

# NON CONFIDENTIAL ACTION PLAN

## ACCOUNTS IN PAY DOWN & FUTURE ASSURANCE



	PHASE 1 ALREADY UNDERTAKEN	PHASE 2 (October 2018)	PHASE 3 (November 2018– onwards)
FIX FORWARD	Manual solution implemented for production of annual reviews for customers suppressed from automated solution. Manual weekly validations.	Automated solution amended to remove suppression of annual reviews. Post implementation testing to validate correct deployment.	On going monitoring as part of broader reconciliation of volume of annual review mailings sent to customers.
NEW CUSTOMER LETTER	Development of letter to notify customers of their options to continue or cancel PPI cover. Technical design and drafting of letter.	Manual workaround to be implemented prior to automated solution being deployed.	Automated solution operational and undertake monitoring of customer responses.
REMEDIATION	Pilot mailing issued in 2 batches. Ring fenced team established to take customer calls and monitor the volume and nature of calls.	Mailing apology letter to remaining customers with an open PPI policy and also customers with a closed PPI policy.	Continue to monitor and validate customer responses ensuring the correct customer treatments have been applied.  Provide update to CMA.
ASSURANCE	Grant Thornton appointed to undertake initial review of processes and controls for PPI annual reviews.	Scope extended and solutions designed to implement the guidance from Grant Thornton. Design and build account level reconciliation as part of monthly reporting. New training for staff on escalation procedures.	Implementation of additional controls based on guidance from Grant Thornton report. Implement account level reconciliation and monitoring.  Provide update to CMA.