

Witness Name: Beverley Vandenberg

Statement No.: WITN07390100

Dated: 15th February 2023

POST OFFICE HORIZON IT INQUIRY

FIRST STATEMENT OF BEVERLEY VANDENBERG

I, Beverley Vandenberg, will say as follows...

INTRODUCTION

1. I am a former employee of Post Office Limited ('POL') and held the position of Service Support Advisor in the Network Business Support Centre ('NBSC').
2. 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 3 January 2023 (the '**Request**')

BACKGROUND

3. I worked on the post office helpline (NBSC) from 2000 to 2007 as a full time employee on the NBSC.
4. In the year 1999 – 2000, I had run a Sub Post Office with my ex partner prior to working for Post Office Limited. I had experience with working within a Sub Post Office and the Horizon system.
5. My role on the NBSC was to answer questions from Sub Postmasters/mistress and their counter assistants, help them with the balancing of the Horizon system, the remming in of stock and cash and the remming out of stock and cash, also the everyday transactions that took place at the post office counter.
6. Wednesday was the main balancing day of the Horizon system – we would receive calls from offices as they could not balance the system either cash/stock was short or over. This was down to user error and incorrect figures being entered onto the Horizon system. The reason I say user error was after listening to the customer and asking them where it was showing a shortage ie either on the cash or stock, stamps – I would advise the customer to recheck their figures recount their stock, cash, stamps. Once they re entered the re counted figures they reached a figure that they were happy with.
7. The training that I received from Post Office limited to do the role was 6 weeks training 4 weeks classroom training 2 weeks nursery (If I remember correctly)

with experienced floor walkers, this training I found to be totally adequate to help me do my roll.

8. I was never aware that there could be bugs or defects within the Horizon system, I don't recall hearing that there was a problem or speaking to a customer that said or even suggested that there was a problem with the Horizon system.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated: 15th February 2023