

## Message

**From:** Jenkins Gareth GI [GRO]  
**Sent:** 03/04/2013 12:33:14  
**To:** Ivan Swepson [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Ivan Swepsona0633aa9-6e0f-4758-a1a2-9cb6609d6bb64df]  
**CC:** Andrew Winn [/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Andrew.f.winn8864769a-2044-44b3-b534-a05fdcc665d1]  
**Subject:** RE: SR001 Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation  
**Attachments:** SR001 Response v0.3.docx

**Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation**

Ivan,

The current situation is that I've taken on board all of Andy's comments and had the report technically vetted in Fujitsu.

I have now passed it to our lawyer to check, but he's on leave until next week.

I guess I could pass that version to you in parallel for peer review as long as it doesn't go outside the group until Ed has given it the OK (attached).

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Business Applications Architect  
Post Office Account

FUJITSU  
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [GRO] Internal: [GRO]  
Mobile: [GRO]  
email: Gareth.Jenkins@fujitsu.com [GRO]  
Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



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

---

**From:** Ivan Swepson [GRO]  
**Sent:** 03 April 2013 13:26  
**To:** Jenkins Gareth GI  
**Cc:** Andrew Winn  
**Subject:** RE: SR001 Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

**Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation**

Gareth – is the draft ready for peer review yet? Thanks, Ivan

Ivan Swepson I Programme Planner, IT Separation Programme Office

2<sup>nd</sup> Floor Bunhill Wing, 148 Old Street, LONDON EC1V 9HQ

GRO Postline: GRO  
Mobex  
ivan.swepson@postoffice.co.uk GRO



---

**From:** Andrew Winn  
**Sent:** Wednesday, March 27, 2013 1:59 PM  
**To:** Jenkins Gareth GI  
**Cc:** Rodric Williams; Ivan Swepson  
**Subject:** RE: SR001 Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

SR001 Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

Hi Gareth

This looks fine. It is not quite in the format that Ivan proposed but I feel it is professionally presented and the format works.

I've made some grammatical amendments and asked a couple of questions. The only potential omission may be a reference to the missing session number.

Happy to discuss if I've not been clear or have changed the meaning in any way.

Andy

GRO

---

**From:** Jenkins Gareth GI [GRO]  
**Sent:** 26 March 2013 16:43  
**To:** Andrew Winn  
**Cc:** Rodric Williams; Ivan Swepson  
**Subject:** RE: SR001 Strictly Private and Confidential - Subject to Legal Privilege - Not for Wider Circulation

SR001 Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation

Hi Andy

We have been asked by Second Sight Support Services Limited to respond to an allegation that Horizon reverses transactions without alerting the branch.

As you are aware, allegations that the Horizon system is defective and/or that the processes associated with it are inadequate have been, and continue to be, the subject of legal challenges. We must therefore assume that the parties who want to pursue these allegations will look to our response to advance their allegations, including through the Courts. We will therefore be obtaining legal advice on the response before it is finalised and sent to Second Sight to ensure it fairly represents our position and does not prejudice our ability to advance that position before the Courts.

As the provider of the Horizon system which Post Office Limited uses, it is in the interests of both Fujitsu and Post Office Limited to ensure that the response to this allegation is accurate and fair. We would therefore like you to comment on our draft response (copy attached) before we provide it to our solicitors.

I have now completed my first draft (attached). Please note that I am still getting a technical and legal check carried out on this document within Fujitsu, but thought it would be useful to get your view as to the scope and approach of the report. I've included your info from below. Hopefully that is also OK.

I'd appreciate any feedback. I probably won't be able to respond until at least next Tuesday as I am in meetings tomorrow and on leave on Thursday this week.

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Business Applications Architect  
Post Office Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel:

Mobile:

email:

Web:

GRO

Internal:

GRO

Gareth.Jenkins

GRO

<http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



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

---

**From:** Andrew Winn GRO

**Sent:** 25 March 2013 13:26

**To:** Jenkins Gareth GI

**Cc:** Rodric Williams; Rod Ismay; Alison Bolsover

**Subject:** SR001 Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation

SR001 Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation

Hi Gareth

We have been asked by Second Sight Support Services Limited to respond to an allegation that Horizon reverses transactions without alerting the branch.

As you are aware, allegations that the Horizon system is defective and/or that the processes associated with it are inadequate have been, and continue to be, the subject of legal challenges. We must therefore assume that the parties who want to pursue these allegations will look to our response to advance their allegations, including through the Courts. We will therefore be obtaining legal advice on the response before it is finalised and sent to Second Sight to ensure it fairly represents our position and does not prejudice our ability to advance that position before the Courts.

As the provider of the Horizon system which Post Office Limited uses, it is in the interests of both Fujitsu and Post Office Limited to ensure that the response to this allegation is accurate and fair. We would therefore like you to comment on our draft response (copy attached) before we provide it to our solicitors. We would be grateful to receive this by 28<sup>th</sup> March 2013.

I need to respond to the 2<sup>nd</sup> bullet under second sight's preliminary conclusions.

"The decision by P&BA not to examine the Horizon detailed transaction data on cost grounds delayed or denied the SPMR the opportunity to process the transactions correctly or understand what happened."

- Under the terms of the current contract with Fujitsu Post Office Ltd are entitled to request Fujitsu to provide detailed branch historical transactional data. The number of requests that can be actioned within a month without additional charge is capped at (**Gareth** can you confirm the current number? Dave is on leave this month)
- The Security team of Post Office Ltd manage this process. Access to this data is intended to support specific Security investigations which may ultimately require this data to be presented before a court of law.
- Finance Service Centre is able to request such data but has no budget to fund this should a request breach the cap.
- Such a request would inevitably create a delay in providing the branch with a meaningful reply.
- Finance Service Centre was able to informally determine from Fujitsu why there was a break of continuity in the transaction session numbers as raised by Mr Armstrong.
- Finance Service Centre believed they had an adequate understanding of the event to provide a response to the points made in the letter received:-
  1. There was no reversal carried out in branch.
  2. A loss of connectivity caused the problem.
  3. It is understandable that the branch may have got confused.
  4. The lack of receipt indicates that the bill had not been paid.
  5. There is no actual financial loss to the branch.
- There was no response to the letter sent on 14<sup>th</sup> December 2012 to suggest the response had not addressed the concerns raised.
- A transaction correction had already been issued to correct the transaction before the letter was sent to the Relationship Manager so the decision did not prevent "the opportunity to process the transactions correctly."
- Finance Service Centre does not have access to transactional information to evidence a loss of connectivity or the generation of disconnected session receipts. It is acknowledged that such visibility would enable a more complete response to be available under business as usual enquiries of this nature.

Andy

Andy Winn Relationship Manager



Finance Service Centre, 1 Future Walk, Chesterfield S49 1 PF



Desk: **GRO** **GRO**  
Mobile: **GRO**



[andrew.winn@postoffice.co.uk](mailto:andrew.winn@postoffice.co.uk) **GRO**



\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

\*\*\*\*\*

\*\*\*\*\*

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

\*\*\*\*\*

Unless otherwise stated, this email has been sent from Fujitsu Services Limited, from Fujitsu (FTS) Limited, or from Fujitsu Telecommunications Europe Limited, together "Fujitsu".

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Fujitsu Services Limited, registered in England No 96056, registered office 22 Baker Street, London W1U 3BW.

Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.