



17 April 2012



Rae Reid & Stephen W.S.
Solicitors
The Cottage
235 Corstorphine Road
Edinburgh
Eh12 7AR

Dear Sirs

Mohammad Afzal
Sub-Post Office, 119 Ferry Road, Edinburgh

Thank you for your letter dated 20 March 2012. Our apologies for the delay in responding.

Your client is under a clear contractual obligation to make good the losses claimed from him. We refer you to the terms of his appointment in that regard. Post Office Ltd's position remains these losses are due and owing and that your client is required to make good. By failing to do so, your client is in breach of contract.

We note that your client attributes those losses to "the failure of Post Office Limited's software system with Fujitsu". This allegation is completely unsubstantiated and is without any merit.

In the absence of your client providing a full and proper substantiated explanation setting out the basis on which he is not required to comply with his obligations, Post Office Ltd intends to proceed to deduct these losses from his remuneration.

Your client's contract advisor is Brian Trotter. This information will be known to your client.



www.postoffice.co.uk

There is no contract between your client and Post Office Ltd relating to the provision of the Horizon system in branch. Please explain the relevance of this point.

Please may we have your substantive response by no later than 30 April 2012.

Yours faithfully

GRO

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support Team

RAE, REID & STEPHEN W.S.

Solicitors & Notaries Public
PETER D. J. STEPHEN, LL.B, W.S.

THE COTTAGE
235 CORSTORPHINE ROAD
EDINBURGH, EH12 7AR

TEL: () **GRO**

DX 550443 Edinburgh 44

LP 8 Edinburgh 16

FAX: () **GRO**

E-mail: mail () **GRO**

Website: www.raeidsstephen.co.uk

Our Ref: PS/GJS

Your Ref:

FIRST CLASS POST
Post Office Limited
Second Floor West
Current Agents Debt Team
Number 1 Future Walk
Chesterfield
S49 1PF

20 March 2012

Dear Sirs

Mohammad Afzal
Sub-Post Office, 119 Ferry Road, Edinburgh
Branch Code: () **GRO**
Account Number: () **GRO**

We refer to your letter of 16th March addressed to our client Mohammad Afzal. Please note that our client does not accept any responsibility for meeting the repayment of the sum of £1,427.85. Our client's position is that any discrepancy in balances at credit and/or debit of his account are entirely attributable to the failure of Post Office Limited's software system with Fujitsu. In the meantime, please advise us (a) as to the identity of our client's Contract Advisor and (b) forward us a copy of the contract between our client and Post Office Limited in relation to the supply of the Fujitsu software and hardware facilities.

We shall be pleased to hear from you in early course.

Yours faithfully

GRO

MOHAMMAD AFZAL
FERRY ROAD POST OFFICE
119 FERRY ROAD
EDINBURGH EH6 4ET
20.3.2012

DEAR SIR/MADAM,

ACC NO

B C

GRO

I REFER TO YOUR LETTER DATED 16.3.2012.

I HAVE BEEN COMMUNICATING WITH MR ANDY LEVIN WITH
REGARDS THIS AND I HAVE APPEALED THIS AS I AM OF THE
VIEW THAT THE DEBT IS A DIRECT RESULT OF THE HORIZON
SYSTEM (EVIDENCE HAS BEEN SENT) FAILURE.

THE THREAT OF DEDUCTING MY SALARY IS 'GOING OVER THE
TOP'.

CAN YOU PLEASE REQUEST A COPY OF MY CONTRACT
FROM MY 'CONTRACTS ADVISOR' AS I AM HAVE NO-JOY
GETTING IT FROM ANYONE.

Yours Sincerely

GRO

FERRY ROAD POST OFFICE
119 FERRY ROAD LEITH
EDINBURGH EH6 4ET

GRO

Account **GRO**
Branch Code **GRO**
Date: 16.03.2012

Mohammad Afzal
119 Ferry Road
Edinburgh
EH6 4ET

Mohammad Afzal,

Outstanding Amount £1,427.85

The specific amount shown above which has been "settled centrally" at your Post Office and despite previous reminders is still outstanding.

