

<sup>th</sup> May 2013

Zubeir Patel  
Potent Solutions  
1st Floor Unity House  
Fletcher Street  
Bolton  
BL3 6NE

Dear Zubeir

### **Re Branch Discrepancies – Bowness Road**

I am aware that you have communicated previously with our Current Agents team in relation to 2 unexplained discrepancies that have impacted your branch. Thanks for alerting us to the issues.

1 | In light of these discrepancies Post Office has thoroughly investigated your branch's records and, whilst undertaking this investigation, we have ensured that any known discrepancies have not been charged to your account. I write now to confirm the outcome of our investigations.

I can confirm that gains totalling £3,186.70 declared at both TP9 in  
2 | 2011/12 and 2012/13 were not proper to your branch. This problem issue  
3 | was created by a specific set of circumstances dating back to actual losses cleared ~~by the former subpostmaster~~ in 2010 (TP8).

In brief the stock unit that cleared the relevant discrepancy was deleted on or before 10<sup>th</sup> December 2010. The related Local Suspense entry should also have been removed, but this did not happen.

The impact of this was that the loss clearance of 2010 was picked up again at the beginning of TP9 the next year in Horizon and treated as a gain. At the end of TP9 the branch was forced to clear this along with current discrepancies. The Local Suspense ledger in the Post Office Finance System was impacted in the same way.

This scenario was then repeated at the same point the next year.

Both TP9 discrepancies recorded at your branch were settled centrally at your branch at the time. Post Office Ltd has settled the gains through pay and will not be looking to recover these gains.

- 4 | Changes to Horizon in 2011 prevented this problem-issue for stock units deleted after mid-December 2010, and the old Local Suspense entry has now been removed from the system.
- 5 | ~~I do apologise for this problem being allowed to occur and impacting your branch.—~~

Yours sincerely

Andy Winn  
Relationship Manager,  
Product & Branch Accounting  
1 Future Walk  
Chesterfield  
S49 1PF

Cc Branch Support team

## Track Changes

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1	Insert	<i>Andrew Parsons, 27/06/2013 05:44 PM</i>
2	Change	<i>Andrew Parsons, 27/06/2013 05:44 PM</i>
3	Delete	<i>Andrew Parsons, 27/06/2013 05:41 PM</i>
4	Change	<i>Andrew Parsons, 27/06/2013 05:44 PM</i>
5	Delete	<i>Andrew Parsons, 27/06/2013 05:44 PM</i>