

IN CONFIDENCE

To: Mr David Yates
Agent

copy: Elaine Wright
Retail Line Manager

From: R.Parker
Security & Audit

Date: 26 November 2002

Audit of Walton On Thames Branch code 090023

An audit of the above branch was undertaken on 15 November 2002 by R.Parker. This audit is a review of the product/process controls in place at the branch and not a comment on the performance of individuals.

The following page contains a brief summary of the areas that could be routinely tested at audit and the tests carried out are selected on a basis of risk assessment from branch performance data. The products/processes with a cross indicate items that have been tested by the auditors on this occasion and the findings revealed at audit.

Appendix A contains a more comprehensive report detailing our findings and recommendations for your information and attention. Any control gaps in bold were noted on a previous audit and had not been actioned at the time of our most recent visit. Please note the reference numbers preceeding the control gaps are for our internal use only.

At the audit, you were given a questionnaire to provide feedback on the audit process. If there is anything else you wish to bring to our attention please feel free to write your comments on the reverse of this report or contact Paul Bosson, Audit Manager on telephone number

Please retain one of these reports for your information and return the other one, signing it to confirm that you understand all the points made.

Thanks for your help and hospitality throughout the audit.

Security & Audit Signature
Date

Auditee Signature
Date