

Witness Name: GRO
Exhibit 1: WITN0283_01/1

THE POST OFFICE HORIZON INQUIRY

EXHIBIT WITN0283_01/1

111275027: CALL REF: R

NSA:3 : SWINSON.

CHEST:
21246-542154

0207 614 7543: RECALL TEAM:

3/01/02: CUSTOMER WANTS 2 SEPERATE TRANSACTIONS:
ADVISED CAN ONLY DO ONE TOTAL;
SHE INSISTED FOR 2 TRANSACTIONS: ONE NORMAL
PAYMENT & ONE FOR ABBEARS- RD

16/02/02 TRANSCASH: DEPOSIT - CASH - PORTUGAL BANK
OK TO TAKE; REF: 111346844

2/02/02

MRS GRO

GRO

OWES POST OFFICE £10.
FOR B. GAS. Kawantam card.

1/02/02. NAT. SAVING: NEW A/C APP. - TO POST 100
ORANGE ENVELOPES: DNS - 30.

GRO

09/03/02:

PARCEL: BRUKS & PENNY.

111419050/WENDY

GRO

CUSTOMER THINKS IT IS FREEPOST.
ADVISED NOT FREE. COST £6.50
FOR

27/09/02 COUNTERFEIT NOTE: £10/20/50 BUNDLE OF £5000-
REF: IC 199 2007: McDONALDS.
CALL REF: 2729 VC.

3/11/02: ROYAL MAIL: LOSS/DAMAGED & DELAYED MAIL (IYLAND)
FORWARDING ADDRESS:
ROYAL MAIL CUSTOMER SERVICES.
P.O. BOX 740
STOKE-ON-TRENT
ST1 5X2.

3/11/02 MRS GRO - ^{Lost MAIL} SENT FORM. PD

4/2/2003 SANDRA BELCHER POL ADVT ARRIVED 08.40 OVERT
ROBERT PARKER POL ADVT ARRIVED 08.50 OVERT.

ROMAC: GRO

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14/02/02. NATIONAL SAVINGS INQUIRY: 0845 964 5000

1/02/02. COMIC RELIEF A/c no. GRO

29/04/03 Post al ^{x x x x x} Order Authorisation
call Ref # H 2097 9099

2/2/02

MONO → COLOUR TV. LIC:

GRO

CALL REF: H11897797

2104.00 - 227.88

£37 SHORT IN £1 COIN BAGS;
CALL REF: G13873

£10/- SHORT IN £1 COIN BAGS (8 BAGS)

£3/- OVER

£7/- BALANCE SHORT

REF: G14026 / G14027 / G14028

GRO

AIR CONDITIONING & HEATING:

GRO

GRO

GRO

10/1/02

CUSTOMER CAME TO RETURN PHONE CARD - REF POST OFFICE -
SEAL HAD BEEN BROKEN - SOUGHT ADVICE FROM
HELP LINE - ADVISED CANNOT GIVE REFUND -
CALL REF, H 20642894

H11496659

MIKE LAW.

23/04 TOP BAG: BAR CODE: 331-06556974-5
CONTAINED ONLY 24 BAGS INCLUDING 1 BAG
OF 20 ps. CALL REF: G 14325:

29/04: L11-SHORT: CALL REF, G 14478

30/04: LIMITED SERVICE - NO PAY YESTERDAY -
CASHABLE CASH. ~~GOOD~~ - NOTES -
CALL REF: H11528944

7/05 TRESPASS: GRO 10-50: GRO
CALL REF: 519/3105; GRO
CHESTERFIELD: GRO

9/04/02 TORN COVER - BENEFITS BOOK ~~REF~~ ^{IMPOUNDED}
PO HELP LINE, 'WE CAN'T ACCEPT THE BOOK'
REF H11637916

ROYAL MAIL: POSTAL COLLECTION:

16/09/02 CODE: FISHING LICENCE:
SENIOR CITIZEN: PEN
DISABLED PERSON: ALL (DLA BOOK OR
LAST YEARS LICENCE)

4/10/02 210x2 = £20/- SHORT: BAND: 19091844 IS SCLBAS
100 = 1000.
COUNTRIES: S.S. - CONFIRMED: B/A
CALL REF. 21227 GB.