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DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

BRANCH HUB MESSAGE TO POSTMASTERS AND LINK TO ONE WEBSITE/ VIDEO

Audience: All postmasters signed up to Branch Hub (approx 1200)

Email subject: Important message from xxxxx: Court findings in the second phase of Group Litigation

You may see news today about a legal Judgment criticising Post Office in the High Court.

I want to assure you that we take the Judgment extremely seriously and lessons being learned through the litigation are being taken on board.

There is nothing more important to our business than our relationship with you, the people delivering our services to customers day-in, day-out and we are committed to making it easier for you to build thriving businesses.

Please take a moment to view this short video in which I provide some background and hopefully answer questions you may have. (*link*)

It's important to underline that the Court's findings do not affect the products and services we provide for our millions of customers through our UK network of 11,500 Post Office branches

We will continue to keep you updated on any developments and the actions we are taking following this judgment.

You can also ask us questions xxxxxxxx/ or talk to your Area Manager.

Thank you for everything that you and your teams do every day to serve our customers and communities up and down the country.

Signature tbc xxxx