

DRAFT GLO SCHEME CLAIM FORM

Your details		
1	Full name	
2	Previous name(s) (if any)	
3	Postal address	
4	Email address	
5	Contact telephone number	
6	Preferred method of communication about your application We advise using email wherever possible to minimise any potential delays.	
Representative details		
7	Representative Name	
8	Firm reference	
9	Firm Contact telephone number	
10	Firm Email Address	
11	Firm Postal Address	
Application on behalf of a postmaster or a limited company		
12	Are you applying on behalf of a postmaster? If yes, please out (i) their details, and (ii) your relationship with them. Please see the guidance at the start of the application form as to who can bring an application on behalf of another person. As part of this application, you must provide proof as to your legal capacity to make an application on their behalf.	
13	Are you applying on behalf of a limited company?	
Branch and role details – Please provide details of all branches you have been associated with. You may use separate sheet of paper if necessary.		
14	Post Office branch name(s) and address(s) (including the postcode)	
15	Post Office branch or FAD code(s) (if known)	
16	Post Office customer account number(s) (if known)	
17	Are you currently in post?	
18	Start date of appointment	
19	End date of appointment (if applicable)	
20	Remuneration number/PAYE number (if known)	
21	Have you been suspended from your position? If yes, please provide the dates of your suspension and the reasons for the suspension.	
22	Did POL prevent or impede a sale of transfer of the Claimant's business? Provide brief details	
23	Please provide the full name of the individual(s) or company which has or has had a direct contract with Post Office.	
24	What is/was your role (e.g. postmaster, directly managed branch employee, absent postmaster, temporary postmaster)? If your role has changed over time, please list the different roles and the relevant dates for each.	

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25	<p>Did you employ assistants/staff at the branch? If yes, please provide details, including names and dates of appointment (if known)</p>	
<p>Shortfall(s) – Please note this scheme will only deal with shortfalls allegedly caused by previous versions of Horizon. It will not deal with issues arising with the current versions of Horizon. Concerns related to the current version of Horizon should be raised via casereview@postoffice.co.uk and any operational issues experienced when using the current version of Horizon should be reported to the Branch Support Centre.</p>		
26	<p>For each shortfall in respect of which you are applying, please specific:</p> <p>1. The amount;</p> <p>2. The relevant dates (please specific when any shortfall was first noticed and when it was first settled [if applicable]);</p> <p>3. Whether the shortfall amount was paid to Post Office (along with the date and value of any payment);</p> <p>4. How the shortfall amount was paid to Post Office (along with the date and value of any payment);</p> <p>5. Whether Post Office was notified of any shortfall and, if so, how and when it was notified. In particular, please provide details of:</p> <ul style="list-style-type: none"> - Any relevant reference numbers; - Any advice given by Post Office to deal with any shortfalls; and - Who within Post Office advised you (if known); <p>6. Any other relevant information in relation to any shortfall – e.g. please detail whether shortfalls arose as a consequence of any specific transaction or type of transaction.</p>	
27	<p>Did Post Office conduct an audit into the relevant branch? If yes, for each audit, please provide details including:</p> <ul style="list-style-type: none"> – What prompted the audit (if known); – The date(s) of the audit; and – The outcome(s). 	
28	<p>Was there any other investigation into the alleged shortfall(s) by either Post Office or any other organisation/ individual? If yes, please provide details, including:</p> <ul style="list-style-type: none"> – Whether any such shortfalls were reported to Post Office as part of any investigation and, if so, what happened; 	

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	<ul style="list-style-type: none"> – Whether any intervention support visits were carried out; and – Whether any further training was provided following the reporting of a shortfall(s). 	
29	<p>Was any action taken by Post Office as a result of the alleged shortfall(s) (e.g. suspension, termination or interview)? If yes, please provide details including relevant dates and what steps were taken in respect of the branch (e.g. it was closed, a temporary postmaster was appointed, etc).</p>	
30	<p>Did POL pursue recovery of alleged shortfalls by civil proceedings? Please provide details.</p>	
31	<p>Have you experienced any other losses that are directly related to the alleged shortfall(s) in respect of which you would like to claim? If yes, please provide the following details for each alleged loss:</p> <ul style="list-style-type: none"> – The nature of the alleged loss; – The dates of the alleged loss; – How the loss arose as a result of the alleged shortfall; and – The value/size of the loss. <p>Before completing this question, for further guidance please refer to Appendix 1 ('Consequential loss principles and guidance').</p>	
Miscellaneous matters		
32	<p>Have you or anyone who works/worked in the branch ever been the subject of civil or criminal proceedings relating to shortfalls? If yes, please give brief details.</p> <p>Please note that applicants who have a criminal conviction related to shortfalls are not eligible for the Scheme. Please note a caution is not a criminal conviction and will not affect eligibility for the scheme.</p>	
33	<p>Did you participate in the Initial Complaint Review and Mediation Scheme commenced in 2013 in which complaints were reviewed by Second Sight? If yes, was a settlement agreed? Please provide details of any settlement amount received.</p>	
34	<p>Please provide details of any settlement amount received as part of the GLO.</p>	
35	<p>Please provide details of any interim payment received following the GLO settlement.</p>	
36	<p>Did you participate in a settlement/restructure as a result of Network Transformation or other scheme? If yes, on what terms did you settle? Please provide details of any settlement amount received.</p>	
37	<p>Have you or your company been placed into any bankruptcy or insolvency processes or been the subject of</p>	

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	<p>any arrangements with creditors (including through a debt relief order, IVA or CVA) since 2000? If so, please confirm:</p> <ul style="list-style-type: none"> – which processes or arrangements have been undertaken; and – the start and, if applicable, end dates of any such processes or arrangement. 	
Other information related to your application		
38	<p>What documents/material do you have to support your application? Please provide this scanned (or photographed) material at the same time you submit your application. This will allow your application to be investigated and considered more efficiently.</p> <p><i>For postal applications, please use Royal Mail as PO Box addresses can only accept post from Royal Mail and not from other carriers or couriers. Please send in copies of the documents/material rather than original documents, which should be retained for your own records. We advise using a trackable service such as Royal Mail Special Delivery when sending documents by post.</i></p> <p>If any additional information is required to help progress your application, you will be contacted about this.</p>	
39	<p>Do you require expert evidence to support your application? If so please provide the reasoning and detail the type of expert evidence required and why.</p>	
40	<p>Is there any further information you would like to be considered when assessing your application? Please use an additional sheet if necessary.</p>	
Consent		
<p>By signing this document I confirm that:</p> <p>I am happy for Post Office Ltd to share personal data with my legal representative as listed in row (X), the Department for Business, Energy and Industrial Strategy and agents acting on their behalf in relation to the GLO Scheme.</p>		
Statement of truth		
<p>By signing this document I confirm that:</p> <ol style="list-style-type: none"> 1. All of the information provided in this application form is true and correct to the best of my knowledge and belief; and 2. I participated in the Group Litigation Order and have not been convicted of a criminal offence. 3. I have read and understood the terms of reference for the Group Litigation Order and I agree to be bound by them. <p>As we are advising applicants to submit this form by email rather than post, if you are unable to print and scan this form we will accept an electronic signature – this can include simply typing in your name. Please tick this box if you are submitting an electronic signature. If you do tick this box to submit an electronic signature, please also type your name in the ‘Signed’ box below.</p>		

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Signed	
Date	
Name	

DRAFT