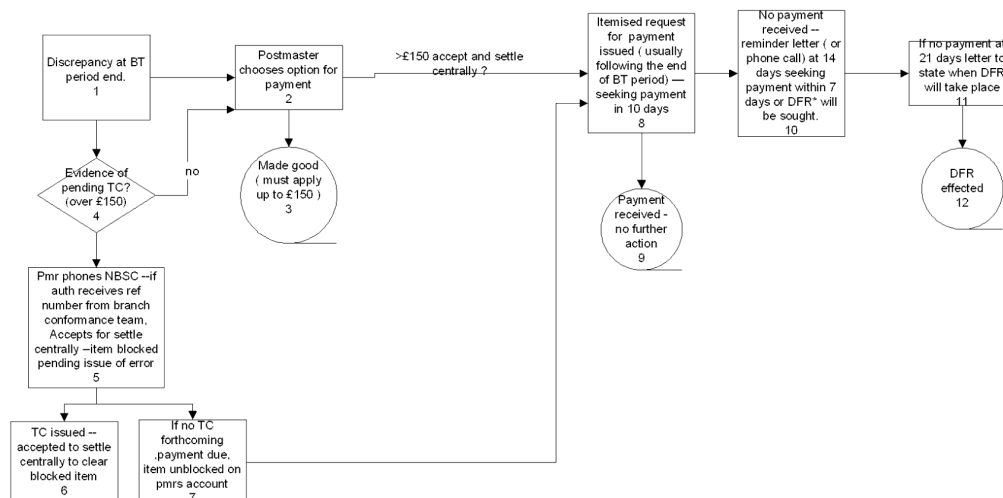


Process for awaiting TC – singletons

Version 1

15th Dec 2005

Owner: Marie Cockett



DFR= deduction from remuneration

Branch Trading does not change the requirement to make good losses nor does it replace the liability for losses policy agreed with the National Federation of Subpostmasters.

If you have a discrepancy for an amount over £150 however, if you can provide evidence that you should receive a TC for a mistake that has been made at your branch then the process is similar to now but you will not have a suspense table in which to hold authorised amounts.

You will need to contact the NBSC helpline who having assessed your request will allocate a priority rating dependent upon when you are due to roll your branch trading. NBSC will then advise Product and Branch Accounting to ring you. If agreed you will then be asked to *accept and settle centrally* the amount of the discrepancy and be given a reference number (similar to the process for TC queries). The amount will then be held in your account whilst the issue of the appropriate TC is pursued. Once the TC is available you will be given only 1 option -- to *accept and settle centrally*. By choosing this option you then effectively cancel the debt held on your account.

However, if after investigation Product and Branch Accounting find no discrepancy to compensate for the amount held you will be advised and the item will be unblocked from your account and recovery sought via your next request for payment statement. Equally, if you do not have evidence to support your claim you will remain liable for the shortage.