

Witness Name: Anne Mannifield

Statement No: WITN07290100

Dated: 10th January 2023

POST OFFICE HORIZON IT INQUIRY

FIRST STATEMENT OF ANNE MANNIFIELD

I, Anne Mannifield, will say as follows;

INTRODUCTION

I am a former employee of Post Office Limited and held various roles between December 1988 to June 2002.

This witness statement is made to assist the Post Office Horizon IT Inquiry (the 'Inquiry') with the matters set out in Rule 9 Request dated 3rd January 2023 (the 'Request')

BACKGROUND

1. I worked for the Post Office from December 1988 until June 2002, when I took redundancy. Until May 1999, I worked in mainly at New Street, Huddersfield. During that time, my roles included: counter clerk, supervisor, cover manager.

After this and until I took redundancy, I moved to the Helpline where my roles included: postmaster helpline telephone operative, database updater for DWP and foreign exchange. I cannot remember overseeing any suspense account.

2. As a counter clerk, I received the basic in-branch training for the Horizon system, which was similar (in my memory) to the previous Echo system. On moving to the Helpline, I had a couple of days training on how to log the incidents on the IT system, but considering my experience and training on the Horizon system, I was able to give assistance to postmasters that had mis-balanced.

3. My responsibility in helping Subpostmasters, was to talk through the balancing process and reminding them to check that they had 'remmed' out cheques, cash etc. Sometimes this did the trick, sometimes the discrepancies did not come to light. I am not able to recall how often this would happen. I remember one time, when one postmaster had mis-balanced by more than £5000 and after all the checks, the discrepancy was not found. I remember ringing the postmaster the following day to check. I suggested that they compared their pension docket, debit and credit totals with a different week to see if they were similar. The reason I did this, is because the amount in question could not have been handed to a customer in error. It was a vast amount of money that should have been resolved. I do not know the outcome of this. We had team leaders to whom we could refer if needed. I can only speak for myself but I considered it was my job to give help to postmasters in any way I could and I feel that I did give adequate support. Having worked on the counter, I knew how challenging

it could be when things went wrong. I was not aware of any bugs, errors or defects but must have suspected problems when asking the postmasters to check previous week's values.

4. This witness statement is written in my own words and contains only slightly vague recollections from 20+ years ago.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated: 10th January 2023