



## Initial Complaint Review and Mediation Scheme (to be known as the Scheme)

As you will be aware, Post Office has been undertaking an independent review into the Horizon system and associated issues.

Post Office is determined to ensure that Horizon and any associated processes are fair, effective and reliable, and that Subpostmasters can have confidence in the system.

In some instances, however, Subpostmasters allege that Post Office and Horizon have not met these standards. To address these concerns, Post Office appointed independent forensic accountants, Second Sight, to investigate this situation.

In collaboration with the Justice for Subpostmasters Alliance (JFSA) and a group of MPs led by the Rt Hon James Arbuthnot MP, Post Office established an Inquiry into Horizon. Second Sight was appointed to lead this Inquiry and has been working with a number of Subpostmasters for over 12 months. A copy of Second Sight's interim report is available at <http://www.postoffice.co.uk/post-office-statement-horizon>

Post Office now wishes to offer a Scheme to Subpostmasters so that individual Subpostmasters have an opportunity to raise their concerns directly with Post Office. In partnership with Subpostmasters, the JFSA, Second Sight and interested MPs, all sides can then work towards resolving those concerns.

Please find enclosed a pack of documents describing how the Scheme will work. We would be grateful if you could forward this letter and the enclosed pack to any Subpostmasters who you believe may be interested in this Scheme.

If a Subpostmaster wishes to take part in the Scheme he/she should:

- Carefully read the information enclosed with this letter.
- Complete and return an Application Form which can be found at [www.jfsa.org.uk](http://www.jfsa.org.uk)

A Subpostmaster is not obliged to submit his/her case through the Scheme and they may leave the Scheme at any time. Their legal rights will remain in full force, whether or not they choose to enter the Scheme.

A Subpostmaster's Application must be received by Second Sight by Monday 18 November 2013 if they wish to be involved in the Scheme.

This letter has been sent to a number of interested parties. It is therefore possible that a Subpostmaster may be notified of this Scheme more than once, but the Subpostmaster should only make one Application.

Yours faithfully

A handwritten signature in black ink that reads "Angela Van Den Bogerd".

Angela Van Den Bogerd

[www.postoffice.co.uk](http://www.postoffice.co.uk)