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**From:** graham.c.ward [GRO]  
**Sent:** Tue 28/03/2006 2:15:12 PM (UTC)  
**To:** Brian.Pinder [GRO]  
**Cc:** Neneh.Lowther [GRO]  
Gareth.Jenkins [GRO]  
**Subject:** Gaerwen statement

Brian

I do not understand why this statement, which was originally requested on the 10th March is taking so long to be put together. I appreciate it is slightly unusual, but I do not understand the confusion as I thought I'd made our requirements clear.

Unfortunately, Gareth's annotations do not take us forward at all (and I'm sure this is not Gareth's fault). Gareth has indicated in the attachment below that the 3 spreadsheets produced by your team (which show the 'NIL' transactions & which were in addition to the usual event & transaction logs) were not produced by him, therefore as he quite rightly points out, he is not in a position to produce them in his statement. He also points out there are differences in the headings, which I wasn't aware of.

As already stated, we urgently need a statement producing these 3 additional spreadsheets, explaining in general terms, under what circumstances 'nil' transactions occur and in particular how the 'nil' transactions at Gaerwen occurred (as detailed on the spreadsheets). The same statement needs to include a paragraph which states that there is no evidence of a system error at Gaerwen (assuming this is the case) in relation to the 'Nil' transactions at the office. We do not need to mention "system failures being normal occurrences" if there is no evidence of such a problem at this office.

As I've already indicated on an earlier e mail, it may now be best if the Investigator dealing with this case arranges to meet with Gareth to take the statement in person, (and it may be best to re-produce the 3 spreadsheets as one to ensure a consistent approach) but can you confirm that you fully understand our requirements to ensure Gareth (or whoever produced the spreadsheets) is in a position to 'tie up' all these requirements in one statement.

By the way, I'm still waiting to receive sight of the final drafts from Penny and Andy, producing the usual data and HSH call logs.

Regards

Graham

Casework Manager  
Post Office Ltd Investigation Team

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**GRO** To: graham.c.ward **GRO**  
cc: Lowther Neneh **GRO**  
Subject: RE: Gaerwen  
28/03/2006 08:59

Graham,

I've added some further annotations to your annotations. Does this move us forward?

Regards

Gareth

This e-mail is only for the use of its intended recipient. Its contents are confidential and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

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-----Original Message-----  
From: Lowther Neneh  
Sent: 24 March 2006 12:06  
To: Jenkins Gareth GI  
Subject: FW: Gaerwen

Hi, Gareth,

Ps see the mail below and the new draft statement.

Kind regards,

Neneh

-----Original Message-----  
From: graham.c.ward **GRO**  
**GRO**

Sent: 24 March 2006 11:37  
To: Lowther Neneh  
Cc: brian.pinder **GRO**; keith.k.baines **GRO**  
paul.dawkins **GRO**; diane.matthews **GRO**

Subject: RE: Gaerwen

Neneh

This statement needs more work ..... I've attached a suggested draft with a number of comments (as mentioned previously I think the "system failure...normal occurrence" line is potentially very damaging). It may be worth considering someone from our team taking a statement directly from Gareth (where is he based ?)

Whilst there is some urgency with this, it is more important to get it right and ensure we are not embarrassed at court, which we certainly could be if we produced a statement accepting "system failures are normal occurrences".

(See attached file: GI GaerwenMar06 amended.doc)

Let me know what you think of the draft

Lowther Neneh

"graham.c.ward" <[redacted]> f To: [redacted]  
[redacted] GRO  
[redacted] cc: [redacted]

Subject: RE: Gaerwen

24/03/2006 09:35

Hi, Graham,

PSA second draft for the above with further explanation regarding the issues you raised.

Please let me know of any amendments asap as we need to put this in the post to you by lunchtime to get to you for Monday morning.

Kind regards,

Neneh

-----Original Message-----

From: graham.c.ward [GRO]

[GRO]

Sent: 22 March 2006 14:11

To: Lowther Neneh

Cc: brian.pinder [GRO]

Subject: RE: Gaerwen

Neneh

The layout presumably is unfinished, paragraph spacings etc ?.

As per my earlier e mail, and more importantly the 3 spreadsheets sent with ARQ data need to be produced as individual exhibits (GIJ / 1 2 and 3 and each column header within these spreadsheets must be explained as you do with your usual statements (I noticed that 401 differs slightly from 459 and 460).

Also the line which begins at the foot of page 1 "RespCd with a value greater than 10....." appears unfinished ? and I'm concerned at the words 'system failure' which is also in an earlier line....."There has been some sort of system failure" - What does this mean exactly and is there any indication of a system failure at this office during the period in question ?

Regards

Graham

Lowther Neneh

[GRO]

To:

"graham.c.ward"

[GRO]

[GRO]

cc:

Subject: RE: Gaerwen

22/03/2006 13:01

Graham,

Please see the draft WS for the above re 'Nil Transactions'.

Could you see if this meets your requirements.

Kind regards,

Neneh

-----Original Message-----

From: graham.c.ward

GRO

GRO

Sent: 22 March 2006 10:04

To: Pinder Brian

Cc: Lowther Neneh; Thomas Penny

Subject: Gaerwen

Brian

I'll get back to you once I have confirmed whether we need these statements or not (in respect of Torquay Road & Marine Drive).

