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10 September 2015

*Dear Tim,*

I am writing to you ahead of your taking up the role of Post Office Limited Chairman to confirm our conversation last month regarding the Post Office Horizon system. The issues surrounding the Horizon IT system have not been resolved. Indeed, some of the MPs concerned have written to me again following the Panorama programme pressing the case for an independent investigation.

The Government takes seriously the concerns raised by individuals and MPs regarding the Post Office Horizon system and the suggestions that there may have been miscarriages of justice as a result of issues with Horizon. The Government also recognises the commitment that Post Office Limited have demonstrated to resolving those issues, including through creating a mediation scheme and appointing independent investigators to scrutinise the system.

As you will be aware, there have been some three years of scrutiny of Horizon and the Criminal Cases Review Commission is considering a number of cases which have been brought to it by individuals, and the Government cannot intervene in that independent process.

As the sole shareholder of Post Office Limited, the Government wants to make sure that the Post Office network is successful and sustainable across the country. We recognise that the Post Office is a commercial business and we allow it to operate as such, but of course, we expect it to behave fairly and responsibly in doing so. I am therefore requesting that, on assuming your role as Chair, you give this matter your earliest attention and, if you determine that any further action is necessary, will take steps to ensure that happens.

I look forward to hearing your conclusions and to working with you to secure the future of the Post Office network.

I am copying this letter to Paula Vennells, Chief Executive of Post Office Limited.

*Warm regards*

**Lucy**

**BARONESS NEVILLE-ROLFE DBE CMG**