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**From:** Long Stephen [GRO]  
on behalf of [GRO]  
**Sent:** 03/08/2012 14:09:01  
**To:** Jenkins Gareth GI [GRO]; Angela Van-Den-Bogerd [GRO]  
**CC:** Lesley J Sewell [GRO]; Andy Garner [GRO]; Simon Baker [GRO]  
**Subject:** RE: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Gareth,

Could you take a look at the attached emails; as you will see, the matter is sensitive.

I have a very clear view on Lesley's question regarding the possibility of a network fault causing such discrepancies over such a long period; however, you have far more knowledge and experience than me. What do you think?

Regards,

Stephen

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**From:** Lesley J Sewell [GRO]  
**Sent:** 03 August 2012 14:44  
**To:** Long Stephen  
**Cc:** Angela Van-Den-Bogerd; Andy Garner; Simon Baker  
**Subject:** Fwd: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Stephen

Can you please help with this issue - it is obviously quite sensitive.

The branch has had issues over a period of months and the engineer has just found a fault on the line. We would like a view on whether or not this type of fault would cause an issue of this nature - as you will see from the email that this is to the tune of 18k.

Angela is leading the investigation from Post Office and I would be grateful if one of your team could contact her directly.

I realise that this is probably outside of the usual process but there is a nervousness around this one and the fact that the branch now believe that the cause has been found.

Andy: I have copied you in with my absence next week and Simons. Simon will pick up when he's back.

Regards Lesley

Sent from my iPad

Begin forwarded message:

**From:** Angela Van-Den-Bogerd [GRO]  
**Date:** 3 August 2012 12:45:23 GMT+01:00

To: Lesley J Sewell **GRO**  
Subject: IN CONFIDENCE - Semilong - 226226 - NN2 6BT

Hi Lesley,

I have left you a voicemail also. Could we discuss please as soon as you are able.

Thanks,  
Angela

Angela Van Den Bogerd  
Head of Network Services  
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,  
Siemens Way, SWANSEA, SA1 1AA

Mobile **GRO** Mobex **GRO**

Email: **GRO**

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**From:** Angela Van-Den-Bogerd  
**Sent:** 03 August 2012 10:53  
**To:** Simon Baker  
**Subject:** FW: Semilong - 226226 - NN2 6BT

Simon,

I'm sending this to you at this stage so that this is on the radar. As I've said in the note below we need to understand this properly before we jump to any conclusions; I've left Lesley a voicemail as I want to get her view on the engineer's findings and what further work we need to do in respect of Horizon.

Thanks,  
Angela

Angela Van Den Bogerd  
Head of Network Services  
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,  
Siemens Way, SWANSEA, SA1 1AA

Mobile **GRO** Mobex **GRO**

Email: **GRO**

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**From:** Angela Van-Den-Bogerd  
**Sent:** 03 August 2012 10:49  
**To:** Craig Tuthill; Lin Norbury  
**Subject:** FW: Semilong - 226226 - NN2 6BT

Lin,

I have not (to my knowledge) been made aware of this branch previously and their ongoing claims that discrepancies incurred were as a result of the Horizon system. The content of the e-mail chain below has the potential to set the hares running before we properly understand what has gone on here and what the potential consequences are. Therefore can I have as a matter of urgency the background on this branch, including the balancing records since the agent was appointed; TCs; NBSC and Horizon helpline logs and all associated correspondence. I will flag this to the JFSA working group and in particular raise with Lesley Sewell in relation to the Horizon system.

Thanks,  
Angela

Angela Van Den Bogerd  
Head of Network Services  
Post Office Ltd

1st Floor Admin, Swansea Mail Centre,  
Siemens Way, SWANSEA, SA1 1AA  
Mobile: **GRO** Mobex: **GRO**  
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**From:** Lin Norbury  
**Sent:** 03 August 2012 09:25  
**To:** Patricia Bursi  
**Cc:** Anita Bravata; Craig Tuthill; Angela Van-Den-Bogerd  
**Subject:** FW: Semilong - 226226 - NN2 6BT

Pat

If this branch is not already on your Horizon problems log can you add it on please? I will be interested to see the response regarding the potential impact of the fault.

