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RB Number / Account Ref:

Contact Name:

E-Mail Address:

Phone Number:

Fax Number:

Payment authorised (amount & date):
Invoice number & date:

Detail applications below for query investigation

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Large empty box for additional information

Guidance notes for completing the DBS Finance Query Template

RB number:

This is a mandatory field and must contain either your 10-character Account Reference, as shown on your invoice, or, preferably, the full 11 characters of your RB Reference number.

Contact name:

This is the name of the person at the Registered Body who is initiating a query and will require a response from DBS Finance.

Email address:

It is preferable that an email address is provided to ensure effective and efficient communication of the query investigation outcome.

Query type:

The query type will typically be one of the following six options:

UNK Unknown – This is where you are unfamiliar with a name that appears on an invoice. Once investigated, you will receive an information file to assist you in identifying the applicant in question.

VOL Volunteer - In this case you may have been charged for an applicant who has applied for a voluntary post and therefore no charge should apply. The definition of a volunteer can be obtained from the Contact Centre. **Please note the job role of the volunteer is required, this must be the specific job role, 'volunteer' will not suffice.**

DUP Duplicate - In this case you may appear to have been charged twice for the same application, and may therefore be entitled to a refund or credit.

XCH X Charge - In this situation you may have been charged for an applicant relating to another part of your organisation e.g. within a large organisation with several divisional registered body accounts.

CUK Unknown Counter Signatory – If an application form has been requested over the telephone a counter signatory name is not captured at the point of sale and therefore, counter signatory details will not appear on the invoice. Once investigated you will receive an information file to provide you with counter signatory details if the form has since been returned.

JCV Job Centre voucher was issued with application, therefore no charge applies

If the query does not fall within these groups, then please detail your query in the box provided.

Application ref:

This is the transaction reference on the face of the invoice. This is a mandatory field. If you do not have Payment on Account status & therefore do not receive invoices we will require the 11 digit application reference number as detailed on the disclosure application form.

Applicant's forename and surname:

These are mandatory fields detailing the names of the Applicant, to ensure a swift and accurate response, please ensure that the names are correctly spelt.

Invoice number:

The original invoice number the applicant was invoiced on.

Other query type:

If your query does not fall within the categories listed above, then please detail your query in this box. You can also use this box to enter extra information relating to any queries detailed above.