

From: Angela Van-Den-Bogerd [GRO]
Sent: Tue 13/11/2018 11:36:47 PM (UTC)
To: Andrew Parsons [GRO]; Dave Panaech [GRO]
Cc: Rodric Williams [GRO]; Amy Prime [GRO];
Kathryn Alexander [GRO]; Shirley
Hailstones [GRO]
Subject: RE: Urgent Query Dispute Process 2007-2009 [WBDUK-AC.FID26896945]

Hi Andy

That's correct.

Angela



Angela Van Den Bogerd
Business Improvement Director

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GRO

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From: Andrew Parsons [mailto:[GRO]]
Sent: 13 November 2018 21:44
To: Angela Van-Den-Bogerd <[GRO]>; Dave Panaech <[GRO]
uk.com>
Cc: Rodric Williams <[GRO]>; Amy Prime <[GRO]>
Subject: RE: Urgent Query Dispute Process 2007-2009 [WBDUK-AC.FID26896945]

Angela

This supports what I always thought - if a SPMR gets to the end of the trading period and has a shortfall of less than £150, they must make it good in order to roll over. They then contact NBSC to raise a complaint about the shortfall, which is then investigated and, if appropriate, a TC is generated in a later TP creating an offsetting gain.

So in effect, for general branch losses under £150, it is "pay now, argue later". And if the SPMR is right to dispute, then they get the money back later.

A similar system applies for TCs under £150 which cannot be resolved during the same trading period. The TC must be accepted before roll over, thus creating a loss that must be made good (because it is for less than £150). The SPMR can contact the named person on the TC (or NBSC who will put them in contact with the right person) to raise a

dispute. That may then generate a further offsetting TC if the dispute was found to be valid.
Correct?

Dave – please can you pick this up with Jonny re Alison's evidence.

A

Andrew Parsons

Partner

Womble Bond Dickinson (UK) LLP

d: 
m: 
t: 
e: 

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From: Angela Van-Den-Bogerd [mailto:
Sent: 13 November 2018 15:21
To: Andrew Parsons; Dave Panaech
Cc: Rodric Williams; Amy Prime
Subject: Fwd: FW: Urgent Query Dispute Process 2007-2009

Hi all

The info on the earlier question about the entry level for raising a dispute. Kath's view supports mine that we would and do investigate losses less than £150.

I'll pick up with Alison Bolsover when she returns from leave to understand what documentation/policy she is referencing.

Angela

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From: Kathryn Alexander
Sent: Tuesday, November 13, 2018 3:11:29 PM
To: Angela Van-Den-Bogerd
Subject: FW: Urgent Query Dispute Process 2007-2009

Hi Angela

I have looked through the dispute process info I have and have also contacted Paul Smith from FSC – see email chain below

- Essentially, the only reference to £150 that I (and Paul) are aware of is the ability to settle centrally limit

- The attached Accounting Losses Policy (2003) refers to at Section 3 (extract below) £150 (community) and £400 (commercial) on authority to hold losses in suspense, but no reference to being unable to dispute threshold and cant see this in a later version 2005/2006 (3rd attachment)
- Attachment – (dispute process) this was in 2008 (according to email that it was attached in sent to Andy P from Andy W on 11/04/2013). The appeal process part doesn't refer to £150 limit either
- SSRT has investigated less amounts <£150 and over the years in various roles I can't ever remember telling a Pmr that they could not dispute rather the opposite that we would support

Below is from Accounting Policy for Agency Branches (2003)
SECTION 3 - AUTHORITY TO HOLD LOSSES

Where authority is given, it will only be provided for the amount of loss discovered above a threshold amount (£150 for those in the community segment and £400 for those in the commercial segment) and providing that no other losses are held in suspense at the time. A unique reference number will be allocated to any authority, which the agent should note for audit purposes.

PDF – email refers to this 2008

Regards
Kath



Kathryn Alexander
Support Services
Resolution Manager

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GRO

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From: Kathryn Alexander
Sent: Tuesday, 13 November, 2018 2:44 PM
To: Paul I Smith <GRO>
Subject: RE: Urgent Query Dispute Process 2007-2009

Hi Paul

Thanks, that my thinking, appreciate your time again 😊

Regards
Kath



Kathryn Alexander
Support Services
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From: Paul I Smith
Sent: Tuesday, 13 November, 2018 2:40 PM
To: Kathryn Alexander <GRO>
Subject: RE: Urgent Query Dispute Process 2007-2009

Hi Kath,

The only thing that I know of that is £150 related is the ability to settle centrally. Maybe the query is thinking about the fact it can't be settle centrally and blocked while disputed so the branch has to take the cash loss at the time.

Regards



Paul Smith

Operations Support Manager
Fire Precautions Officer/FSC H&S
Finance Service Centre

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From: Kathryn Alexander
Sent: 13 November 2018 14:37
To: Paul I Smith <GRO>
Subject: RE: Urgent Query Dispute Process 2007-2009

Hi Paul

Thanks for helping, I have gone through these and what I had already and can't so far see that there is anything that mentions anything under £150 can't be disputed? (which is a further query from AVB)

I was of the opinion (irrespective of the limit prior to settling centrally) that a loss below this threshold could be investigated? I know we have in SSRT

I can see reference to limits of £150 & £400 in some older Losses Policy for authority to hold losses but nothing about can't be disputed

The attached from Andy Winn refers to the Appeal Process for a TC/BD –but doesn't refer to a threshold being >£150

Would FSC block a debt and/or investigate for <£150?

Regards
Kath



Kathryn Alexander
Support Services
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From: Paul I Smith

Sent: Tuesday, 13 November, 2018 1:37 PM

To: Kathryn Alexander <GRO>

Subject: RE: Urgent Query Dispute Process 2007-2009

Hi Kath,

I will perform a search on sharepoint and see what I can find. I don't personally hold a copy though.

Regards



Paul Smith

Operations Support Manager
Fire Precautions Officer/FSC H&S
Finance Service Centre

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From: Kathryn Alexander
Sent: 13 November 2018 13:36
To: Paul I Smith <[redacted] GRO>
Subject: Urgent Query Dispute Process 2007-2009
Importance: High

Hi Paul

I have an urgent query from the lawyers/AVB – do you have a document that covers the dispute process during period 2007-2009

I am checking my own documents but would really appreciate it If you can put your hands on anything quickly

Thanks

Regards
Kath



Kathryn Alexander
Support Services
Resolution Manager

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[redacted] GRO

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