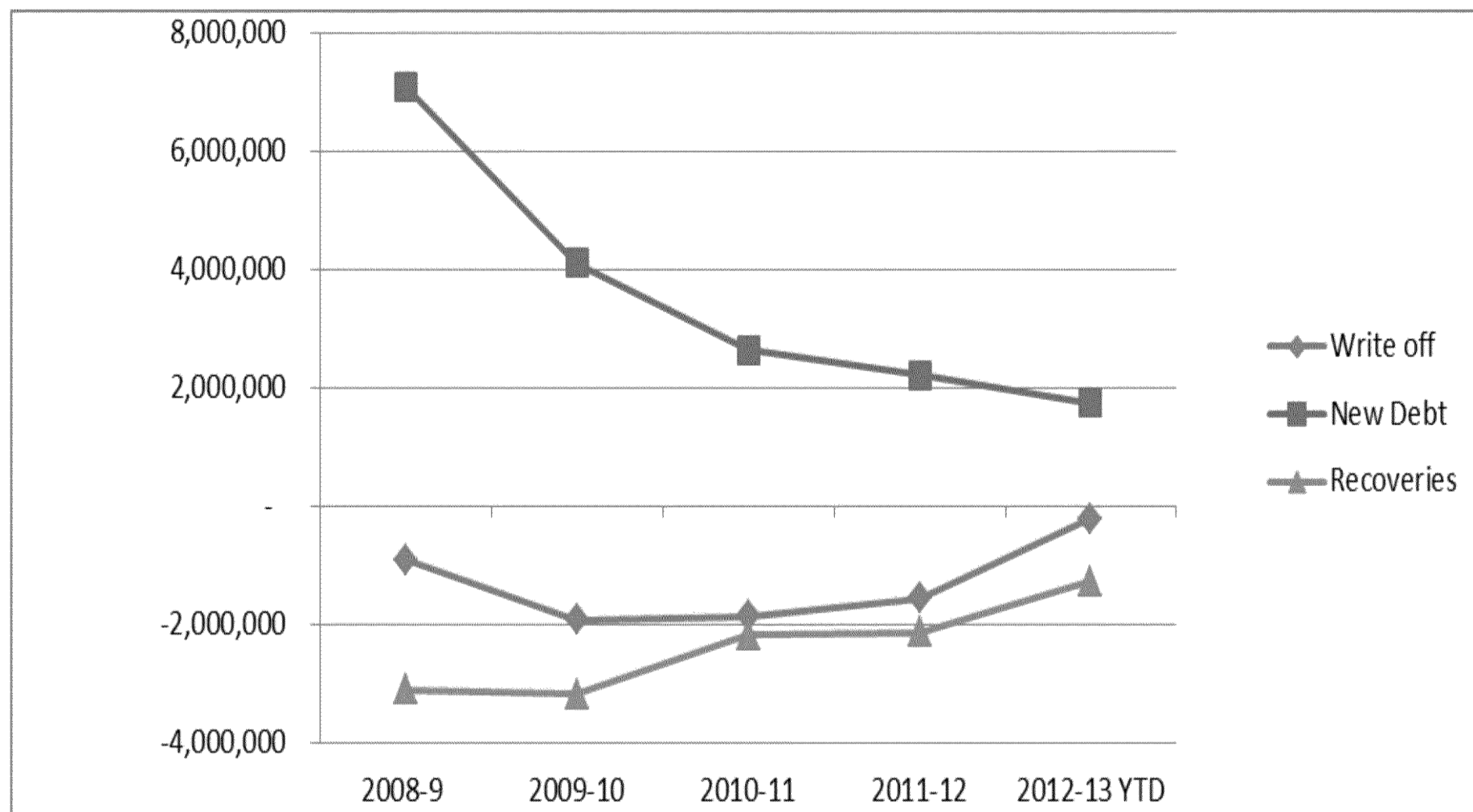
Civil Litigation

- Fixed Fees & a Delegated Authority Process

Developed over the past year, this approach has reduced the overall Legal Cost and increased return on the spend

- Spend to date £ 53.5k
- Recoveries -£ 66.2
- Charge repaid - £ 8.3k
- Judgement - £441.9K
- Charge on Property - £122.7K

Former Agents Year on Year Stats



Cases by Area by Age



Aged Debts financial year	Investigations		Former agents		Repayments		Legal Services		Current Agents		Overall Total	
											Value	Volume
2003							£35,162.40	2			£35,162.40	2
2004					£428,290.03	3	£5,462.89	1			£433,752.92	4
2005			£70,464.67	4	£53,999.84	3	£55,880.44	1			£180,344.95	8
2006	£79,832.10	1	£134.77	1	£25,457.57	11	£118,739.77	3			£224,164.21	16
2007			£236,006.57	5	£195,862.51	13	£480,008.45	8			£911,877.53	26
2008	£582,364.66	7	£315,028.42	13	£562,435.26	18	£467,514.94	17			£1,927,343.28	55
2009	£384,801.60	4	£216,031.64	21	£165,528.73	19	£429,303.77	21			£1,195,665.74	65
2010	£342,754.29	11	£258,746.72	35	£70,199.02	14	£224,875.73	13			£896,575.76	73
2011	£401,971.85	20	£308,291.85	95	£15,892.58	6	£139,166.10	9	£22.71	2	£865,345.09	130
2012	£451,113.07	11	£406,764.37	120	£5,510.38	2			-£30.00	1	£863,357.82	133
Total	£2,242,837.57	54	£1,811,469.01	294	£1,523,175.92	89	£1,956,114.49	75	-£7.29	3	£7,533,589.70	512
Total all Areas	£7,533,596.99											
	512											