

Witness Name: Tina Mellor

Statement No.: WITN07970100

Dated: 31/4/23

**POST OFFICE HORIZON IT INQUIRY**

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**FIRST WITNESS STATEMENT OF *TINA MELLOR***

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I, *TINA MELLOR*, will say as follows...

**INTRODUCTION**

1. I am a former employee of the Horizon Field Support Office ("**HSFO**") and 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 the Rule 9 Request dated 6<sup>th</sup> February 2023 (the "**Request**").

**PROFESSIONAL BACKGROUND**

3. I worked at HFSO supporting branches migrating to Horizon and as Tier 2 Support at NBSC to support branches with queries that Tier 1 could not answer.

**TRAINING AND/OR INSTRUCTIONS**

4. I cannot remember any training and/or instructions I received for the role of HFSO.

### **SUPPORTING POST MASTERS**

5. I had previous experience using Horizon/working at a Crown Office, so I was able to assist branches with day-to-day queries. We used a computer system (I cannot recall the name) that helped log calls and where all information to support queries was available.

### **RESOURCES AVAILABLE**

6. There was also a Horizon kit at the NBSC, which was good to show staff that had never worked on a counter how the system worked.
7. NBSC was a nice environment to work in. Subpostmasters were the priority. Reversals, balancing support were pretty common. Processes on how to complete these tasks were available on the server and easy to locate. We had a Horizon kit and access to Branch Focus.
8. I believe NBSC provided adequate support to subpostmasters who called for assistance.

### **MANAGEMENT**

9. Each team was managed by a Team Leader, mine was an Ex Crown Office Manager so had ample experience herself to support her team. I thought Julie was a great leader and she had the Post Office at the heart of everything she did.

### **KNOWLEDGE OF BUGS, ERRORS, OR DEFECTS**

10. I was unaware of any bugs, errors or defects within the Horizon IT System at the time I worked in the NBSC.

**Statement of Truth**

I believe the content of this statement to be true.

Signed:

**GRO**

Dated:

3/4/23