

Area Intervention Manager Visit Log

Admin duty to complete (except date and length of visit which is completed by AIM)

Date and issue	6/2/06 – Large loss				
Branch	Fazakerley	Postcode	GRO	Fad Code	214420
Details of visit	£3959 shortage in week 41	Type of visit (ie phone or visit)	Visit		
Date of visit	8/2/06	Name AIM	Kevin Ryan		
Length of visit	2 hours 20 mins	Segment	Diamond	Actively Account Managed ? Y/N	Yes
Hardship Y/N		ATM? (note type, eg self fill)			

Mandatory requirement on all visits (to be completed by AIM)

Bal/ Suspense. Check last 2 Branch Trading Statements (record amounts)	TP 09 £3959 .00 short			
Is Mail accessible to the public How is it accessible Is this due to customer convenience or a storage issue? What actions have been taken to address this?	No			
Any other comments				
ONCH/FONCH Check declarations (end of day) Check sales against holdings	Good			

Optional dependant on visit any breaches should be annotated as to what action has been given

Sales (POM)	Good
Branch Standards	Good
Security	Good
Current issues	I attended the office as they had received a request for payment for the loss sustained in TP 09. Chesterfield have now put a temporary block on this awaiting a transaction correction. I have checked all the office documents, transaction logs and event logs for the week concerned and there is no sign of what has caused this loss. I have contacted Girobank who are looking to see if there are any errors that have come to light. I have advised the manager that Chesterfield will only allow the block to stand for so long unless they can discover where the error was made. If not then the PM will have to make arrangements to settle with Chesterfield. Girobank have stated that there is no discrepancy showing.
Opening times	
ATM at branch poster displayed	

C&SM National Standard forms & AIM toolkit October 05 v1.4

High risk audit issues	
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ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLINE DATE	DONE

EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT