

Case study: Working With a Major UK Bank to Deliver Long Term Cost and Process Improvements

Equiniti Hazell Carr is currently providing support to a large retail banking group. The services supplied cover a range of requirements including interim complaint handling, outsourcing services and other regulatory support.

Outsourcing

The Bank required assistance with high volumes of complaints relating to mortgage endowment and investment complaints arising from a specific legacy portfolio. Equiniti Hazell Carr placed a team of consultants on the Bank's site to work alongside the staff team, helping with both the high case volumes and assisting with the transfer of work to Equiniti Hazell Carr's Cardiff office. The transfer was completed rapidly and all endowment and investment cases relating to the legacy portfolio were subsequently processed in Cardiff.

The Equiniti Hazell Carr operation consistently outperformed the Bank's inhouse team and delivered significant productivity cost efficiencies. As a result, Equiniti Hazell Carr was selected to provide outsourced complaint handling services on all BAU cases arising from the legacy portfolio and has now established a long term outsourcing contract with the Bank.

Interim complaint handling resource

Equiniti Hazell Carr also provides interim support to another of the Bank's operating divisions, to assist with peaks in work and special projects. At present, Equiniti Hazell Carr is providing 90 specialist consultants to one of the Bank's back offices to support a number of urgent projects, including:

- PPI complaint handling
- Mortgage complaint handling
- Other regulatory support

Equiniti Hazell Carr is regarded as a trusted partner and an extension of the Bank's own operation. As a result, the Bank turns to us for regulatory support in other areas. The most significant of these regulatory projects was to assist the Bank with a major increase in mortgage arrears collections on a high-risk portfolio of policies, including self-certification and sub-prime policyholders. The project was delivered from the Bank's site and grew to a total headcount of 30 consultants. This project was undertaken at a time when the Bank was receiving a great deal of regulatory and media attention so required particularly sensitive handling.