

The Academy Solution from Equiniti Hazell Carr

This document should give you a better understanding of Hazell Carr as a company and how we support our clients with their projects.

It will also give you an overview of contracting and why our clients choose to use this method — and, most importantly, what this opportunity could offer you in the long term!



WHO ARE EQUINITI HAZELL CARR?

Established in 1997, Equiniti Hazell Carr is one of the UK's leading providers of skilled technical resource supporting the regulatory environment, and is part of the Equiniti Group.

TODAY

Equiniti Hazell Carr is now one of the most respected and trusted companies working in the marketplace. Over the years we have placed thousands of temporary resource to many of the largest blue-chip companies in the UK, including the majority of the banks, insurance companies and utility companies.

Some of our key clients include: **Lloyds, MBNA, Marks and Spencer's, Nationwide, HSBC, Barclays, RBS and Citi bank**

Blue-chip businesses expect blue-chip service, and we're proud to deliver to an exceptional standard. Our customer service and complaint-handling expertise provides regulated and compliant end results.

What's more, over time, we've built up an exclusive Academy Solution which offers our clients an effective solution to temporary staff resourcing, by offering a pool of high-calibre, trained and motivated graduates for temporary resourcing needs in an ever-changing climate.

2013

In early 2013 the individual businesses within the Equiniti Group are rebranded to provide clarity and consistency in the marketplace. Equiniti Hazell Carr retains its trusted trading name, but adopts the Equiniti Group's visual identity, becoming Equiniti Hazell Carr.

2011

Advent International creates the Equiniti Group.

The Equiniti Group can boast that it provides specialist business service support to 50% of the FTSE 100.

2010

Hazell Carr and the Xafinity Group are acquired by Advent International.

1997

WHAT DO WE DO?

Regulated Complaint Management

All organisations face complaints. No operation can deliver faultless customer service all of the time. What works well for one group of customers will not be welcomed by others. Products developed in good faith will be delivered to unsuitable customers. It is how organisations deal with these challenges and respond to complaints that can really set them apart.

We deliver outstanding complaint management solutions, including specialist complaint-handling resource that can really strengthen clients' operations, enabling them to incorporate new regulatory obligations quickly and efficiently while retaining the good faith of their customers. Our comprehensive range of complaint-handling

solutions support our clients through every stage of a regulated complaint, from data validation and making initial contact, right through to payment and redress solutions.

We are able to provide a range of individuals, from complaint handlers and team leaders, through to senior operations and customer service managers, to support our clients' operations. Projects are delivered on client sites, or can be outsourced to one of our specialist offices. Our flexible solutions enable our clients to have anything from one specialist for a week up to hundreds of consultants for long-term projects.

Hazell Carr is established as a direct result of regulated businesses undergoing the compulsory SIB Pensions Review. The company's founders (Graham Hazell, David Carr and John Edwards), correctly predicted that the SIB Pensions Review will result in a need within the industry for qualified, professional staffing resource, and Hazell Carr is founded to service this need.

The company's ethos of professionalism, combined with the provision of high-quality, bespoke systems delivered by a high-performing team, means that Hazell Carr rapidly becomes the UK's largest provider of specialist review and support services to the financial services and regulated industry.

1999

The company begins to diversify into new business areas, offering third-party administration, actuarial services, consultancy, regulatory review, resourcing and outsourcing.

2008

Hazell Carr is bought by the Xafinity Group.



WHAT IS OUR ACADEMY SOLUTION?

Our Academy Solution offers an immediate and revolutionary approach to finding and retaining high-quality temporary staff.

Academy Solution consultants are capable, enthusiastic graduates, seeking an entry point to the world of work. Highly literate, numerate, articulate and conscientious, all of our Academy consultants are keen to demonstrate their skills and prove their professional worth.

Our rigorous selection and preparation process includes face-to-face interviews, an intensive one-day training course run by Equiniti Hazell Carr managers, and an individual specialist briefing for each consultant on each project.

All projects are run under the guidance and quality control of senior Equiniti Hazell Carr managers, ensuring this cost-effective resourcing solution meets our usual stringent quality standards.

Some of the projects currently being undertaken by our Academy Solution consultants for blue-chip organisations across regulated industries include:

- Administration
- Credit card default fees
- Debt recovery
- Regulated complaint handling
- Student loan reconciliation
- Utilities complaint handling

What are we looking for from our Academy Solution candidates?

- **High-calibre resource:** Capable individuals whose attitude fits with our business and reflects positively on the organisation you will be working for.
- **Quick learners:** Individuals who are able to quickly grasp instructions, organise their own workflow and meet deadlines.
- **Commitment:** People who want to work and are motivated by a desire to build their career in a regulated market

What can we offer Academy candidates?

- **Access to FTSE 100 companies** – We work with many of the biggest companies in the country and by working with them you will get a great insight into how the companies work.
- **Competitive rates of pay** – We offer starting pay that exceeds the industry average.
- **Flexibility** – We can offer contracts on many projects around the country and for varying lengths of time, from a couple of months up to two years.
- **Opportunities for advancement** – Many of our projects often expand as our clients give us more work. We always look to promote from within and therefore opportunities in management, quality checking and project management



CASE STUDY

Equiniti Hazell Carr assisted a major UK credit-card provider by providing Academy consultants to assist with reactive and proactive PPI complaint handling.

Equiniti Hazell Carr was selected via a competitive tender exercise in 2011 to assist the credit-card provider with a peak in PPI complaints. The project subsequently increased in size as volumes increased. Equiniti Hazell Carr was later selected to deliver the organisation's proactive PPI review project.

The Equiniti Hazell Carr team operates as a business division in its own right, which is fully staffed and managed by our team from the client's site. Skills being provided include administrators, call handlers, complaint handlers, quality checkers, team leaders, operations managers, workflow co-ordinators, trainers and a senior operations manager.

