



Post Office Limited
Post Office Customer Support Centre
Finsbury Dials
20 Finsbury Street
LONDON
EC2Y 9AQ

Sent by email

Karen Kneller
Chief Executive
Criminal Cases Review Commission

1st March 2021

Dear Ms Kneller,

Thank for your letter dated 23 February.

Please rest assured that I take the matters raised in your letter very seriously. POL is committed to ensuring that it complies with all s17 Notices. I understand that POL's lawyers, Peters & Peters, have sent a response dealing with some of the matters you raise.

However, given the nature of the concerns raised in your letter, I have asked that a more detailed review and analysis of historic compliance with s17 Notices is conducted to understand whether there have been any failings. If so, we will work with you to ensure that these are remedied and not repeated in the future.

I am pleased to hear that you have experienced a good level of cooperation from POL and its representatives since the beginning of this process. We will continue to work with you to provide the assistance that you need.

Yours sincerely,

A large, bold, black "GRO" signature is enclosed within a dashed rectangular border.

Nick Read
Group Chief Executive Officer

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy