

Accepting or disputing losses or gains in branch

Here's a quick reminder about what it means to 'settle centrally', and how to accept or dispute losses or gains in branch.

What happens when you 'settle centrally'?

If you have a loss or a gain in your branch and choose to 'settle centrally', this means that you accept the loss or gain and your branch is returned to balance (unless you follow the dispute process).

Horizon then recognises that the cash discrepancy has not been rectified, and instead transfers the loss or gain to your 'customer account'. The customer account is managed by product and branch accounting, and we then start the debt recovery process to recover outstanding amounts.

Disputing transaction corrections

If you would like to dispute a transaction correction, you should contact the person who has sent you the transaction correction as soon as possible. If your dispute is accepted, a compensating transaction correction will be sent to you.

You may be asked to give more information to support your dispute. However, if a transaction correction is issued too close to branch trading to be fully investigated, you can call the NBSC on 0845 6011 022 to ask for more time to gather and present supporting information.

Resolving branch discrepancies

It is your responsibility to resolve branch discrepancies. If you believe a transaction correction is needed to resolve the discrepancy you should contact the appropriate department in product and branch accounting via the NBSC on 0845 6011 022.

If you have disputed a transaction correction or branch discrepancy, but your case is not allowed, you can make a written submission explaining why the loss (or gain) is not proper to your branch to:-

The Relationship Manager
1 Future Walk
Chesterfield
S49 1PF

The debt recovery process, if settled centrally, will then be suspended pending a written response.

If you have any questions about accepting or disputing losses or gains, please contact the NBSC on 0845 6011 022.

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