Message

From:	Anne Allaker [anne.allaker ⟨GRO⟩
Sent:	12 Sep 2014 09:57:16
To:	Ibrahim Kizildag [ibrahim.kizildag ⟨GRO⟩]; Andrew Morley [andrew.morley ⟨GRO⟩]; Branch Support Team [branch.support.team ⟨GRO⟩]; Keith Bridges [keith.bridges ⟨GRO⟩]
Subject:	RE: System Corruption/Glitch Claim - 197217 - Fleckney - LE8 8AJ
Attachments:	image001.jpg; image002.jpg; image003.jpg; image004.png

Hi Ib,

I don't know what your process is now but Keith won't need NBSC to request anything from Fujitsu on this enquiry.

Thanks
Anne

Anne Allaker I Branch Support Programme

⟨GRO⟩

⟨GRO⟩ Mobex ⟨GRO⟩

anne.allaker ⟨GRO⟩

From: Ibrahim Kizildag
Sent: 12 September 2014 10:13
To: Anne Allaker; Andrew Morley; Branch Support Team; Keith Bridges
Subject: RE: System Corruption/Glitch Claim - 197217 - Fleckney - LE8 8AJ

Hi Anne;

If we need the call log information from Fujitsu to help Keith, what is our process? Do we need to send the request to PO Security? Or can we send the request to ATOS as normal?

Kind Regards;
Ibrahim

From: Anne Allaker
Sent: 11 September 2014 10:16
To: Andrew Morley; Branch Support Team; Keith Bridges
Cc: Ibrahim Kizildag
Subject: RE: System Corruption/Glitch Claim - 197217 - Fleckney - LE8 8AJ

Hi Keith,

Please can you pick this up regarding Fleckney.

Hi Andrew,

This will be picked up by the Contract Advisor not by an intervention visit.

Thanks
Anne

Anne Allaker I Branch Support Programme

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From: Andrew Morley
Sent: 11 September 2014 08:52
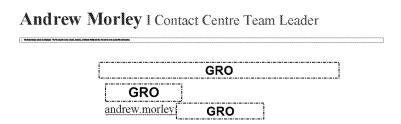**To:** Branch Support Team
Cc: Anne Allaker; Ibrahim Kizildag
Subject: System Corruption/Glitch Claim - 197217 - Fleckney - LE8 8AJ

Good morning,

We have received a call from Jay at the above branch. He has seen the BBC report concerning the system issues and is claiming that his system is corrupt. He wants all the money back from previous discrepancies which he has put in so he could balance. He has been to Horizon/Atos who have checked everything and can find no system issues but he is adamant it's a system issue. He did mention to me that he has been using official post to recoup some of his losses which I don't think he should have mentioned. He does this because there is a glitch with ref data and this was confirmed in Sub Space. This glitch adds a label to his stack which is settled to cash but he cannot reverse this as there is no label to reverse. He has not indicated an amount or a timescale of this refund that he wants. Would it be possible to arrange an intervention visit possibly first thing so they can witness this system glitch.

If you need anything more please don't hesitate to contact me.

Regards,
Andrew

Andrew Morley I Contact Centre Team Leader

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andrew.morley GRO

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