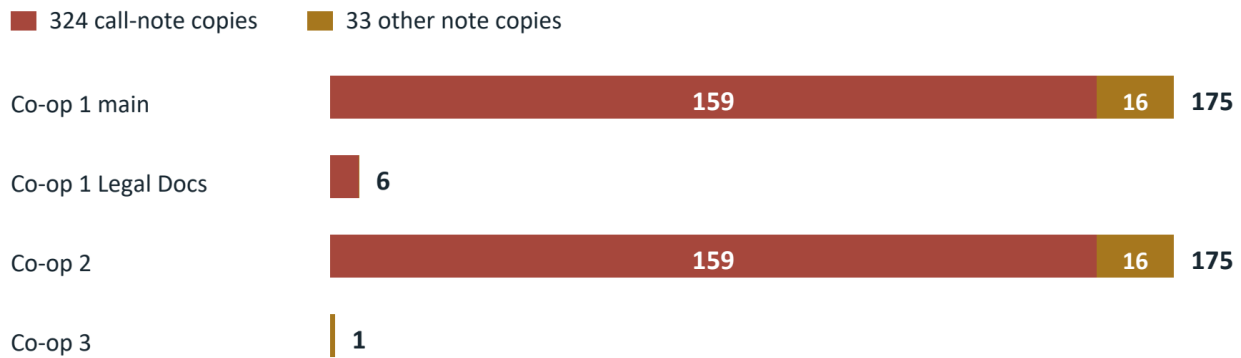


Figure 9 The scale of the missing date fields**357 page copies with the separate date field missing**

Includes repeated copies and continuation pages; these are not unique calls.

Coop Contact Date Field Audit, Summary and Page schedule. 357 page copies, including 324 call-note copies and 33 other contact-note copies. Repeats are included; this is not a count of unique calls or wholly undateable events.

Table 25 Missing separate date fields by disclosure

Co-op source	Call-note copies	Email/letter-note copies	Total
Co-op 1 main files	159	16	175
Co-op 1 Legal Docs	6	0	6
Co-op 2	159	16	175
Co-op 3	0	1	1
Total	324	33	357

Coop_Contact_Date_Field_Audit.xlsx, Summary and Page schedule. The earlier 140-page class is within this inventory, not an additional 140 to add.

Table 26 Call date and date of the fuller note

Call date	Later displayed date	Source wording and location
3 June 2017	5 June 2017	"I realize that I did not make a note of this, on the 3rd." FOS p.293, concerning the earlier voicemail to [REDACTED].
5 October 2019	7 October 2019	"TCT Mr, mobile [FULL NOTE FROM 05/10]". FOS p.174; diary pp.41-42.
18 December 2019	19 December 2019	Brief end-of-shift note and the following day's "FULL NOTE FROM 18/12/2019". FOS pp.118 and 106.
4 January 2020	6 January 2020	"This note relates to 2 'OC's from 04/01/20 - the 1st call dropped after 45 mins." FOS p.472; diary p.67.
7 January 2020	8 January 2020	"Attempt was made to call Mr yesterday to discuss complaint - not noted here." Diary p.69.

Completed later-dated-note booklet and diary/FOS event audit. Displayed dates do not establish native creation/edit timestamps. A later full write-up is not counted as another call.

S20. As a documented vulnerable customer with a head injury and ADHD, I have needed assistance to reconstruct a chronology which the firm could have supplied with its dates and identifiers intact. The occurrence check links 317 call-note copies to particular diary records or evidenced continuations, identifies three supported repeated copies, and leaves four copies of one short note unresolved for one-to-one occurrence allocation. Recovering a date by matching another document does not restore the original metadata or make the first disclosure usable. The repeated historical occupational note and its placement must also be read against my fuller 2022 statement and later work records. [Ground 6; supplied 2022 statement and call-note extract, pp. 1–3,5–10,14–16; Topaz Batch 12 pp.58–65.]