Process for awaiting TC. – Multiples

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What are our options at the end of the Branch Trading Period if one of our branches reveals a discrepancy in the account?

Branch Trading does not change the requirement to make good losses.
All your branches will need to *Assign to nominee* any discrepancies that have been identified and committed to local suspense at the end of the Branch trading period. These will then appear on your monthly request for payment.

If, a branch has a discrepancy for an amount <u>over £150</u>, and they can provide evidence that they should receive a TC for an error that has been made for the corresponding amount the following process applies:

At the end of branch trading the branch will advise their operational manager with full details of the error viz. product, date and details of transaction and value. The branch should use the *assign to nominee* option on local suspense that transfers the amount to your central account.
Your operational manager should then advise your multiple contact point in PBA who, if full details and evidence are available, will block the amount on your central account and provide a reference number whilst investigations take place and if appropriate the issue of a TC is pursued. Once the offset TC is issued your branch will use the *Assign to nominee* option. This will effectively remove the value of the discrepancy held on your central account.
If after investigation PBA find no error to compensate for the amount held you will be advised and the item will be unblocked from your central account and recovery will be 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 discrepancy.

The current processes for raising queries on miskeyed items e.g. Automated payment products, are unaffected.