

## Area Intervention Manager Visit Log

Admin duty to complete (except date and length of visit which is completed by AIM)

<b>Date and issue</b>	12.01.06 –HV Audit Report & Horizon problems				
<b>Branch</b>	<b>Callendar Square</b>	<b>Postcode</b>	<b>FK</b>	<b>Fad Code</b>	
<b>Details of visit</b>		<b>Type of visit</b> (ie phone or visit)	VISIT		
<b>Date of visit</b>	12.01.06	<b>Name AIM</b>	SANDRA MACKAY		
<b>Length of visit</b>	1 hr 15 mins	<b>Segment</b>	Diamond	<b>Actively Account Managed ? Y/N</b>	Yes
<b>Hardship Y/N</b>		<b>ATM? (note type, eg self fill)</b>			

Mandatory requirement on all visits (to be completed by AIM)				
<b>Bal/ Suspense. Check last 2 Branch Trading Statements (record amounts)</b>	<b>T/P 9</b> 11.01.06 Balance clear Sus A/C £3894.88	<b>T/P 8</b> 14.12.05 £2.67 Short		
<b>ONCH/FONCH Check declarations (end of day)</b>	ONCH & FONCH discussed – cash declarations being completed and FONCH monitored			
<b>Check sales against holdings</b>				

Optional dependant on visit any breaches should be annotated as to what action has been given

<b>Sales (POM)</b>	
<b>Branch Standards</b>	Good
<b>Security</b>	Good
<b>Current issues</b>	
<b>Opening times</b>	

C&amp;SM National Standard forms &amp; AIM toolkit October 05 v1.4

<b>ATM at branch poster displayed</b>	
<b>High risk audit issues</b>	None that I am aware of

<b>ACTION (Detail any additional actions to be followed up by Spmr /C&amp;SM/APM/Admin or other)</b>	<b>WHO</b>	<b>DEADLINE DATE</b>	<b>DONE</b>
Brian to e mail Shaun Turner to request that Horizon kit is checked/replaced to try to eliminate problems currently being experienced in the office.	C&SM	ASAP	

**EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT**

As instructed by APM, I visited the branch to go over the Audit Report of 8 Dec 2005. Brian Trotter, C&SM was with me during the visit.

Discussed the report fully with the Spmr and the recommendations that had been made by the audit team. The Spmr is aware of his responsibilities and agreed to complete the training records as outlined in Appendix A relating to AML & FS. All issues in Appendix B were discussed and I am satisfied that the Spmr has taken the necessary steps to rectify.

We discussed the problems that had been encountered in September with the Horizon system and the more recent recurrence. Alan (Spmr) showed Brian and myself the balance snapshots from 5.01.06, showing the problems with the communication between nodes. I have already contacted Shaun Turner asking for help to rectify the system problems, and Brian has agreed that he will also e mail him reiterating the need for the system to be checked or the kit replaced.