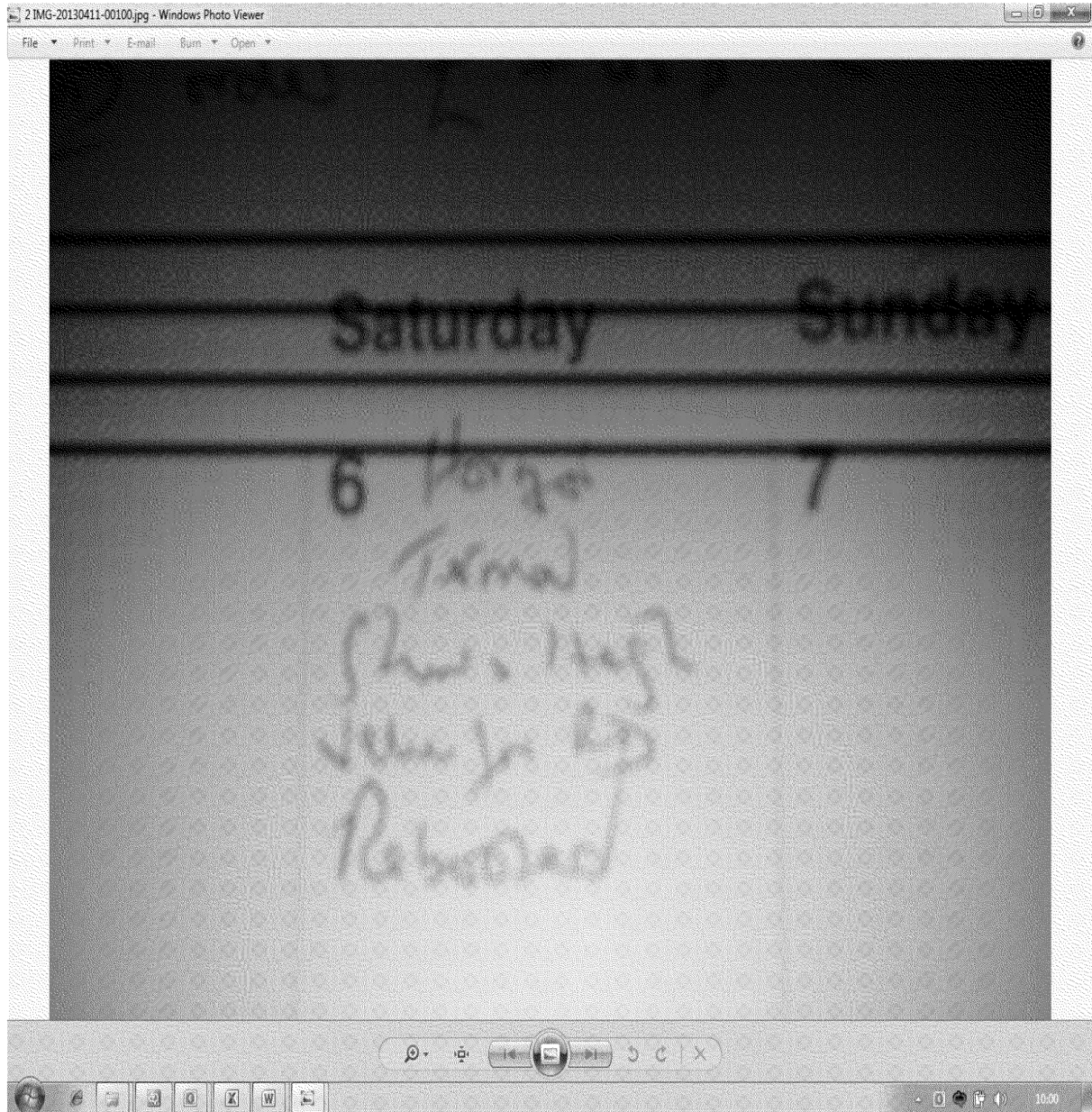






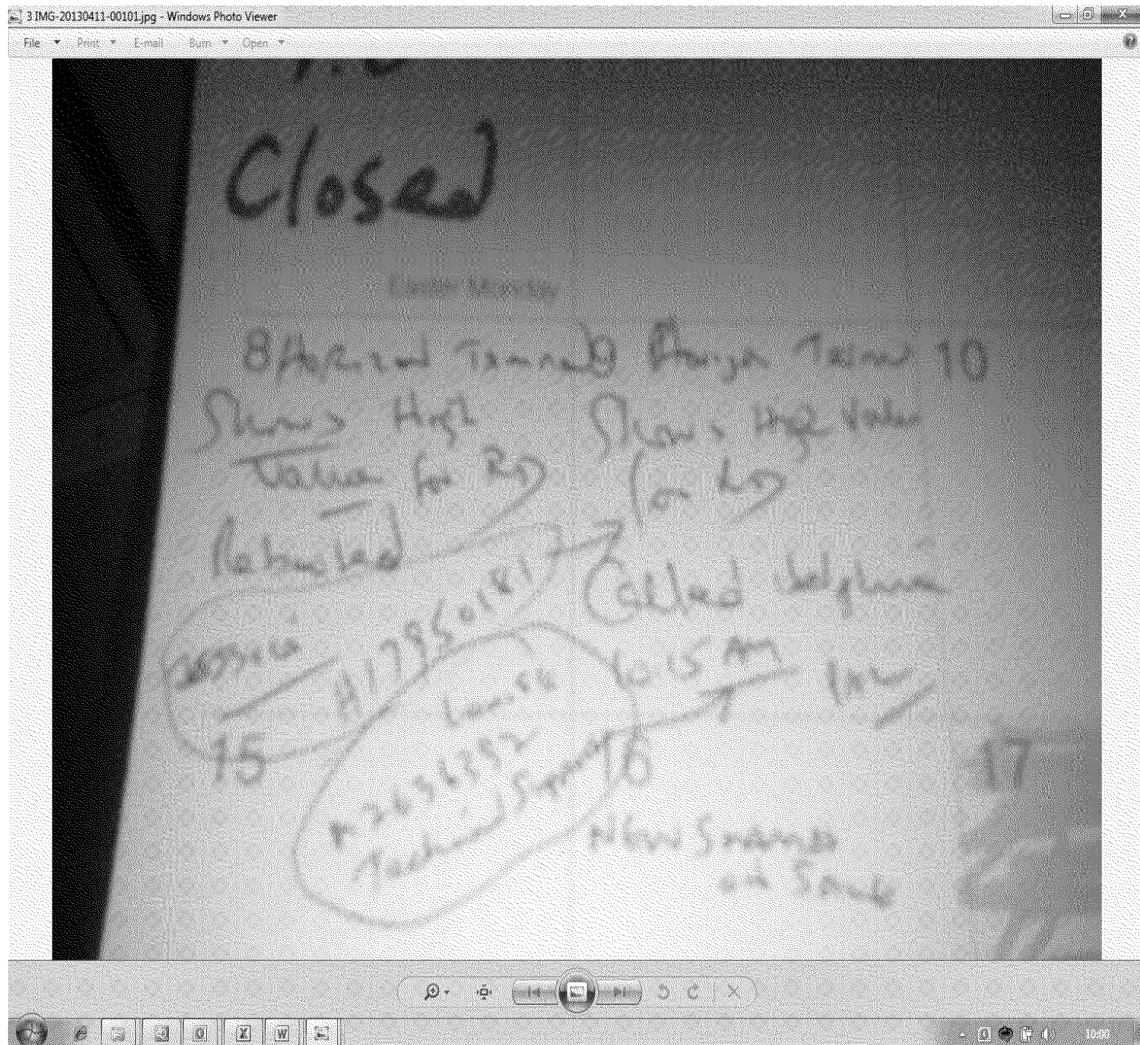
2. **Branch calendar** – on 8<sup>th</sup> April Atul has written 'Horizon terminal shows a high Value in RD [Recorded Delivery]. Rebooted'.



3. **Branch calendar** – on 9<sup>th</sup> April Atul has written a similar entry. He has also written 'Called Helpline 10.15am', and 'Jessica H17950181' and 'Louise A2636382,'



Technical Support'. He was advised to reboot, which he did, and had no problems for the remainder of 9<sup>th</sup> April or 10<sup>th</sup> April.



But the problem did return on 11<sup>th</sup> April (as per 1 above). When I left the branch the Horizon system was still rebooting, with a few customers in the queue who couldn't be served until the reboot had completed.

Dave Posnett

Accredited Financial Investigator