Failure to meet the repayment terms by 26.03.2012 will lead us (with approval from your Contract Advisor) to deduct this outstanding debt from your future remuneration payments.

NB

If payment is made by cheque could you include your FAD code & account number on the back of the cheque please, there is no need to include any other paperwork.

Please make any cheques payable to Post Office Limited.

Yours sincerely

Post Office Ltd
Second Floor West
Current Agents Debt Team
No.1 Future Walk
Chesterfield
S49 1PF

Tel: **GRO**



www.postoffice.co.uk

No response needed

FERRY ROAD P.O.
119 FERRY ROAD
EH6 4ET
15.3.12

DEAR MR WINN,
RANKY DISCREPANCY

I THANK YOU FOR YOUR LETTER OF 12TH MARCH WHICH
ANSWERED ONE OF THE QUESTION.

WITH REGARD, THE CONTRACT THAT I SIGNED WITH THE
P.O. LTD, I HAVE ASKED THE HELPLINE. HOWEVER,
THEIR RESPONSE ALWAYS IS THE SAME, THAT IS, SOME ONE
WILL CONTACT YOU. THIS HAS BEEN GOING ON SINCE
DECEMBER.

IF YOU ARE ABLE TO HELP, PLEASE DO SO.

Yours faithfully

GRO

FERRY ROAD POST OFFICE
119 FERRY ROAD LEITH
EH6 4ET

GRO

MUHAMMAD AFRAN
FERRY ROAD POST OFFICE
EDINBURGH EH6 4ET
7-3-2012

DEAR MR WINN,
B/C-144 8242

I REFER TO YOUR LETTER DATED 6-3-2012.

I AM LOOKING FOR (1) A COPY OF MY CONTRACT
THAT A SIGNED IN 1989 AND (2) THE OWNERSHIP AND
MAINTENANCE RESPONSIBILITY FOR THE HORIZON SYSTEM IN THE
POST OFFICE - AND PLEASE DONT SAY FUJITSU AS BRIAN
TROTTER DID BECAUSE I AM NOT CONTRACTED TO OR BY THEM.

I LOOK FORWARD TO YOUR REPLY

Yours truly

GRO

MOHAMMAD AFZAL
FERRY ROAD POST OFFICE
119 FERRY ROAD
EDINBURGH
2.3.2012

DEAR MR WINN,

BC

ACC NO

GRO

I HAVE BEEN SENT A REMINDER AGAIN TO MAKE A PAYMENT.
SIR, I AM STILL WAITING FOR CLARIFICATION ON THE MAINTENANCE
AND OWNERSHIP QUESTION ON THE 'HERON' IN THE POST OFFICE.
DESPITE VARIOUS ATTEMPTS, I AM STILL WAITING. ONCE THIS
IS ON-HAND, THE DIRECTOR WILL CONTACT THE POST OFFICE
LTD.

Yours *h*

GRO

P.S. I have written to Brian Trotter - Contracts Manager Solicitor
I have asked chertfield -
I have asked the Helpline
I have written to Post Office Customer Relations.

FAO
A. WINN

MOHAMMAD AFZAL
FERRY ROAD P.O.
EHG 4ET

21. 10. 11

DEAR MR WINN

BRANCH DISCREPANCY

ACC NO **GRO**

I THANK YOU FOR YOUR LETTER OF 14TH OCTOBER.
I HAVE PASSED THE CASE TO MY FEDERATION AND I AM
STRONGLY INCLINED TO PASS IT A FIRM OF SOLICITORS.

Yours Sincerely

GRO

12th March 2012

Mr M Afzal
Ferry Road Post Office
119 Ferry Road
Edinburgh
EH6 4ET

Legally privileged and confidential

Dear Mr Afzal

Re Branch Discrepancy

The Horizon system is owned by Post Office Ltd who therefore are responsible for its operation.

