

## Message

**From:** Caroline Edgar [GRO]  
**Sent:** 09/07/2013 10:26:47  
**To:** Ruth X Barker [GRO]; George Pascoe-Watson [GRO]  
[GRO]; Oliver Pauley [GRO]  
**CC:** Hugh Flemington [GRO]; Lesley J Sewell [GRO]; Mark R  
Davies [GRO]; Nina Arnott [GRO]; Susan Crichton  
[GRO]  
**Subject:** RE: Q&A on bugs and defects

Hi Ruth,

This looks good to us, sets out the context clearly.

All the best

Caroline

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**From:** Ruth X Barker [GRO]  
**Sent:** 09 July 2013 11:17  
**To:** George Pascoe-Watson; Caroline Edgar; Oliver Pauley  
**Cc:** Hugh Flemington; Lesley J Sewell; Mark R Davies; Nina Arnott; Susan Crichton  
**Subject:** Q&A on bugs and defects

Hi All

I've amended and strengthened this Q&A as to fully explain you really need to put into context.

I've run this past Lesley and she is happy with the content. Could you get back asap with your views.

Ruth

**There appears to be bugs and defects in the system. Is this what the report found?**

**For background when handling and to be drawn upon.**

No these headlines are misleading/this is not the case. These anomalies were not part of the 47 cases accepted by Second Sight, or part of the 4 which they were investigating as part of the interim review.

As part of the investigation we voluntarily provided information on two anomalies involving a receipts/payments mismatch and historic accounting entries affecting less than 100 transactions

With a system of the scale of Horizon, processing over 6 million transactions a day it is not material that these anomalies have occurred. What is important is that we have systems in place to identify and rectify them and have ensured that these instances were communicated to the subpostmasters involved. We have been fully transparent in informing the sub postmasters involved and in volunteering this information to be part of the independent review.

We welcome the conclusion of this interim report that there are no systemic issues with the Horizon system. Our people are extremely important to us and we take the concerns raised by these sub postmasters very seriously. To put the concerns into context, there are 68,000 people using the Horizon system in over 11,500 branches transacting over 6 million transactions a day. There were 47 cases for review of which the independent review has so far investigated 4 as part of this interim report -they felt these best represented the issues raised in the 47 cases. The 47 cases represent less than 0.1% of the people using the system

**Comment:**

The report found that the Horizon computer system operates effectively and we were right to have confidence in it. As part of the investigation we voluntarily provided information on two anomalies involving a receipts/payments mismatch and historic accounting entries affecting less than 100 transactions in a system which processes over 1,500 transactions every second.

Both of these anomalies were found by the Post Office and voluntarily communicated to the independent review company. Modifications were made to rectify these issues and all sub postmasters involved have been informed of this. These anomalies do not form part of any of the 47 cases being considered and none of the subpostmasters involved have been prosecuted, nor did this lead to any financial disadvantage for them.

We have been fully transparent both in informing the subpostmasters and also in volunteering this information to be part of the independent reviews.

**It appears it took you a year to identify and rectify one of these anomalies?**

The important thing is that the 14 transactions involved in this anomalie were identified and rectified and that the subpostmasters involved were informed. We have been fully transparent both in informing the subpostmasters and also in volunteering this information to the be part of the independent review.

We have been fully transparent both in informing the subpostmasters and also in volunteering this information to be part of the independent review. This anomalie does not form part of any of the 47 cases being considered and none of the sub postmasters involved have been prosecuted, nor did this lead to any financial disadvantage for them.

Ruth Barker  
Post Office Press Office

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