



8th January 2014

Mrs N Sahota Allesley Post Office 129 Birmingham Road Allesley Coventry CV5 9BB

Dear Mrs Sahota

Re One For All Gift card

I am sorry to hear about the response you received from the helpline. Our AP team have taken on board your case and will endeavour to recover these funds.

There are no circumstances where you should be spoken to rudely when calling the helpline. It does appear as though the required process to resolve this problem type is not held on the "Knowledgebase" that advisors refer to when dealing with the range of queries raised by branches.

I will ask the relevant product team to review the instructions available to helpline advisors so hopefully the next branch with a problem of this type has a better experience.

I hope we are able to recover these funds for you.

Yours sincerely

GRO

Andy Winn Relationship Manager Finance Service centre 1 Future Walk Chesterfield

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Andrew Winn

From: Jane E Smith

Sent: 03 January 2014 16:18

To: Andrew Winn

Subject: RE: Allesley 153205 Gift card

We'll sort it

Just gone on remedy and it tells the advisor to re-categorise the call as x y z, but z doesn't exist anymore – so I guess the advisors are just making it up.

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Jane Smith | AP Enquiry Team Leader, Finance Service Centre

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From: Andrew Winn

Sent: 03 January 2014 14:28

To: Jane E Smith Cc: Dawn L Colclough

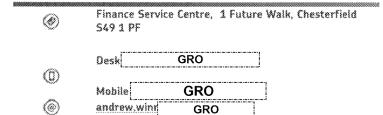
Subject: Allesley 153205 Gift card

Hi Jane

Got this one in. The bits she has not told me is that the reversal was not reversed on the day and that the gift card has been cut in half. What can we do? Why are NBSC just directing this to me? It sounds fairly bau.

Ta

Andy Winn Relationship Manager





To,

Relationship Manager

Alles ley Post Office 1532057 31-12-13.

Ret: H23318636

I put on a Gift Card for \$\frac{1}{20}\$ in error (seventy pounds)
No: 4844261587948522

I was unable to reverse the entry,

I was told to phone Gift card one 4 all

by Supervisor I than first of then write to relationship Manager I phoned One Hall Gift Card spoke to Breeda who said they can do it, Helpderk need to send a voucher to the

Phoned Helpderk H18227608

They told me to write to relationship Manager.

Thanks, N. Salm

GRO

In all the years I have phoned Helpdelk, I have never been told to do all this, and Spoke to rudely, and told it is a loss to your office, can't do anything!

I hope this nather can be resolved.