I would imagine your Contract could be obtained on request via the helpline. I'm afraid I don't have a direct point of contact.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team
Brian Trotter

6th March 2012

Saved 12/3 mail in error. This just asked for clarification of 2/3 letter.

Mr M Afzal
Ferry Road Post Office
119 Ferry Road
Edinburgh
EH6 4ET

Legally privileged and confidential

Dear Mr Afzal

Re Branch Discrepancy

The Horizon system is owned by Post Office Ltd who therefore are responsible for its operation.

I would imagine your Contract could be obtained on request via the helpline. I'm afraid I don't have a direct point of contact.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team
Brian Trotter

15th November 2011

Legally privileged and confidential

Marilyn Stoddart
Assistant General Secretary
National Federation of Subpostmasters
Evelyn House
22 Windlesham Gardens
Shoreham by Sea
BN43 5AZ

Dear Marilyn

Re Ferry Road Branch Discrepancy

I've looked at this again in conjunction with Service Delivery in respect of the calls to the NBSC and Fujitsu in relation to the connectivity problems experienced by the branch over the period in question.

You and Mr Afzal are quite correct that I have no evidence to support my suggestion that the losses could be due to an incorrect application of the recovery process.

Mr Afzal has claimed that payments have been made to customers but the transactions have not been recorded on Horizon. There is no evidence that we can find to support this. I can understand that Mr Afzal's customers who have benefited from these payments may not wish to report (or even be aware of) their accounts not being debited by their transaction. It does feel likely that, under such a scenario, in payments would be similarly affected. Here customer would not have had bills paid or accounts credited. I would expect them to have alerted the branch to an issue by this point.

We would certainly raise an urgent investigation if we became aware of customers holding valid Horizon receipts where the relevant client has no record of the transaction.

I can see 900 Special 1st class stamps being successfully remitted into the branch on 28th September. I've checked with our stock team and they cannot see any issues that appear to require resolution at the branch. It may be that an earlier attempt to rem in the stamps failed but was later

completed. Therefore there should be no discrepancy arising from the remittance –assuming there was only one in this period.

I appreciate that even short periods of connectivity problems can cause difficulty for branches in terms of customer service. However neither Service Delivery nor I can see any reason why the Horizon system would have caused losses for this branch. In the absence of any examples of specific transactions being identified it is difficult to determine how to investigate further.

Unfortunately I cannot offer relief to branches who suffer losses due to connectivity problems.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team
Dave Hulbert
Gary Blackburn
Duty Manager

14th October 2011

Mr M Afzal
Ferry Road Post Office
119 Ferry Road
Edinburgh
EH6 4ET

Dear Mr Afzal

Re Branch Discrepancy

I'm sorry but I don't think I can assist you any further. The process for disputing losses is via the helpline. As far as I can see there is no evidence of Horizon failure been presented which would generate an investigation.

There are processes in place for branches to manage any losses of connectivity. This does not represent Horizon failure and the business has been very clear that it will not compensate losses do to connectivity breakdown.

As such I cannot suggest who in Post Office Ltd might take a different view and be able to assist you

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team

11th October 2011

Mr M Afzal
Ferry Road Post Office
119 Ferry Road
Edinburgh
EH6 4ET

Dear Mr Afzal

Re Branch Discrepancy

I'm sorry to learn that your branch has experienced connectivity problems in September. I'm afraid I don't think I am going to be able to help you.

Some transactions will never be recoverable e.g. stamp sales whilst others, e.g. card account withdrawals will be recoverable dependent upon the point at which the communications broke down. I appreciate it is difficult to know where you are if communications are lost.

However there is a general principle that if a transaction receipt has not been produced by Horizon, the transaction has not completed and cash should not change hands until you are certain of the transaction status. Clearly if recovery takes a period of time, the customer may have left. If the transaction is seen to be recoverable, the option not to proceed with recovery should be chosen.

