

Witness Name: Susan Howard

Statement No.: WITN07420100

Dated: [28/03/] 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF SUSAN HOWARD

I, SUSAN HOWARD, will say as follows...

1. This witness statement is made to assist the Post Office Horizon IT Inquiry with the matters set out in the Rule 9 Request dated 26 January 2023.
2. I was a sub postmaster between 1989 and 1991 (approximately) at Oldcotes Post Office, Worksop, Nottinghamshire. I was a relief counter clerk for GT News based at Dinnington Post Office. I was a counter clerk for Martins newsagents, Worksop (between 1993 and 2001 approximately). I was Manager at Hartley Brook Road Post Office, Sheffield for GT News. I was Assistant Manager at Dinnington Post Office for GT News. I was then a Senior Advisor at Network Business Support Centre ("NBSC"), Brampton (between approximately 2001 and 2006). I was a Customer Care Officer at NBSC Brampton. Retired in 2006, when I took redundancy.
3. I think I received my Horizon training whilst I was a relief counter clerk at Dinnington Post Office and also as part of my induction training for the NBSC.
4. When working in the NBSC I was employed as a Senior Advisor POL and later as a Customer Care Officer by POL/Royal Mail. If Tier 1 Advisors could not answer the postmaster's enquiry they transferred the call through to a

Senior Advisor, who in turn did their utmost to answer/resolve the problem following the links/information provided on our knowledge base. Occasionally, using the Horizon Terminal if necessary.

5. I received no specific requests that I can recall for support or events that you consider to be important to the Inquiry's terms of reference.
6. As advisors we dealt with general counter transactions, balancing and stock revaluation.
7. We were provided with a comprehensive knowledge base programme on our computer terminals as well as an Horizon terminal.
8. The team was managed by a team leader who also supported advisors when/where necessary.
9. In my opinion the NBSC staff was as helpful as possible.
10. The NBSC provided the best support available to subpostmasters who called for assistance.
11. I was not aware of any bugs, errors etc. within the Horizon System at the time I worked in the NBSC.
12. I am not aware of anything else relating to the Horizon IT Project that I think the Chair should be aware of.

Statement of Truth

I believe the content of this statement to be true.

Signed

GRO

Dated:

28/03/2023