

**DOCUMENT - 27**

**IN STRICTEST CONFIDENCE AND SUBJECT TO LEGAL PRIVILEGE**

**GLO COMMUNICATIONS – HORIZON ISSUES JUDGMENT**

**GROUP LITIGATION – HORIZON ISSUES TRIAL**

**REACTIVE MEDIA LINES TO TAKE IF DISRUPTION TO NETWORK EG SOME BRANCHES  
REFUSE TO OPEN**

- The vast majority of our 11,500 Post Office branches are open for business as usual.
- We are sorry that a small minority of branches are closed but we're doing all we can to work with those postmasters to re-open as soon as possible. Customers are advised to use other branches in the area [contact xxxx].
- Customers can continue to have confidence in Post Office products and services. Around 47 million transactions a week are processed through Post Office branches on behalf of other large-scale organisations including high street banks, utility companies and Government departments.
- The litigation is part of a long-running dispute between Post Office and a small proportion of mainly former postmasters.
- The case is complex and is being heard in stages, currently scheduled through t 2020. The Judgment concerning the Horizon computer system covered technical matters relating to the 20-year period spanned by individual claims, during which time there have been significant changes, with some of the systems and processes referenced no longer in existence.

*REFER TO MEDIA STATEMENT & Qs and As*