

Witness Name: Fay Crawley
Statement No.: WITN07410100
Dated: 21/03/2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF FAY CRAWLEY

I, **Fay Crawley**, will say as follows...

INTRODUCTION

1. I started working for Post Office LTD in Jan 2001 as a Tier 2 Service Support Advisor on NBSC. 2007 I joined the Audit Task Force Team spending 2+ years on the closure program supporting and auditing closing offices. I then spend 2 years on the Service Delivery Team as an admin support. Then until 2016 I worked as a Field Support Advisor – covering both training and audits. I took voluntary redundancy in late 2016.

BACKGROUND

2. My initial training for joining NBSC consisted of a counter training course and 2 weeks of classroom training. We were then set up in a nurse team with full support.
3. When taking calls, we relied on a system called the knowledge base which held a massive amount of useful information. We didn't really need to use the Horizon system. Our calls tended to be the more complex ones that couldn't be dealt with at Tier 1 level. We could spend more time helping and getting to the bottom of any issues raised.
4. We had regular training sessions and reading time weekly to keep up with any new products or changes being made / new process.
5. We could support Postmasters by requesting help from the then Retail Line managers.
6. I do not remember any specific requests for help.
7. I was not involved in any projects apart from some Horizon system testing in Felltham. I do not recall any issues raised during this time.
8. Calls were varied. Transactional queries and issues with completing weekly and then monthly balancing were most common. Alongside correcting errors made. We had processes in place to help as much as we could.

9. We had a knowledgeable team leader who supported us as much as possible.

Coaching and feedback were provided.

10. The NBSC advisors, in my opinion, always had respect for Postmasters and

wanted to help in any way they could.

11. I do believe that the support offered was adequate and then best possible.

12. I was never aware of any bugs glitches or defects in the Horizon system.

Statement of Truth

I believe the content of this statement to be true.

Signed: _____ **GRO** _____

Dated: _____ 21/03/2023 _____