



Mrs Paula Vennells,
Chief Executive,
Head Office,
Post Office Ltd,
Finsbury Dials,
20, Finsbury Street,
London.
EC2Y 9AQ
22nd June 2017

Dear Mrs Vennells,
REF: Nisha Kaur, Post Mistress, High St Post office, 49 High Street, Bilston, WV14 0EP.
FAD code 5392462.

I am writing to you out of a sense of desperation regarding present difficulties within my employment with the Post Office.

I would be very grateful if you could spend some time reading this letter and helping to resolve issues in a speedy and timely matter.

In September 2016 the Post Office computer hosting Horizon systems started to run very slowly. The external phone line was also dead, as was the alarm system, necessitating me sleeping in the shop for 2 nights.

I contacted the alarm company CBRE, on the evening they went dead. We spoke over the phone and the next day they discovered the phone line had been wrongly reallocated to the business next door and taken over by TalkTalk. 2 months later the issue was resolved.

However during this time the computer systems running the Post Office financial trading transactions and statistics continued to run slowly, cutting off during financial transactions and showing nonsensical discrepancies into thousands, up or down at the end of the day.

As soon as the problems started I contacted NBSC, who put me through to Technical Support, the issues were not resolved.

On the second call via NBSC Technical support were asked to come and check the computer themselves, they said they were not allowed, I was quite perturbed as I was being asked to handle live wires and wiring which I have no training for. The problems were still not resolved.

I spent the next week speaking to NBSC, Technical Support, Post Office Federation Team, FUJITSU and BT. I got no resolution. BT accepted fault on their lines in allowing the line to be hijacked, and FIJITSU confirmed there were problems with the Horizon accepting lottery and pay station accounts.

I was by this time getting very worried and concerned for my business, customer support and the inconsistency in the software data.

At this stage I was getting unusual gains and losses on my till, losses more than gains, which I can only put down to the possibility of computer/till not communicating.

In October I shut the Post Office counters down due to the continual issues with the financial transactions and the computers.

GRO It did not appear to concern the Post Office that I had necessitated the closure of the business due to my concerns.

This situation regarding nonresponse from Technical Support and others continued until the 5th November. The situation after this date was much improved and the business was back to normal.

During the September – November period I was also asking for any auditor to come and help me find where the losses were, and how it could be resolved. No support was forthcoming.

I would like it to be noted that due to my concerns regarding the support I was getting over what I considered to be a serious matter, re the purported missing money, I have been making recordings, with permission, of all phone calls I have had with any support officers. This was from the 9th October 2016 a total of 36 days' worth of phone call over a period of 5½ weeks.

In January 2017 the Auditor, David Abbey arrived, somewhat to late, and performed a mini audit and took away all the financial transaction paperwork for the months of August through to January to date above. He wanted to take all the original paperwork away, however I refused permission for this and everything was photocopied.

I did not have any feedback from this until the 6th June when he visited again to tell me to close the Post Office business down for 4 hours whilst he and his colleague performed a full audit. I was told

that both this audit and the January audit were faultless. He told me I could open the business and that there were no concerns. I spoke to him about the purported computer losses of £93,073.31, he said he had no answer. He phoned the Contracts Manager, Paul Williams, whom I have never met and who has never spoken to me, who told him I was not allowed to open. No reason was given, the Auditor was surprised at this.

From that date I have not traded on behalf of Post Office Counters. I have been told I am not allowed to trade from there, I have been told that there is still ongoing investigation, I have been told to close the office down or find a temporary Post master, the later proving difficult as I have 2 emails from potential interviewees saying that they have been told by Post office HR that the Office is too high risk.

I was told that a family member was not allowed to take over in the interim whilst the investigations were ongoing, this contradicted known practice that has come to my attention.

As you can imagine I am now in a position where I am at risk of losing my business including a substantial amount of my own capital in set up money.

My income, and my health, is suffering to such an extent, coupled with the losses I am now incurring with paying staff to keep the retail element of the business alive, has necessitated in my closing the business completely.

I would like the questions answered as to why it has taken so long to complete any investigation

Why I did not have the support when I needed it. Unfortunately I have had to engage a solicitor to help me resolve issues, having spent the last 8 months trying my best to resolve it on my own. It was after the Post Office were in receipt of the letter that the Post Office closed me down. The solicitor is now having difficulty getting the information she has asked for from the Post Office, who had lead me to believe the investigation was complete.

Why do I feel I am being placed in this untenable situation when I have done my utmost to get things resolved and have done nothing wrong.

I would like to reiterate that the personal stress and loss I have suffered during this time has included the following:

- **GRO**
- Asking customers to complain on my behalf to customer service help line out of desperation
- Myself and Staff physically and mentally abused by customers during this period, including objects being thrown and racial abuse.
- Customer Service blaming me for the problems (I have statement from the customers to this effect)

Ongoing

- Loss of earnings
- Loss of customers
- No resolution in sight
- Loss of good reputation
- Loss of business

Yours Faithfully

Nisha Kaur (Miss)

Tel: **GRO**

Email: **GRO**

CC Tim Parker. Independent Chairman

Ken McCall. Senior independent Director

Alisdair Cameron. Chief Finance and Operations Officer

Richard Callard. Non-Executive Director

Tim Franklin. Non-Executive Director

Virginia Holmes. Non-Executive Director

Carla Stent. Non-Executive Director

Alwen Lyons. Company Secretary

Kevin Gilliland OBE. Chief Executive

Rob Houghton. Group Chief Information Officer

Nick Kennett. Chief Executive

Martin Kirke. Group HR Director

Jane MacLeod. Group Legal, Risk and Governance Director

Paul Williams. Contracts Manager