

## Case study: Credit Card Complaint Handling

Equiniti Hazell Carr has been working with a major credit card provider since early 2011.

We were selected via a competitive tender to assist the credit card provider with a peak in PPI (Payment Protection Insurance) complaints. The project increased in size as PPI complaint volumes continued to rise, and peaked at a headcount of over 500 consultants.

Equiniti Hazell Carr has subsequently been selected to deliver the organisation's proactive PPI review project. We now provide significant contractor resource on this project. Key management roles, including the onsite Senior Operations Manager, are occupied by permanent Equiniti Hazell Carr staff in order to provide best practice guidance and quality assurance.

Due to the size of the project, it operates as a business division in its own right, which is being fully staffed and managed by Equiniti Hazell Carr from the client's site.