Unfortunately I am not able to offer any relief to branches who may not have followed recovery procedures in full.

Yours sincerely

Andy Winn
Relationship Manager,
Product & Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Cc Branch Support team

MS/LW PC SC 27

7 November 2011



NFSP

Andy Winn
Relationship Manager
Product and Branch Accounting
1 Future Walk
Chesterfield
S49 1PF

Dear Andy

RE: FERRY ROAD POST OFFICE, BRANCH DISCREPANCY

I would refer to the Branch Discrepancy notice issued to Mr Afzal of Ferry Road Post Office, 1448242, on 26 September 2011, for the sum of £1,427.85.

I believe that you are already aware of the background to this case and how Mr Afzal suffered intermittent Horizon connectivity problems over a period from 16 September 2011 to 23 September 2011. Despite Mr Afzal's continued endeavours in reporting this to the Helpline and Fujitsu engineers calling on the 16th and the 20th the problem continued through until the 23rd.

During this period Mr Afzal would declare cash daily and print a balance snapshot but on the 20th (a day of many problems, with the engineer on site) he discovered a shortage which he reported to the helpline. On the following day, the 21st a similar range of problems were experienced and a shortage of £1,427.85 identified. During the same period Mr Afzal also remitted in stamps received from Post Office Limited (900 special 1st) but this was rejected from the system.

I am aware from our conversation that you have already considered this case in some detail and may believe that the losses may be as a result of Mr Afzal not following recovery procedures where a transaction fails because of a communication/systems breakdown. There is however nothing to indicate that Mr Afzal failed in this regard, nor that money was necessarily handed over before a transaction was completed and status confirmed. The intermittent and continuing nature of the problem undoubtedly creates difficulties and there is also the matter of the rejected stamp remittance.

I would be grateful if you could reconsider this balance discrepancy in the circumstances with a view to granting some relief. I understand that there is a service delivery issue involved in this matter in addition to branch accounting and have therefore copied this letter to Dave Hulbert for his consideration also.

I look forward to hearing from you (and/or Dave Hulbert) in due course.

Yours sincerely

GRO

MARILYN STODDART
Assistant General Secretary

Cc: Dave Hulbert

Andrew Winn

From: Debbie Bradley
Sent: 08 November 2011 11:06
To: Andrew Winn
Subject: RE: Ferry Road 144824

Andy,
Rachelle has looked at this branch and can't see any problems

Deb
Mails & Stock Manager
1st Floor West Block
Future Walk
Chesterfield
S49 1PF

Tel: **GRO**

From: Andrew Winn
Sent: 08 November 2011 10:08
To: Debbie Bradley
Subject: Ferry Road 144824

Hi Debbie

This branch has claimed that 900 special 1st class were received at the branch but the "system" rejected them. I can see 900 remmed in on 28/9.

Am I missing anything?

Andy Winn
Relationship Manager

Product & Branch Accounting

Post Office Ltd

2nd Floor West, Post Office Ltd, 1 Future Walk, West Bars, Chesterfield, S49 1PF



GRO



GRO

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Post Office Ltd is a trading name of Royal Mail Group Ltd

Registered in England and Wales number: 2154540 Registered Office: 148 Old Street, London, EC1V 9HQ.

08/11/2011

MOHAMMAD AFZAL
FERRY ROAD PO
EH6 4ET
12.10.2011

DEAR MR WINN

BRANCH DISCREPANCY

ACC NO

GRO

I THANK YOU FOR THE LETTER 11.10.2011.

I AM DISAPPOINTED AT THE VIEW THAT YOU HAVE TAKEN.

MR WINN, I CAN ONLY REITERATE WHAT ACTUALLY HAPPENED. THE SHORTAGE IN THE OFFICE OCCURRED DUE TO THE 'SYSTEM-FAILURE' AND HORIZON'S INABILITY TO RECOVER THE LOST DATA.

