

**POST OFFICE CONFIDENTIAL: LEGAL**

Colin Lenton-Smith  
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05.02.04



Dear Colin

**Re: Post Office Counters Ltd. v Mrs Julie Wolstenholme**

You may be aware of the above case which relates (among other matters) to the recovery by Post Office Ltd. of some Horizon equipment belonging to Fujitsu Services which a former subpostmistress at Cleveleys Post Office branch (Mrs Wolstenholme) has refused to return. There has been previous correspondence with Jan Holmes of Fujitsu Services relating to this case.

Mrs Wolstenholme has counter-claimed against the Post Office, and the essence of her claim is that deficiencies in the Horizon system and in the service provided by the HSH resulted in her incurring costs and losing income because of the waste of her time. She is claiming that the Horizon system itself caused losses in the sub postoffice accounts which PO Ltd is claiming against her as being due to her fault and she wants the computer equipment to be examined by an expert witness before she will agree to its release to Fujitsu Services from her premises.

The County Court instructed the parties jointly to commission a report from an expert approved by the Court. I enclose a copy of his report. As you will see, the expert's opinion is that the Horizon system installed at Cleveleys branch was defective and that the HSH was more concerned with closing calls than preventing recurrence of faults. As I'm sure you will understand, Post Office is concerned by these findings, not only in relation to this particular case, but also because of any precedent that this may set and that may be used by Post Office's

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agents to support claims that the Horizon System is causing errors in their branch accounts.

Please can you advise me of Fujitsu Services' view of the main points in this report and, if you do not agree with them, please can you suggest what information or advice Fujitsu Services can provide to the expert that might lead him to change his findings.

An early response would be appreciated.

Yours sincerely,

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