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CUSTOMER BRIEF – REACTIVE FOR CUSTOMER SERVICES [KIM ABBOT]

MESSAGES FOR CUSTOMER SERVICES TEAM

GROUP LITIGATION UPDATE – HORIZON JUDGMENT

You'll have seen the communications today about a High Court Judgment in the Post Office Group Litigation.

This Judgment, which focuses on our Horizon system, forms part of the preliminary stages in this extremely complex litigation. It raises a number of issues [and criticisms] which could cause concern.

Comprehensive communications being deployed across the business, including of course to everyone in the network. We have also issued a media statement and you can find that, together with further information on our intranet [\[link\]](#).

It is possible of course that customers might ask questions about it.

If we do get queries, we can reassure our customers :

- The products and services that Post Offices provide are not affected by the litigation
- We can be confident that overall Horizon is robust, comparing well with systems used by other retail and financial services companies every day – this was confirmed by both independent experts in the litigation
- 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
- Horizon's performance is continually monitored and we continue to work hard to make improvements wherever we can

