

## Area Intervention Manager Visit Log

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

<b>Date and issue</b>	7 October 2005 – HV soft wear problems				
<b>Branch</b>	<b>CALLENDAR SQUARE</b>	<b>Postcode</b>	<b>FK1</b>	<b>Fad Code</b>	160868
<b>Details of visit</b>	PM ALAN HAS ASKED TO SPEAK TO THE AIO SANDRA MACKIE PM SAYS IT IS A ON GOING PROBLEM AND SHE WILL KNOW WHAT IT IS <span style="border: 1px dashed black; padding: 2px;">GRO</span>				
<b>Date of phone call</b>	7/10/05	<b>Name AIM</b>	SANDRA MACKAY		
<b>Length of visit</b>		<b>Segment</b>	Diamond	<b>Actively Account Managed ? Y/N</b>	
<b>Hardship Y/N</b>		<b>ATM? (note type, eg self fill)</b>			

Mandatory requirement on all visits (to be completed by AIM)				
<b>Bal/ Suspense. Check last 4 weeks CA (record amounts)</b>				
<b>ONCH/FONCH Check declarations (end of day)</b>				
<b>Check sales against holdings</b>				

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

<b>Sales (POM)</b>	
<b>Branch Standards</b>	
<b>Security</b>	
<b>Current issues</b>	
<b>Opening times</b>	
<b>ATM at branch poster displayed</b>	

C&SM National Standard forms & AIM toolkit June 05 v1.2

<b>High risk audit issues</b>	
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ACTION (Detail any additional actions to be followed up by Spmr /C&SM/APM/Admin or other)	WHO	DEADLINE DATE	DONE

**EXPAND ON ANY LETTER REQUESTED/CLARIFY ANY POINT**  
 Telephoned Alan as requested. He is concerned that he has still not heard anything regarding the loss that he is rolling. I told him that I had now involved the C&SM who in turn has contacted Andy. I agreed that I would make some enquiries and let him know my findings. I discussed this with Andy who has agreed to send another e mail relating to the shortfall due to the Horizon failure to Shaun Turner, meanwhile the office should continue to roll the loss. The Spmr has been in touch with Girobank, who confirm that an error notice will be issued in due course for £2870.25. The £1,000 PBNE is also being investigated. I will contact the office on Monday 10 October to update them.