The Academy Solution is now being used to assist the credit-card provider with most key project deliverables, including telephone queries, data gathering, resolving complaints and queries, issuing resolution letters and general administration tasks.

Total team headcount has adjusted over time to meet changing project requirements and has been ramped up to 500 consultants, who are working on a range of different project workstreams. Around 60% of the consultants now working on the project are Academy consultants, which has enabled the credit-card provider to significantly reduce operating costs. Key management roles, including the on-site Senior Operations Manager, are occupied by permanent Equiniti Hazell Carr staff.

The client and its key stakeholders have been enormously pleased with the progress of the project and the cost benefits that the Academy Solution provides.



TESTIMONIALS

What do our clients say about us?

“

Over the past few years Equiniti Hazell Carr has provided us with a range of flexible services and has developed into a key supplier to our business. The challenges we face change rapidly, so it is crucial that the outsourcing and interim-resource solutions Equiniti Hazell Carr provides have evolved to meet our needs. Having Equiniti Hazell Carr as a partner provides us with the agility and expertise our operation needs to cope with ever-changing workloads and time-sensitive demands.”

What do our candidates say about working with Equiniti Hazell Carr ?

Daniel started with us in an Academy role and is now working as an MI Analyst and has been with us for over three years.

What was your initial experience of the assessment centre?

Upon entering the assessment day, I really didn't know what to expect as the job advertised seemed too good to be true, in that it offered a really competitive salary with full training.

As proceedings began we were instantly made to feel comfortable. After being briefed on the contracting world, what we were to expect if successful and what would be expected of us in return, we took part in the numeracy and literacy assessment coupled with an informal interview with one of the Equiniti Hazell Carr employees.

Day two involved more in-depth information about contracting, PPI and the client themselves, which was important as everyone was new to the industry.

How did you find the training in the first few weeks of the projects?

We were put into good hands when the contract started and were provided with all the guidance and assistance needed.

We spent the first 2 weeks in the client training which meant we had time to really learn about the processes that the client follows for each complaint.

As everyone was relatively new to financial services, the trainers took us right through the basics. In addition to being expertly trained by the client, the support did not stop there as more experienced Equiniti Hazell Carr associates were on hand to answer any sort of query we had; this was extremely helpful.

Briefly describe your role as a complaint handler?

In the role as a complaint handler you are responsible for assessing a customer's claim from start to finish. You are required to identify the type of complaint, make an appropriate decision, and deliver a final response telling the client the client of the decision and if necessary you must manage your own time effectively so being organised is a key attribute.

You are expected to work towards an achievable target and quality benchmark whilst portraying the utmost professionalism at all times.

What did you do/what did it take for you to progress within the team?

In order to progress within the team it is important to 'get your head' down, complete your work and hit your targets. It is paramount that you get along with and support your superiors and you should be prepared to be flexible in terms of working hours to ensure you are on top to go above and beyond if required.

Ensure that your own work is of the highest quality and once you have been educated to a level at which you are competent, offer to help with newer starters. Working in this way can only be beneficial in the long run.

The role was outlined extremely well from the outset as the contracting world has an extremely unique nature. The role has delivered everything that I had hoped. Equiniti Hazell Carr have provided employment which, let's be honest, at this time is not always readily available, to a large number of candidates. I think it is now evident a few years on that both parties are reaping the rewards!



ONBOARDING PROCESS

SAFE Screening and what it involves?

For each of our clients we are contractually required to complete certain checks in order to meet client audit requirements. To make this process easier we use a system called SAFE Screening, which enables us to create a portal for you to input and upload all the necessary documents and data for us to undertake each client-specific check.

SAFE Screening will request the following information from you:

Personal Details – Address, contact details, date of birth, NI Number

Your Address history – Address details for the last 5 years

Reference Details – 5 years of address history for either education or employment. You must provide work email addresses rather than personal contact details (Hotmail/Gmail etc.)

Identification – A scanned copy of your Passport ID page

Proof of Address – A bank statement, credit card statement, utility bill with your name on, dated within the last 2 months.

Educational Proof – if you have graduated with the last 5 years then a Degree Certificate can be used as proof of education. We also advise providing A-level/College certificates.

What checks do we do?

CRB Check – this is a basic Disclosure Scotland check, most clients require a clear criminal record

Credit Check – This could be either a basic credit check or we may require you to undertake an Equifax Report

Referencing – For all clients we need to apply for 5 years of educational or employment references

SAFE Screening is very easy to use and we advise everyone to complete the process as soon as they can to ensure we can get the checks in place at the earliest convenience. The sooner you complete these the sooner you can start on the project!

CONTRACTING

What is a contractor?

A contractor is a person who provides their skills or services for a limited period of time so the duration of a client project with Equiniti Hazell Carr. Your contract will last for a set number of months, and during this time, you will work for an end-client.

Traditionally a contractor will work for themselves through their own limited company rather than as an employee of the company they will be providing their services to. Most of our experienced contractors will work in this way, this means they are responsible for invoicing Equiniti Hazell Carr for their work each month and have to calculate and pay their own Income Tax and NI contributions on a monthly basis.

We advise that for our Academy roles candidates work through an umbrella company.

What is an Umbrella company?

Umbrella companies are the popular choice for new contractors. Working under an umbrella company, your Income Tax and National Insurance needs will be managed, which can help to alleviate some of the pressures that working for yourself can bring.

Umbrella companies will provide you with a contract of employment, meaning you will have access to all of the rights of a company employee — including sick pay, cover, paternity cover, etc. This gives you the best of both worlds, still allowing you the freedom to manage your work without worrying about your finances.

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About us

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