I FAIL TO UNDERSTAND THE LOGIC OR THE JUSTIFICATION IN PENALISING THE POST OFFICE WHEN, AS A MATTER OF FACT, THE ISSUES THAT LED TO THIS WERE OUT- WITH OUR CONTROL. IT IS 'HORIZON' THAT HAS FAILED OR THE PEOPLE WHO ARE RESPONSIBLE FOR 'RUNNING/MAINTAINING' THE SYSTEM. WE REPORTED THE PROBLEM ON THE 15TH AND TOOK A WEEK FOR IT TO BE SORTED AND THE RESULT IS THE SHORTAGE IN QUESTION.

IN THE PAST I HAVE MADE GOOD THE SHORTAGES THAT WERE JUSTIFIED. THIS, I AM AFRAID, IS NOT AND I THEREFORE APPEAL TO YOUR BETTER JUDGEMENT AND RE-CONSIDER MY APPEAL.

Yours Sincerely

GRO

* IF FOR SOME REASON YOU ARE UNABLE TO HELP, PLEASE REFER ME TO SOMEONE WHO CAN.

FAO MR A WINN

MOHAMMAD AFZAL
FERRY ROAD P O
EH6 4ET
29.9.2011

DEAR SIR/MADAM,

BRANCH CODE :

GRO

I REFER TO THE LETTER DATED 23.9.2011 (ENCLOSED)
SIR, I WOULD LIKE TO APPEAL AGAINST THIS, AS I AM
OF THE VIEW, THAT THIS 'SHORTAGE' IS A RESULT OF
'HORIZON-ERROR'. CLEARLY, PAYMENTS HAVE BEEN MADE
TO CUSTOMERS BUT NOT REGISTERED BY THE COMPUTERS
WHICH WERE CONSTANTLY 'FREEZING' DURING TRANSACTIONS
AND NOT 'RECOVERING' THE DATA WHEN THE 'BACK-UP'
SERVICE KICKED IN.

OUR ISSUES WITH THE HORIZON BEGAN ON THE 16.9
AND SERVICE FULLY RESUMED ON 23 RD OF SEPTEMBER. DURING
THIS PERIOD THE BACK-UP SERVICE WAS ON AND OFF. ON
MANY OCCASIONS IT WOULD GO OFF-LINE IN THE MIDDLE
OF SERVING-CUSTOMER.

THE TECHNICAL / COMMUNICATIONS TEAM ARE AWARE OF
THE ALL THE PROBLEMS UNDER THE REF. OF 4717419. I
HAVE THE NAMES OF THE ENGINEERS WHO VISITED THE OFFICE.
IF REQUIRED

PLEASE CONTACT ME ON 0131 554 6817 IF FURTHER
CLARIFICATION IS REQUIRED.

Yours Sufi

GRO

Private and Confidential

Mr Mohammad Afzal
119 Ferry Road
Edinburgh
EH6 4ET
Lothian

Request for Payment

Statement Date
26.09.2011
Contact
P&BA Current Agents
Team
Telephone

GRO

FAD Code
144824
Customer Account No.

GRO

Amount Due This Period
£ 1,427.85

Outstanding Debt at 23.09.2011

Doc. Clrg No.	Doc. Date	Trans actn	Due Date	Amnt (£)	Blocked	TC Number
Balance brought forward				0.00		
Less Payments Received:						
No payments received in this period.						
Sub Total				0.00		
New Transactions:						
6000071996	21.09.2011	BD	21.09.2011	1,427.85		
Transactions due for payment this Period				1,427.85		
Total Blocked Transactions:				0.00		

Key: TX = Transaction Correction Settled Centrally, BD = Branch
Discrepancy Settled Centrally, DR = Invoice Debt, DZ = Payment, RM =
Deduction from Remuneration

Andrew Winn

From: Duty Manager
Sent: 10 November 2011 12:42
To: Andrew Winn
Cc: Dave Hulbert; Gary Blackburn
Subject: FW: FERRY ROAD 144824 TFS 4717419 TFS 4717723 TFS 4730169 -
Attachments: image008.gif; image001.gif; image002.gif; image003.gif; image004.gif; image005.gif



Hi Andy

Could you please copy Duty Manager, Dave and Gary in when you respond to the NSFP?

