



CB/SAJ PC SC 27

29th May 2003

Morgans Solicitors & Advocates
40 Walter Road
SWANSEA
SA1 5NW

For the attention of Miss Helen Williams



Evelyn House,
22 Windlesham Gardens,
Shoreham-by-Sea,
West Sussex BN43 5AZ
Telephone: **GRO**
Fax: **GRO**
e-mail: nfsp@**GRO**
www.subpostmasters.org.uk

General Secretary: COLIN BAKER
Senior Assistant General Secretary
KEVIN DAVIS
Assistant General Secretaries
KATE DAVIS • MARILYN STODDART

Dear Sirs

Thank you for your letter dated 30th April 2003 received on 28th May 2003.

I can advise that at the time of migration from the manual system to the computerised one, a number of Subpostmasters complained of errors that had been created by the system.

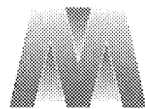
We have no way here of knowing whether such errors were as a result of the computer system and, therefore, the matter was raised with Post Office Ltd. We are advised that all cases were examined and some were found to be computer glitches whilst others were not.

The most productive way to proceed would be for your client to request an investigation, as the system should be able to identify all transactions undertaken on it. If your client is a member of our organisation we would be pleased to request such an investigation.

Yours faithfully

GRO

COLIN BAKER
General Secretary



MORGANS

SOLICITORS & ADVOCATES

pc sc 27

Our Ref: HW/RT/ Please ask for: Helen Williams

30th April 2003

National Federation of Postmasters
Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex
BN43 5AZ



Dear Sirs

We have been instructed in connection with recovery of a purported late account for a Local Post Office.

The Postmaster however is adamant that she did not take the money. There is approximately £3,000 in dispute. Our client vehemently believes that there was a "glitch" with the computer system that night which can now not be located.

We wonder whether you are aware of any additional "glitches" with such systems.

Should you have any queries in light of the comments made in this letter, then please do not hesitate to telephone our Miss Helen Williams at our Swansea office upon receipt.

Yours faithfully

GRO

Please reply to

4 Richmond Road, Roath
Cardiff CF24 3AS

Tel **GRO**

Fax

DX Cardiff 33040

Email law **GRO**

31 Wilson Road, Ely
Cardiff CF5 4LL

Tel **GRO**

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34 White Street
Caerphilly CF83 1HB

Tel **GRO**

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DX Caerphilly 43865

Email law.morgans **GRO**

40 Walter Road
Swansea SA1 5NW

Tel **GRO**

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Email swansea **GRO**

Emergency telephone

GRO (24 hrs)



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Associates

Huw Bowden LLB (Hons)

Clive Pinney LLB (Hons)

Vicky Walker LLB (Hons)

Helen Williams LLB (Hons)

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Emma del Torto LLB (Hons)

Sarah Driscoll LLB (Hons)

Nicola Hobbs LLB (Hons)

Lisa Reese BSc (Hons)

Nasla Sarwar LLB

Catherine West LLB (Hons)

Executives

Margaret Donovan (AFSR)

Mike Prosser (AFSR)

Investigation Unit Executive

John RF Andrews LLB (Hons) MFI

Practition Manager

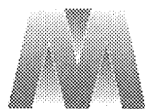
Suzanne Morgan

Office Manager

Jane Glaze MEd



SERIOUS FRAUD PANEL



PC SC 27

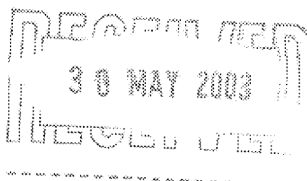
MORGANS

SOLICITORS & ADVOCATES

Our Ref: HW/RT/ Please ask for: Helen Williams

29th May 2003

National Federation of SubPostmasters
Evelyn House
22 Windlesham Gardens
Shoreham by Sea
West Sussex
BN43 5AZ



only received this
week

Dear Sirs

We write further to our letter dated 30th April 2003, to which to date, we do not appear to have received a response.

Please could we now hear from you without further delay.

Yours faithfully

GRO

Please reply to

4 Richmond Road, Roath
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Emergency telephone

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