

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 stumbled across a major problem that I need to talk to you about.

Essentially, the HESG site has been **erroneously** doubling reimbursement claims, in cases where a student has made a claim for an item categorised as '**stationary** / office consumables '. For example, a student named Denise Copeman at Los Maryon claimed \$18.32 for notepads on June 12th, but the system is showing two identical claim entries in her name. The problem was somehow caused by the ' quick win ' changes we made on **July** 7th.

I've no idea 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, your exposure is just **over** \$90k.

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

Please call me to **discuss**

Thanks