

Henry,

As part of our work on the performance reporting, the team has been doing some analysis of historical HESG reimbursement claims – and we've found a potential problem that I wanted to bring to your attention urgently.

Essentially, it seems that the HESG site has been erroneously duplicating reimbursement claims, in cases where a student has made a claim for an item categorised as 'stationery/office consumables'. For example, if a student has entered a \$20 claim for (say) notepads, it's been logged in the back-end as two identical \$20 claims instead of just the one. This seems to date back to our 'quick win' changes on June 7th.

We can't yet confirm whether these errors have been carried through to the actual financial reimbursement - i.e. if any duplicate, erroneous payments have been made. As a rough sizing, the total value of claims in the stationery/consumables category since June 7th is \$174,322 – so if half of those were wrong, the exposure would be just under \$90k.

While we investigate, I've spoken to the Operations team and asked them to take the website offline.

Please can you call me to discuss when you have a moment.

Thanks