

## Branch Intervention Log Telephone Contact

<b>Branch Name</b>	<b>Callendar Square</b>	<b>Postcode</b>	FK
<b>Date of Call</b>	<b>05.01.06 &amp; 06.01.06</b>	<b>FAD CODE</b>	160868
<b>Person Making the call</b>	<b>SANDRA MACKAY</b>	<b>Role/Job in P.O.L.</b>	AIM

<b>Issue Raised</b>	PM WANTS TO SPEAK TO SANDRA MCKAY URGENTLY REGARDING SERIOUS PROBLEMS WITH HORIZON IT IS REPEAT PERFORMANCE AS TO WHAT WAS HAPPENING BEFORE AND HSH FAILING TO PICK IT UP
<b>Response by SPM</b>	Telephoned the office and Allan said that he was having problems again with transfers. He has contacted the Horizon helpdesk who have subsequently come back to him to say that there is no system problem and that he should contact NBSC. He did this and from what I can understand the NBSC have told him that he is trying to balance on two different terminals. Allan disputes this and is adamant that there is a system error.
<b>Resolution agreed on the call</b>	A diary date had already been set to visit the office on 12.01.06 to go over Allan's audit report. It was agreed that I would visit along with Brian on that date and go over any paperwork that Allan had at that time. Checked when the next BTS is due to be produced and it is next week 11.01.06.
<b>Any other issues raised or dealt with</b>	

<b>Follow up actions required</b>	
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