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DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

MEMOVIEW

MBS GLO Judgment

Audience: All Post Office branches

You may see news today about a legal judgment concerning Post Office in the High Court.

Xxxxxxx our xxxxxxxx (GE member) provides more information on a video on One
<https://www.onepostoffice.co.uk/>

You can also listen to an audio message from xxxxx by calling GRO option x and then option x.

We take the Judgment extremely seriously and lessons being learned through the litigation are being taken on board. There is nothing more important to our business than our relationship with you, the people delivering our services to customers everyday and we are committed to making it easier for you to build thriving businesses.

It's important to underline that the Courts findings do not affect the products and services we provide for our millions of customers everyday

Unless we communicate any changes, all current branch processes and procedures remain the same.

We'll be sharing further information with you in the coming days and if you have any questions or concerns, please email xxxxxxxx-or contact your Area Manager.