Regards

Mo

IT & Change
Live Service Team

- ② 2nd Floor, South Wing, Dearne House, Cortonwood Drive, Brampton,
BARNSELEY, S73 0UF
- ②  **GRO**
- ② duty_manager  **GRO**
- ② www.postoffice.co.uk



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From: Duty Manager
Sent: 10 November 2011 09:26
To: Andrew Winn
Cc: Gary Blackburn
Subject: FW: FERRY ROAD 144824 TFS 4717419 TFS 4717723 TFS 4730169 -

Hi Andy

10/11/2011

You can see from the information below, that on the day the Postmaster states he first saw the loss he reported that the branch were off line at 8.57am official branch hours state the branch opens at 9am, so no transactions should have taken place at this point. The Postmaster reported a 1k loss to NBSC on the 20th September @ 17.51. They balanced on the 21st September and logged a call with NBSC to say they had a discrepancy who followed all correct procedures with the branch to try and help resolve the loss in branch.

NBSC were correctly used as the point of escalation by the branch. NBSC Remedy shows that they progressed the technical issues with Fujitsu; the incident was never raised in to the Live Service Desk.

Regards,

Maureen

Duty Manager
IT & Change
Live Service Team

- ☐ 2nd Floor, South Wing, Dearne House, Cortonwood Drive, Brampton,
BARNSELY, S73 0UF
- ☒ GRO
- ☒ duty_manager GRO
- ☒ www.postoffice.co.uk



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From: HSD IMT GRO
Sent: 09 November 2011 15:57
To: Duty Manager; HSD IMT
Subject: RE: FERRY ROAD 144824 TFS 4717419 TFS 4717723 TFS 4730169 - dee

Good afternoon

As requested PSB my Findings

10/11/2011

4717419 – Was raised on the 16/09/2011 09:13 due to pm reporting no On line services. The PM advised that that BT have changed his account number. PM didn't ask for this to take place so a OBC20 had to be raised. BT removed the Broadband off the line and then reinstated it on the 22/09/2011 11:46 (as the comms were stable for this time.)

4717723 PROACTIVE call raised as Site was solid down call Ref 4717419 and WWAN is not available. Raising call to investigate why WWAN has failed. Call sent to engineering on the 16/09/2011 09:59 with the SLA 16/09/2011 12:59. The engineer attended site at 16/09/2011 13:37 and relocated aerial tested ok. Site reported on the 16/09/2011 14:06 that the WWAN was not working again and the call was the progressed to engineering the engineer attended site and put in a new aerial. Call closed 16/09/2011 14:30.

4730169 PROACTIVE call raised as Site was solid down call Ref 4717419 and WWAN is not available. Raising call to investigate why WWAN has failed. Call sent to engineering 20/09/2011 08:57 with the SLA 12:00 20/09 engineer attended 20/09/2011 10:20:00 and the engineer advised that the signal fluctuates in the post office. The aerial is in the best position and the road outside is very busy. The engineer can only get 1 bar of signal with his mobile. His mobile is with 3. Call closed 20/09/2011 10:54

Regards

Davinder Rai

HSD Incident Management Team

Fujitsu | Post Office Account

14 Cavendish Road, Stevenage, Hertfordshire, SG1 2DY

Tel: **GRO** Int: **GRO**

E-mail: **GRO** Web: <http://uk.fujitsu.com>



Please consider the environment - do you really need to print this email?

From: Duty Manager **GRO**
Sent: 09 November 2011 14:18
To: HSD IMT
Subject: FERRY ROAD 144824 TFS 4717419 TFS 4717723 TFS 4730169 - dee

Hi All

This branch raised 3 incidents between the 16th Sept and the 20th Sept with a possible resolution by the 23rd. We have had an enquiry from the NSFP regarding these incidents. Could you please let me have the background surrounding the incidents raised and specifically what times dates and times the system went down?

