

Audit Closing Script:

"Thank you for taking the time to facilitate this audit today. Could you please verify today's findings by checking the cash, stock and currency before we discuss next steps?" If the Postmaster/OIC declines the opportunity to verify the findings, they should be asked to sign the audit sheets to confirm this. If they decline to sign, the Audit and Support Advisor (A&SA) should annotate the sheets accordingly.

"Is there somewhere we can go to talk privately please? I will now go through today's findings with you". A&SA to go through the results of the audit in detail, ensuring that any gaps identified are discussed. In the event the Postmaster/OIC wants to dispute a variance, A&SA to make the Postmaster/OIC aware of the disputes process.

For support with a recent variance: **"If you need help with a branch variance please call the Branch Support Centre on [GRO] They will help you to investigate further to identify how the variance happened. If they can't resolve the reason for the variance during the call the Branch Support Centre will be able to raise a dispute for you"**

For support regarding a historical variance: **"If you need help with a historical branch variance please call the Branch Support Centre on [GRO] to raise a dispute for you"**

For support regarding variances as a result of a transaction correction: **"Please call the Transaction Correction Disputes Team on [GRO] or email disputeteam@[GRO] as soon as possible if you wish to dispute a transaction correction"**

In the event of suspension, the A&SA would have a private telephone conversation with the Contract Advisor to discuss the findings but would not enter into any discussion with the Postmaster/OIC in this regard. The Contract Advisor will follow the Suspension Script to direct them in giving the correct and relevant information and support to a suspended Postmaster/OIC.

Any areas for development will be taken forward by the Contract Advisor. The Lead A&SA will make a note of requests for additional training where considered necessary in order to support the Postmaster. Any gaps identified as part of the compliance check may result in contact from the Branch Standards Team either by phone or by letter. A&SA should go through the correct procedures for any gaps and clarify understanding.

"I would like to thank you for your time today".