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DRAFT – IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE

GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT

**CLIENTS/ COMMERCIAL PARTNERS/ SUPPLIERS (ACCOUNT AND RELATIONSHIP
MANAGERS TO DELIVER)**

CORE VERBAL BRIEF

KEY SPEAKING POINTS

- The judgment in the second trial of a Group Litigation brought against Post Office by a number of mainly former postmasters was today handed down in the High Court. This forms part of preliminary stages in the litigation
- We take this judgment and the overall litigation extremely seriously. We've put in place measures at all levels in the business which address the issues and criticisms raised
- We can be confident that overall Horizon is robust, comparing well with systems used by other retail and financial services companies every day. Both independent experts for the claimants and the Post Office, on opposite sides of the litigation confirm this.
- It's also important to underline that the products and services that Post Offices provide every day to millions of customers are not affected by the litigation
- Clearly no system can ever be said to be perfect. That's why Horizon's performance is continually monitored and we are working hard to make continual improvements.
- Overall, more than [100?] changes are being/ have been made this year alone in a comprehensive programme closely involving our postmasters.
- Horizon processes around 47 million transactions a week, more than £60 billion worth a year. These are reconciled every day, every, month, every year, with the systems of major organisations including high street banks, utility companies and Government departments, giving confidence in the many products and services we provide.
- But the judgment underlines to us very strongly the importance of the way in which we help our postmasters operate their Post Offices to deliver those services We're taking/ we've taken firm action to improve that support, alongside further investment in our technology
- Over the last 12 to 18 months, we have had a particular focus on making changes at every level of the business to build a better partnership with our postmasters
- These include improvements to recruitment, training and operational support, as well as changes which further reduce the risk of human errors in branches.

- We expect the Group Litigation to take some time to be resolved as there are many legal matters still to be determined and the individual claims themselves span a very lengthy period, with some dating back around two decades. Currently there are Court hearings scheduled through to 2020
- We know that the Judgment's criticisms may be unsettling for our people. We have a comprehensive programme of communications to ensure we are speaking with everyone in the business and providing people with every opportunity to raise questions and concerns.

BACKGROUND [insert updated GLO fact sheet]