

Message

**From:** Parsons, Andrew [Andrew.Parsons@GRO]  
**Sent:** 08/04/2015 16:07:02  
**To:** Patrick Bourke [patrick.bourke@GRO]; Mark Underwood@GRO  
**Subject:** RE: Questions from the Call [BD-4A.FID26231777]  
**Attachments:** \_DOC\_30542385(2)\_Draft response to SS - v2.DOCX; \_DOC\_30542385(1)\_Draft response to SS - v2.DOCX

Patrick

See attached – marked up version with my comments and a clean version.

Kind regards  
Andy

**Andrew Parsons**  
Managing Associate



Direct:  
Mobile:  
Fax:

The logo for GRO, consisting of the letters 'GRO' in a bold, sans-serif font, enclosed within a dashed rectangular border.

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**From:** Patrick Bourke [mailto:patrick.bourke@GRO]  
**Sent:** 08 April 2015 16:56  
**To:** Parsons, Andrew; Mark Underwood@GRO  
**Subject:** RE: Questions from the Call [BD-4A.FID26231777]

Please take a look at this

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**From:** Parsons, Andrew [mailto:andrew.parsons@GRO]  
**Sent:** 08 April 2015 16:26  
**To:** Patrick Bourke; Mark Underwood@GRO  
**Subject:** RE: Questions from the Call [BD-4A.FID26231777]

Patrick

Pete's answers confirm the position stated in the first draft response.

I've considered adding more detail about the safeguards and controls around the BT process but this seems very defensive so would not recommend it.

So... I've stuck with the first draft plus Mark's first comment. Mark – I've removed your second comment (about the branch consenting to the BT as we don't know that this happened for certain in the case in question).

Updated copy of the response attached.

Kind regards  
Andy

Andrew Parsons  
Managing Associate

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**From:** Patrick Bourke [mailto:patrick.bourke@bond-dickinson.com] **GRO**  
**Sent:** 08 April 2015 15:59  
**To:** Mark Underwood@bond-dickinson.com; Parsons, Andrew  
**Subject:** RE: Questions from the Call

Andy

As agreed, I will look at a re-tweaked version when you send it. Suggest we then meet on the phone at 1645 to agree and I'll send thereafter with a suitable closing line to try to draw this issue, and Part II, to a close. I have a nasty feeling that they are just waiting to pounce on something...but I don't think there's much we can do about that.

P

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**From:** Mark Underwood@bond-dickinson.com  
**Sent:** 08 April 2015 15:56  
**To:** Parsons, Andrew; Patrick Bourke  
**Subject:** FW: Questions from the Call

Hi – below is the info from Pete. I have asked for the attachment again as I cannot open it.

Andy, do you need anything more?

Mark Underwood  
Complaint Review and Mediation Scheme  
**GRO**

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**From:** Newsome Pete [mailto:pete.newsome@bond-dickinson.com] **GRO**  
**Sent:** 08 April 2015 15:51  
**To:** Mark Underwood@bond-dickinson.com  
**Cc:** Harvey Michael  
**Subject:** FW: Questions from the Call

Hi

The following questions came up on the call:

- Pilot number of branches in Q1 2010

- Still to be confirmed
- Would the transaction appear in the branch print out
  - This type of transaction will appear in the branch printout
- Post Office want to see OCP 25882
  - See document attached
- Describe process with controls for a Injecting Balancing Transaction
  - See below

If the Post Office have a requirement for the Fujitsu SSC to update the Branch Database by injecting a balancing transaction the process is:

- Issue is described on a Peak incident (the incident reporting system)
- Requirement for financial correction identified by Post Office and discussed with Sub Postmaster
- Peak transferred from SSC to Development team to write required correction as a script
- MSC generated and signed off by Post Office to provide audit trail and authorisation for change
- Development upload script to MSC (previously OCP)
- SSC verify script as attached to MSC, download and copy to live system
- SSC change role from read only to read / write access
- SSC perform the data correction
- Any change would be a new transaction in the audit log and can be identified under a separate identifiable login in the branch audit record. All existing transactions are unchanged.
- It is Post Office's responsibility to explain the need for the change and the change that took place with the Sub Postmaster.
- During all stages above marked "SSC" one member of the SSC will perform the action while a second member of the SSC will witness ("four eyes rule" – see WI). Both names must be recorded on the MSC for audit purposes.



WI36495.pdf

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