



CASE STUDY

FINANCIAL CRIME RISK SPECIALIST RESOURCE

Retail bank

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HUNTSWOOD

CHALLENGE

- Huntswood had a long-standing relationship with this client, a leading UK retail bank, and was their preferred supplier of interim Financial Crime resource having successfully supported the firm previously with their fraud and complaints operations.
- The client experienced a technical failure that occurred over a Friday to Monday period, affecting web and mobile banking services along with debit card users. As a result of this outage, customers were unable to make certain transactions during this period.
- This caused a sharp spike in the volume of complaints received by the bank, including those relating to potentially fraudulent activity.
- Consequential to the spike, service levels had been breached and there were an increasing number of complaints over thirty days old. The team's objectives were to reduce the complaints queue and to bring response times back down to their seven day SLA.
- We were engaged to help the firm handle this increase and, given our financial crime risk experience, to help them identify and deal with fraudulent cases.

ACTION

- Huntswood swiftly delivered a team of 14 case handlers along with one quality checker and a team leader. We had direct experience of working with the client in this business area and, where possible, re-engaged team members who had previously worked with the firm.
- The team were responsible for investigating complaints relating to potential debit card or online banking fraud. This included complaints relating to disputed transactions or service standards.
- The team reviewed complaints against customer account details, notes from the agent that handled the initial query and their transactional history to determine whether a disputed payment was in line with the customer's profile or not.
- There was frequent customer contact, to ensure a full understanding of the complaint and the relevant circumstances before making a determination of the complaint. Where the case was upheld, compensation was assessed and provided to the customer. A bespoke final response letter was then issued to the customer.

RESULT

- Each team member was tasked to complete five cases a day and achieve a quality standard of 95%. They continually over-achieved, exceeding 350 cases per week and attaining an average quality level of 97%.
- By the end of the project, the team had achieved their objective of reducing the complaint queue down and response times were back within SLA.
- In addition, a customer survey revealed that complainants scored Huntswood associates very highly, particularly around professionalism and demonstrating empathy. Further, our team leader took responsibility for contacting customers that had given low scores to learn more about their experiences - our client had not done this before in this particular business area, and felt it went over and above his remit and demonstrated additional value.
- We have received subsequent requests to support this client within know your customer (KYC) and fraud operations.



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