Thanks  
Lin

**Lin Norbury**  
Agents Contracts Deployment Manager – South  
**Post Office Ltd – Network Services**  
2<sup>nd</sup> Floor Post Office Ltd The Markets 6-16 New York Street LEEDS LS2 7DZ

 **GRO**  
Mobex: **GRO**

 GRO

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**From:** Anita Bravata  
**Sent:** 02 August 2012 16:59  
**To:** duty\_manager; GRO  
**Cc:** Lin Norbury  
**Subject:** Semilong - 226226 - NN2 6BT

Hi

This branch has been reporting losses for approximately 18 months and has always claimed it was due to the Horizon system.

Today John Seymore, a Fujitsu Engineer, visited the branch today and found a problem with the Broadband which meant it was on a continuous loop.  
When I spoke to him he explained that this could be caused by the ADSL plate and/or cable which he replaced or the Paystation. He also said that this could mean that transactions are not going through the system properly.

Please could you look into this case for me. I need to know what the impact of this fault is and whether it would generate losses in the branch.

If these losses are found to be due to this fault, what would the position be regarding reimbursing the problem.

Regards  
Anita

**Anita Bravata**  
Contract Advisor South  
**Post Office Ltd - Network**  
C/O The Markets Crown Office, Upper Floors, 6-16 New York Street, LEEDS, LS2 7DZ

 GRO

  
 GRO  
GRO

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**From:** Contract Admin Team  
**Sent:** 02 August 2012 13:18

**To:** Anita Bravata  
**Cc:** Contract Admin Team  
**Subject:** Contact Request:Semilong - 226226 - NN2 6BT

Hi Anita – I rang the PM, Jane, at Semilong PO this morning just as an engineer had arrived at her branch. She explained that she has had an ongoing problem with discrepancies at her branch for the last 18 months and you were aware of the situation. She said yesterday on Position 3 there was less than £1000 working cash. The clerk did a balance snapshot and was £170 over – she immediately did a printout and it was then showing as £700 under. So she knows there is a fault on the Horizon system. I agreed I would ring her back at 1.00pm to see what the engineer had found out.

I have just rang Jane back and she was so happy she said she could cry with relief. The engineer said there is a definite fault on the line – there was a bad noise on the line and this was probably causing a 'loop' – he said it may be caused by her Paystation. He has changed the faceplate and the ADCL cable and is hoping this solves the problem. Horizon Team will now keep an eye on it and may ring her to tell her to disconnect her Paystation and then send her a new one.

She has always known that the TC's were not hers but has always settled centrally - a total of approximately £18,000.00 over the last 18 months – she has even had to cash in her pension to pay these off and now is asking for this money back.

Can you advise how we go about seeing how much money this lady is due back please

Thanks, Trudy

GRO

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**From:** Andrew Morley **On Behalf Of** NBSC Admin Team

**Sent:** 01 August 2012 17:46

**To:** Contract Admin Team; GRO

**Subject:** RING BACK JUST BEFORE 1.00PM - Contact Request:Semilong - 226226 - NN2 6BT

Fujitsu there when I rang her at 11.15 - agreed to ring back at 1.00pm to see if anything sorted - Anita been aware of the problems over last 18 months

Good afternoon,

The above office has requested contact. Callers name is Jane. Tel number is GRO Call details below:-

PM IS INSISTING ON SPEAKING TO ANITA BRAVA. LAST 18 MONTHS HAVING LARGE DISCREPANCIES. BASE UNIT HAS BEEN CHANGED & ROUTER IS TO BE CHANGED. TODAY THE DISCREPANCIES AGAIN DONT ADD UP. NOBODY SUPPORTING PM HSD REFUSING TO DO ANYTHING. PLEASE PASS ON

For further assistance please call: GRO

Kind Regards

Andrew Morley

NBSC Tier 1 Admin/Incident Support Team

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