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# Question 1 of the Inquiry's Call for Evidence

What impact did the operation & management of the Horizon IT system have, & what effects were personally experienced as a result?

I had various IT issues with Horizon but the main issue was when the system gave a small shortage in my accounts. I rang NBSC (Network Business Support Centre) and HSHD (Horizon System Help Desk) I followed their instructions to the letter making notes of names and reference numbers (all of which I still have). I strongly disputed the systems findings and refused to pay for an error not of my making. The next thing I received a letter from the post office HQ saying if I did not pay the shortage forthwith it would be taken out of my bank account which they did. I have a record of this transaction and I am still waiting for an apology and reimbursement for this unlawful and (according to Employment Law), illegal act. Even my bank then Alliance and Leicester (now Santander) have told me that an employer is not authorised to deduct money from an employee's bank account or the bank sanction this unless in clearly defined specific legal circumstances which this was not.

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