

Area Intervention Manager Visit Log

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

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

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

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

Sales (POM)	
Branch Standards	Good
Security	Good
Current issues	
Opening times	

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

ATM at branch poster displayed	
High risk audit issues	None that I am aware of

ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLINE DATE	DONE
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.