Can I also take this opportunity to clarify our requirements in respect of the Gaerwen statement. In this case the Subpostmaster is blaming Horizon for his losses claiming that for various banking related transactions the counter desktop records amounts entered for payment but then shows 'Nil' when the transaction log is printed, and it is this we need to refute.

Various e mails passed between myself and your team on this matter and the reply below was received from Penny on the 20/10/05

Nil transactions could also be caused by errors in PIN Pad, counter, agents or host code depending on what constitutes a "nil transaction". This cannot be determined without access to the appropriate system logs.'

Penny also sent with the respective ARQ data, additional spreadsheets which showed all 'Nil' transactions for the periods

(See attached file: ARQ459 Analysis Nov 04.xls)(See attached file: ARQ 460 Analysis May 05.xls)(See attached file: ARQ401 Analysis.xls)

We therefore require the usual statement producing the Transaction and Event logs (Penny has sent me a draft and I have suggested one or two minor amendments). We will also need the above spreadsheets produced by whoever put them together, explaining the headings and under what circumstances 'Nil' transactions can occur. Finally, 'to cover all the angles' I would also like to produce the call logs during the entire period (01/11/04 - 30/11/05) so we can see whether the Postmaster ever reported this alleged fault with the system..... a statement similar to the Bill Mitchell statement sent in my e mail dated 10 March will be ideal.

Hopefully this will clarify our requirements in this case, but please ring if there is any confusion.

Regards

Graham

Casework Manager  
Post Office Ltd Investigation Team

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Pinder Brian

[GRO] To:  
graham.c.ward@ [GRO]  
[GRO] cc: "Sewell Peter  
(FEL01)" [GRO]  
Subject: RE: ARQ's,  
statement request and assistance  
21/03/2006 15:29

Graham

No problem, we are happy to provide a statement presenting the helpdesk calls regarding Marine Drive and Torquay Road when required. Grateful if you could provide us with a heads up nearer the time.

Regds Brian

-----Original Message-----

From: graham.c.ward@ [GRO]  
[mailto:graham.c.ward@ [GRO]

Sent: 21 March 2006 14:02  
To: Fujitsu [GRO]  
Cc: Peter.Sewell@ [GRO]  
Subject: ARQ's, statement request and assistance

Brian / Penny / Neneh

Can I enquire when the Gaerwan statement will be ready please (bold paragraph below).....as it is required for the submission of prosecution committal papers which have to be in by the end of this week (Monday at the latest).

Also have you made any progress in deciding whether a similar statement as to the one previously prepared by Bill Mitchell will be possible in the Torquay Road and Marine Drive cases..... if we require one.

Regards

Graham

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Post Office Ltd Investigation Team

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N/A, Mobex: **GRO**, Mobile: **GRO**, External Email:  
graham.c.ward@**GRO**

----- Forwarded by Graham C Ward/e/POSTOFFICE on 21/03/2006 13:55 -----

Graham C Ward

To: Fujitsu

10/03/2006 12:43 cc:

Subject: ARQ's, statement

request and assistance

All

Firstly sorry for the length of this e mail and the high volume of requests attached.

(See attached file: 0506667-679 GW.doc)(See attached file: 0506680-690 GW.doc)

Both of the above requests relate to cases where PO Ltd are being challenged about the accuracy of the Horizon system (you are already aware of the case at Torquay Road and have provided data between the dates now being asked for).

Brian - In the cases of Marine Drive and Torquay Road for which you have previously provided written responses, I would like to 'sound out' the possibility of someone at Fujitsu providing a formal witness statement along the lines of the attachment below, which was provided by Bill Mitchell in one of our criminal cases (whilst Marine Drive & Torquay Rd are not criminal matters, given the allegations being made by the Postmasters, I'm sure you'll agree that it is very much in both ourselves and Fujitsu's interests to challenge the allegations and provide evidence that the system is not to blame for the losses being reported). Whilst it may not be a statement that you, Penny or Neneh can provide, I'm sure there must be someone who can.

(See attached file: BM Shobnall Road SPSO 150405.doc)

On a separate matter, I also require a witness statement in respect of the following ARQ's 0506/401, 459 and 460, all of which relate to Gaerwen SPSO. We need the usual (leave out para's H(b) and J, but we do need para K (call logs) covering an analysis over the period 01/11/04 - 30/11/05. Penny -

you  
may recall this one which relates to nil transactions, my previous e mails  
dated 14th, 21st and 25th October refer. Can you add an extra paragraph in  
your statement explaining how on-line banking transactions are processed  
and  
the data downloaded and how nil transactions can occur.

Finally, also attached are a few more 'normal' ARQ's

(See attached file: 0506697-700 CK.doc)(See attached file: 0506692-694  
PS.doc)(See attached file: 0506695-696 CK.doc)(See attached file: 0506691  
JL.doc)

Again apologies for the length of the e mail .....and on a Friday as  
well !!!!

Regards

Graham

Casework Manager  
Post Office Ltd Investigation Team

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>>>> 6328.GI GaerwenMar06 amended.doc attachment was removed from this email <<<<

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