

**Witness Name: Fiona Elliott**  
**Statement No.: WITN0349\_01**

**THE POST OFFICE HORIZON INQUIRY**

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**EXHIBIT WITN0349\_01/1**

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FAD Code: 166711

Office Name: Urney

All Incidents.

Incident ID	Date Taken	Status	Allocated Individual	Detailed Description
H1521165	07/02/2007	Closed		PM HAS BEEN SERVING IN OOH NOW HAS A MINUS FIK
H15212175	07/02/2007	Closed	woodr01	AS MADE TWO CASH DECS ON LOTTERY UNIT WAS ADVISED TO TRANSFERED OUT OF OOH INTO AA THE AMOUNT WHOCH WAS POPS STILL SHOWING AS A MINUS WHEN DOING BALANCE
H15215508	06/02/2007	Closed		VAULT CARD
H15216189	08/02/2007	Closed		PM ENTERED CHEQUE AS CASH FOR AML CHEQUE DEPOSIT HOW TO REVERSE
H15244295	23/02/2007	Closed	laverm	PM HAS REVERSED A CHO ACCEPTED IN PAYMENT FOR A BT BILL BUT STATES THIS IS SHOWING AS A GAIN IN HER CASH
H15244411	23/02/2007	Closed	laverm	PM SAYS THAT SHE STILL CANNOT GET THE CASH TO BALANCE AFTER THE AP'S REVERSAL ?
H15260916	06/03/2007	Closed		FAD CODE ENC
H15265895	06/03/2007	Closed		PROCESSING
H15265920	06/03/2007	Closed	gillats	HAS LOTTERY LOSS IN OOH DOESNOT KNOW WHY

H15266213	08/03/2007	Closed	CHIP AND WIN THE PM HAS A CUSTS PIN CARD HOW TO TRANSACT
H15267079	08/03/2007	Closed	CAN WE TELL PM WERE A BRANCH CLUE BELONG FOR GIBO
H15268143	08/03/2007	Closed	TRANSFER
H15290546	21/03/2007	Closed	THE PM WISHES TO ORDER STOCK UNCLER WHAT TO DO
H15312776	02/04/2007	Closed	THE PM WANTS TO ORDER MONEY BAGS
H15315770	03/04/2007	Closed	THE PM AS A QUERY ON A TC
H15317822	04/04/2007	Closed	STAMPS BOOKS HOW DO I ENTER
H15320007	05/04/2007	Closed	THE PM AS OUTSTANDING TRANSFERS SHOWING
H15385573	14/05/2007	Closed	BTS NOT PRODUCED FOR 38 DAYS
H15399425	21/05/2007	Closed	PM WANTS TO KNOW IF HER BORN CAN ORGANISE SOME TRAINING FOR BALANCING AS SHE HAS JUST COME BACK OFF MATERNITY LEAVE - 07632444
H15417103	28/05/2007	Closed	THE PM IS REQUESTING EXTRA TRAINING ON BALANCING AND ROLLOVER PROCEDURES
H15437869	08/06/2007	Closed	TEL NUMBER
H15444380	12/06/2007	Closed	OFFICE HAS NOT HAD A CALL BACK CALLED OFFICE CLOSED AT 12 TODAY WILL CALL TOMORROW AT 9AM

H15-45665	13/06/2007	Closed		WILL NOT LET PM TRANSFER STOCK UNITS IN DIFFERENT TP
H15-46805	13/06/2007	Closed		SERVED OUT OF QOH IN ERROR
H15-461630	20/06/2007	Closed		HOW TO CONFIRM IF A BARCODED BY BILL WAS PROC BY THE OFFICE ON 15/02/06 ?
H15-465128	21/06/2007	Closed		CAN WE ACCEPT?
H15-467494	22/06/2007	Closed		TEL CASH CENT
H15-471478	25/06/2007	Closed	lipscov01	PM HAS BEEN TOLD AUDITORS WERE COMING TODAY BUT STILL HASNT COME. COULD YOU PLEASE PAGE OUT AS PM WOULD ALSO LIKE TO SPEAK TO THEM WITH AN ONGOING ISSUE - 02871934110
H15-496163	09/07/2007	Closed		HOW TO SPOIL
H15518668	19/07/2007	Closed		CHECKING OFFICE ROLLOVER
H15525563	23/07/2007	Closed		THING TO ITALY. HOW TO GET A SIGNATURE
H15542707	01/08/2007	Closed		PM HAS BEEN GIVEN INCORRECT NO FOR TONY KENNEDY AUDITOR NEEDS BELFAST NO
H15550770	06/08/2007	Closed		NO REM BAGS WHAT TO DO?
H15550780	06/08/2007	Closed		STORES
H15551625	06/08/2007	Closed	morleyfm	WAITING TO SPEAK TO HER AREA MANAGER RE HER ALARM SYSTEM AND WANTING TO KNOW IF HE IS COMING OUT TO OFFICE AS HE WAS SUPPOSED TO BE. SAYS ALARM IN SHOP AND SAYS THEY WILL NOT GIVE HER CODE SO SHE CAN GET IN FOR HER OFFICE ALARM NEEDS CALL TODAY

H22302790	05/02/2007	Closed	sawickg	A CLERK HAS DECLARED THE CASH TWICE ON THE OOH STOCK UNIT. IT'S BEEN ROLLED INTO THE NEXT BP BUT IS SHOWING A LOSS. CAN THE PM CORRECT IT BEFORE THEY ROLL THE TP OVER ON WEDNESDAY PLEASE ADVISE
H22326616	14/03/2007	Closed	holmesp	PM HAS DISCREPANCY 251.51 IN OOH AND NOT SURE WHY
H22376493	11/06/2007	Closed	dobbinc	PM NEEDS TO SPEAK TO JITT RE BALANCING TRAINING, SHE HAS NEVER DONE BALANCING. THIS IS THE 4TH CALL PM HAS LOGGED
H22376899	12/06/2007	Closed	bints	PM IS HAVING PROBLEMS TRANSFERING FROM OOH TO AA
H22377586	13/06/2007	Closed		WHAT IS THE PROCEDURE IF OFFICE HAS BEEN SERVING OUT OF THE OOH SU
H22381284	22/06/2007	Closed		EDDIE DEVINE REGARDING HAD 2 X POUCHES WORTH VALUE \$4,000 DELIVERED ON SAT WHEN LOOKED ONE OF THE POUCHES WAS UNDER THE TIL ON SHOPSIDE CONTACT ON [REDACTED] OR [REDACTED]
H22392861	09/07/2007	Closed		HOW TO TREAT A REJECTED LABELS
H22405063	01/08/2007	Closed		AUDIT TEAM