

Branch: Fazakerley

Extract of Pages 1, 8 11 and 12
from the NBSC Call Logs

Exhibit Number:

Branch Code: 214 420

Identifying Mark: SB/52

Fazakerley Call Logs

11/12/2012

Date Time Taken	Incident ID	Office Name	FAD Code	Call Type	Client	Activity	Sub Activity	Brief Description	Detailed Description	Resolution	Incident Log	Date Taken
20/01/2005 13:16	H21659831	Fazakerley	214420	Client Counter Procedure		World Agent Directory	World Agent Directory	MONEYGRAM	PM WANTED PROCEDURE FOR MONEYGRAM	KB	1106226975_mullenk_20/01/05 13:16:15 mullenk Priority: Low Assigned to group: Tier 1_	20/01/2005
04/02/2005 12:32	H13791110	Fazakerley	214420	Client Counter Procedure		Counter Procedure	Counter Procedure	TRAVEL INSURANCE	3 ADULTS CAN THEY GO ON THE SAME FORM	KB	1107520360_wallack_04/02/05 12:32:39 wallack Priority: Low Assigned to group: Tier 1_	04/02/2005
04/02/2005 13:28	H13791302	Fazakerley	214420	Horizon		Administration	Add New User	CREATE USER	RELIEF PM IS TRYING TO CREATE HERSELF AS A USER BUT THE SYSTEM WILL NOT ALLOW IT. SHE IS LOGGED ON AS THE PM WITH MANAGER LEVEL ACCESS.	ADVISED THAT IS SHE IS USING USER 001 IN ANOTHER OFFICE TO CREATE USING 002. USER CREATED SUCCESSFULLY.	1107524156_crawfoa_04/02/05 13:28:31 carterr Priority: Low Status set to: Assigned Assigned to group: Tier 204/02/05 13:28:48 crawfoa Status set to: Allocated Allocated to: crawfoa_	04/02/2005
25/02/2005 09:43	H13831977	Fazakerley	214420	Client Counter Procedure		Counter Procedure	Counter Procedure	TRAVEL INS	WHAT IS THE TERMS AND CONDITIONS FOR TRAVEL INS	AS KB	1109324589_rotherc_25/02/05 09:43:09 rotherc Priority: Low Assigned to group: Tier 1_	25/02/2005

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11/08/2005 07:20	H14161550	Fazakerley	214420	Horizon Balancing		Cash Account Discrepan cy	Discrepancy	5 HR LOTTERY DISC	H14146289PM HAS A LOSS OF #592.21 CARRIED FORWARD FROM LAST WEEK PM BELEIVES IT IS TO DO WITH LOTTERY BUT NEEDS HELP IN CLEARING THE FIGURE	REFER TO PREVIOUS CALL H14146640	1123747694_vandeb_1 1/08/05 08:20:34 joel.herbert Priority: Low Status set to: Assigned Assigned to group: Tier 211/08/05 08:20:51 allocator Status set to: Allocated Allocated to: allocator11/08/05 09:07:00 vandeb Allocated to: vandeb_	11/08/2005
11/08/2005 09:05	H14162500	Fazakerley	214420	Horizon Balancing		Balance Day	Declarations	CASH DECLARATIO NS	WEEK 19'S DECLARATION STILL SHOWING THE LOSS THIS WEEK	SECOND TRIAL IS ONLY 122 EXTRA SHOULD BE 1135.60. HAS NOT TAKEN THE MONEY FROM THE SHOP. PM NOT IN WILL CALL BACK IF DOES NOT UNDERSTAN D THE MESSAGE, MONDAY.	1123835169_daviesg_1 1/08/05 10:05:18 lavern Priority: Low Status set to: Assigned Assigned to group: Tier 211/08/05 10:12:17 papen Status set to: Allocated Allocated to: allocator11/08/05 15:58:49 allocator Allocated to: daviesg_	11/08/2005
22/08/2005 14:21	H14184007	Fazakerley	214420	Horizon Balancing		Cash Account Discrepan cy	Discrepancy	DESCREPAN CY	WHAT IS THE PROCEEDURE	KB	1124720462_wardp_22 /08/05 15:21:02 wardp Priority: Low Assigned to group: Tier 1_	22/08/2005

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24/08/2005 15:19	H21860320	Fazakerley	214420	Horizon Balancing		Branch Trading	Week 22 Accounting POLFS	BRANCH TRADING	WHAT TO DO RELATING TO BALANCE MESSAGE IF LOTTERY OFFICE	MEMO	1124896778_johnstd_2 4/08/05 16:19:37 johnstd Priority: Low Assigned to group: Tier 1_	24/08/2005
25/08/2005 08:36	H14191715	Fazakerley	214420	Horizon Balancing		Cash Account Discrepan cy	Discrepancy	WK19 #592.21 LOSS EMAIL AIO 06 30/08/05	WK19 #592.21 LOSS OIC STATES THIS IS TO DO WITH AN UPGRADE OF SYSTEM. NO ERRORSEMAIL AIO 06 30/08/05	14/09, E MAIL FROM KEVIN RYAN, MATTER SORTED.	1126699637_robert.atk inson_25/08/05 09:36:43 guestl Priority: Low Status set to: Assigned Assigned to group: Suspense Account25/08/05 09:40:28 annie.wilde Status set to: Allocated Allocated to: annie.wilde30/08/05 10:54:34 annie.wilde Allocated to: robert.atkinson_	25/08/2005
31/08/2005 08:47	H21863649	Fazakerley	214420	Client Counter Procedure		Methods of Payment	Methods of Payment	DVLA	MOPS	KB	1125478030_priorv_31/ 08/05 09:47:10 priorv Priority: Low Assigned to group: Tier 1_	31/08/2005