

IN CONFIDENCE

Mr A. Bates
Subpostmaster



14th April 2003

Celtic Court
Tremains Road
BRIDGEND
Mid Glam
CF31 1TZ



"rhan hanfodol o fywyd bob dydd" www.postoffice.co.uk

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Reference: - Losses and Gains

Dear Alan,

Further to our conversation, you confirmed that you have been rolling over losses and gains for the past two years or more. I was unaware of this practice taking place at Craig Y Don and acknowledge your comment that you wrote to the Post Office regarding Horizon, losses and gains over two years ago and that to date you have not received any reply or acknowledgment.

I am now instructing you, that with immediate effect, you are required to make good the outstanding loss and to cease with this current practice of rolling over any losses and gains.

Please be advised that Subpostmasters are responsible for all losses caused through their own negligence, carelessness or error and also for losses of all kinds caused by their assistants. Deficiencies due to such losses must be made good without delay. With regard to gains, surpluses may be withdrawn provided that any subsequent charge up to the amount withdrawn is made good immediately.

Thank you

Yours sincerely



Mike Wakley
Retail Line Manager

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