Regards

Mo

Duty Manager

IT & Change

Live Service Team

10/11/2011

Andrew Winn

From: Debbie Bradley
Sent: 08 November 2011 11:06
To: Andrew Winn
Subject: RE: Ferry Road 144824

Andy,
Rachelle has looked at this branch and can't see any problems

Deb
Mails & Stock Manager
1st Floor West Block
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Chesterfield
S49 1PF

Tel: **GRO**

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Am I missing anything?

Andy Winn
Relationship Manager

Product & Branch Accounting

Post Office Ltd

2nd Floor West, Post Office Ltd, 1 Future Walk, West Bars, Chesterfield, S49 1PF



GRO

GRO

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Post Office Ltd is a trading name of Royal Mail Group Ltd

Registered in England and Wales number: 2154540 Registered Office: 148 Old Street, London, EC1V 9HQ.

15/11/2011

RAE, REID & STEPHEN W.S.

Solicitors & Notaries Public
PETER D. J. STEPHEN, LL.B, W.S.

RECEIVED
25 JUL 2012

THE COTTAGE
235 CORSTORPHINE ROAD
EDINBURGH, EH12 7AR

TEL: **GRO**

DX 550443 Edinburgh 44

LP 8 Edinburgh 16

FAX: **GRO**

E-mail: mail **GRO**

Website: www.raereidstephen.co.uk

Our Ref:

Your Ref: PS/GJS

FIRST CLASS POST
David Southall
Agent Contract Manager
Post Office Limited
Second Floor
The Markets Crown Office
6-16 New York Street
LEEDS LS2 7DZ

24 July 2012

Dear Sir,

Mohammad Afzal
Sub Post Office 119 Ferry Road, Edinburgh

We refer to your letter of 16th July addressed to our client Mohammad Afzal. In terms of your letter you purport to intimate a claim against our client in respect of an alleged failure in terms of Section 12 paragraph 12 of our client's contract for services with the Post Office. However, as you are already well aware, any loss which may have been sustained at the above Sub Post Office was not in any way caused either through negligence, carelessness or error on the part either of our client or any of his assistants. Our client's position remains that any loss was wholly attributable to the failure of Post Office Limited's Horizon computer system which crashed on a number of occasions between 16th and 23rd September 2011 and in particular on 20th and 21st September 2011 when it appears this shortfall/loss was sustained.

Our client's position remains that he does not accept responsibility for any losses attributable to the failure of Post Office Limited's computer system. We note you have declined to supply any copy of the contract between Post Office Limited and Horizon and we make it clear that our client's position is that this is a matter for Post Office Limited to resolve with their computing system suppliers. Accordingly our client has no proposals to make as regards repayment of the sum which you have now claimed as there has been no fault, negligence, carelessness or error on his part.

Yours faithfully,

GRO

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
Telephone **GRO**

Strictly Confidential

Mr Mohammed Afzal
Post Office® Ferry Road Branch
Edinburgh
EH6 4ET

16 July 2012

Dear Mr Afzal

RE: Branch Discrepancy at Post Office® Ferry Road Branch- £1427.85

I am writing further to the letter sent to the Solicitors acting on your behalf, Rae Reid & Stephen W.S, from Andy Winn, Relationship Manager, in connection to the outstanding debt of £1427.85. The letter confirmed your contractual obligation to make good losses. In a subsequent letter from Chris Darvill, Lawyer, you provided with a copy of the Subpostmasters Contract. I note that this debt still remains outstanding.

Under Section 12, paragraph 12 of your Contract for Services you are responsible for making good losses without delay. I'd be grateful if you could send a cheque for £1427.85 made payable to Post Office Ltd in the enclosed envelope to me by 23rd July 2012 to settle this debt.

Yours sincerely,

GRO

David Southall
Agent Contract Manager

Post Office Ltd