

**From:** [O"Connor,D](#)  
**To:** [REDACTED]  
**Subject:** Re: President Tsai - University of London  
**Date:** 17 July 2019 16:23:58  
**Attachments:** [image002.png](#)  
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[image015.png](#)

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Hi [REDACTED],

A few small suggested edits market in the text below this email.

- I'd change confirm to 'state'. 'Confirm' suggests it was the correct response in this instance. No fault of the replier (they didn't have all the relevant information) but it wasn't the right answer in this specific case.
- I've suggested adding 'This was an error' to be absolutely clear that the earlier information was not correct. Understand if you'd rather not include it.
- Suggest using her name rather than 'President Tsai' as it may subtly suggest we're going to the effort *because* she is the President.

- Overall for most basic enquiries I'd just use par 1&3 together. I think the second par is only relevant if someone asks 'why did your staff member say X' specifically,

In terms of distribution. It makes sense to give it to Rep's office for their use- to keep arms length etc - but I think it may be worth UoL using it with reactive enquiries as well, otherwise it might seem a bit like there's something to hide. But, of course, that is your call!

At LSE we would probably use it as follows: "Reissuing of degree certificates is a matter for the University of London. They have provided the following statement: "XXX..."

As noted above we'd only use paragraph 1 & 3 for general enquiries.

Thanks very much for sharing this,

Do let me know if you have any questions.

Danny

*Any replacement diploma for an academic award that was originally made 20 or more years ago, will carry the signature of the University of London's Vice-Chancellor, who is in post at the time of*

*the certificate being re-issued.*

*As all replacement requests generally fall within a 20-year period, an officer of the University of London did respond to a general enquiry to **state** that the replacement diploma would carry the same date and signature as the original diploma. **This was an error.** It was only subsequent to this reply that the date of the award, falling outside the 20-year period, became known.*

*The University of London can confirm that the diploma certificate re-issued to the **Dr Tsai Ing-wen** is genuine and is signed by the Vice-Chancellor in post at the time of the diploma certificate being reissued.*

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**From:** [REDACTED]  
**Sent:** 17 July 2019 15:57:21  
**To:** O'Connor,D  
**Subject:** RE: President Tsai - University of London

Obviously the message needs to be reworked so it comes from them if that is an acceptable approach from the people I have been talking to today.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 17 July 2019 15:43  
**To:** O'Connor,D <D.O'Connor@lse.ac.uk>  
**Subject:** RE: President Tsai - University of London

Dear Danny,

This is the proposed statement, please let me know what you think.

*Any replacement diploma for an academic award that was originally made 20 or more years ago, will carry the signature of the University of London's Vice-Chancellor, who is in post at the time of the certificate being re-issued.*

*As all replacement, requests generally fall within a 20-year period, an officer of the University of London did respond to a general enquiry to confirm that the replacement diploma would carry the same date and signature as the original diploma. It was only subsequent to this reply that the date of the award, falling outside the 20-year period, became known.*

*The University of London can confirm that the diploma certificate re-issued to the President of Taiwan is genuine and is signed by the Vice-Chancellor in post at the time of the diploma certificate being reissued.*



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**From:** O'Connor,D <[D.O'Connor@lse.ac.uk](mailto:D.O'Connor@lse.ac.uk)>  
**Sent:** 17 July 2019 14:32  
**To:** Kelloway,C <[C.Kelloway@lse.ac.uk](mailto:C.Kelloway@lse.ac.uk)>  
**Cc:** [Redacted]  
**Subject:** Re: President Tsai - University of London

Hi [Redacted],

I'm on [Redacted] if you'd like to talk.

Thanks,

Danny

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**From:** Kelloway,C  
**Sent:** 17 July 2019 13:57:54

**To:** O'Connor,D

**Cc:** [REDACTED]

**Subject:** President Tsai - University of London

Hi Danny,

[REDACTED] from the University of London (cc'ed) has just called as she would like to chat with you about President Tsai's thesis and co-ordinating a response.

Many thanks,

Charlotte

**Charlotte Kelloway**

**Media Relations Officer | Communications Division**

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