

Paymentshield Action Plan: 2020 - 2021

Category	Action	2020												2021											
		Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Internal Audit Actions 2019	Implement risk based assurance procedures for PPI Annual Reviews	Complete																							
	Quality Assurance for PPI Annual Reviews	Complete																							
	Review historic books of MPPI to assess compliance with the Order	Complete																							
	Review and consolidate Policy/Guidance documentation	To Deliver																							
	Embed approach to root cause analysis	To Deliver																							
	Audit Follow Up: Closure of Recommendations and Final Report				To Deliver																				
Customer Remediation	Customer Remediation (Proactive)	To Deliver																							
	Remediation Closure Report					To Deliver																			
Independent Assurance Audit 2020/2021	Document Audit Scope (Submit to the CMA)													To Deliver											
	Recruit and Appoint Independent Auditor													To Deliver											
	Assurance Audit Executed															To Deliver									
	Audit Report Drafted & Circulated																	To Deliver							
	PSL to Document Actions to meet Audit Recommendations																		To Deliver						
	Implement Recommendations from Assurance Audit																			To Deliver				**	
	Audit Action Closure Report																						To Deliver		Submit to CMA
	Schedule 2022 Audit																								To Deliver

Key

- Complete
- To Deliver
- ** Timeline dependent on recommendations. Actions and timelines to be agreed with CMA.