

Witness Name: Lisa Williams  
Statement No.: WITN07790100  
Dated: [6<sup>th</sup> April ] 2023

**POST OFFICE HORIZON IT INQUIRY**

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**FIRST STATEMENT OF *LISA WILLIAMS***

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I, *LISA WILLIAMS*, will say as follows...

**INTRODUCTION**

1. I was a HFSO during the initial roll out of the Horizon project.

**BACKGROUND**

2. I Started work for the Post Office in 1994 and worked on the counter until I joined the Horizon Project as an HFSO. Once the project had finished, I worked in Projects until I was made redundant in March 2011.
3. I did have classroom based training but I am unable to remember complete details after so many years have passed.
4. As an HFSO my responsibility was to migrate the postmasters information on to the Horizon equipment to enable the subpostmaster to go live the next day with the new system.

5. I can remember no instances where a subpostmaster requested support or any complaints raised
6. Any support that I required if any, was given to me by my line manager.
7. I was in an area team and supported by a line manager.
8. In my view Subpostmasters were provided with adequate training.
9. Adequate advice was given to subpostmasters and the helpline numbers were provided for their use.
10. During my time as an HFSO I was unaware of any problems/defects with the Horizon System
11. To the best of my knowledge I have no information that the Chair should be made aware of.

**Statement of Truth**

I believe the content of this statement to be true.

Signed:

**GRO**

Dated:

04/04/2023