

## Case study: PPI Complaint Handling

Equiniti Hazell Carr has been supporting a credit card provider with a major payment protection insurance (PPI) review exercise since 2011. At its peak, we were supplying approximately 600 contractors to the credit card provider's office. The existing team have helped the client cope with peak volumes of PPI complaints and have developed an excellent understanding of client processes, systems and working culture.

The credit card provider approached Equiniti Hazell Carr for assistance with a high volume of business as usual (BAU) payment protection insurance (PPI) complaints. The number of incoming cases was putting the in-house team under pressure and was leading to a backlog of cases.

We provided a team of 12 complaint handlers supported by an experienced team manager to the client's site. Due to an unprecedented increase in PPI volumes the credit card provider required a rapid ramp up the size of this team.

We were also selected by the credit card provider to deliver its proactive contact exercise as well as continue dealing with reactive BAU case volumes. This led to a further significant increase in headcount to the current level. The team headcount peaked at over 600 individuals.

As a result, we are now essential to the complaint handling operation and is delivering all PPI review activities. The team is totally self-sufficient in terms of management and quality oversight.

We are providing all required resource, from junior administrators, through to technical specialists. The operation is overseen by a Project Director, who is Hazell Carr's onsite liaison with the client's management team.

Our on site management team has developed a strong working relationship with the client and has established a monthly project governance meeting that is attended by senior managers and stakeholders from both parties.

Our performance is measured according to a balanced scorecard assessing all delivery areas. At present we are delivering ahead of target in all areas.