

Witness Name: Kimberley Brett  
Statement No: WITN07950100  
Dated: 14/04/2023

**GRO**

**POST OFFICE HORIZON IT INQUIRY**

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**FIRST WITNESS STATEMENT OF KIMBERLEY BRETT**

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I, Kimberley Brett will say as follows:

1. I worked for the Post Office for 18 years, counter clerk for 11 years, acting branch manager for 9 months, HFSO for 2 years and service support advisor for 4 years.
2. I received training on using the Horizon system as it would be used on the counter and also training on migrating onto Horizon from an offices final manual balance. My training at NBSC comprised of learning how to use the knowledge base in use there and keeping up with new products.
3. I dealt with queries from postmasters and counter clerks that the tier 1 advisors were unable to deal with, these calls mostly dealt with queries on how to do specific transactions on Horizon or help with the weekly balance. I was also the liaison between the new products team in London and the service support advisors, dealing with any queries other advisors had. I believe as a whole we had the experience to deal with all calls received as

advisors who were unsure would always ask for advice from colleagues who had more knowledge/experience.

4. While working as an HFSO I would attend an office around 4pm to migrate them onto Horizon, completing required paperwork while the postmaster completed a full balance. Then I would attend for 2 full days to advise on transactions in real time, stepping in if there were any issues. When attending on a Wednesday would talk them through their 1st weekly balance on the system ensuring all steps were followed. As a whole I believe postmasters had adequate training on using Horizon though there were some I coached who took longer to pick it up, but any issues were passed onto the management team so they could receive further support
5. I believe with my post office experience and specific Horizon training I was able to give more than adequate advice and assistance to postmasters.
6. From what I remember the only specific issues there were with the system was when cash was received from the remittance unit the barcodes on the some of the bags didn't scan properly and when there was a live connection with the banks and DVLA we had some connection issues.

**Statement of Truth**

I believe the content of this statement to be true.

Signed: \_\_\_\_\_

**GRO**

Dated: \_\_\_\_\_

14.4.23