

List of products

Firm: Alamgir Kabir

Date: February 2014

Product ID	Date	Product Name	Unit price	Items	Total	Discount	Comments
37	2012-11-30	Complaints	Employment	Complaints on increase	COLP	Dept over worked. Urgent recruitment initiative underway	See entry in compliance plan for Feb13
59	2013-01-03	Conflicts	Reading office	Acting for buyer and seller	COLP	Identify all similar cases. Review policy	Entry in compliance plan for April 2013.
349	2013-02-01	Client care	Client Care letters	LeO changes	COLP	CCLs updated	Check updated content on next file reviews
207	2013-02-01	Client Account	Basingstoke office	High number of historic balances	COFA	See compliance plan	See entry on compliance plan
354	2013-02-14	Business continuity	All	Calling tree out of date. No test for 2 years	COLP		Entry on compliance plan for review in May
341	2013-02-21	Client care	Client surveys	Low number sent out to clients	COLP	COLP to draft policy after liaison with team leaders	Email sent to FEST. Tasks added to compliance plan
292	2013-03-06	Referral fees	PI	Imminent ban	CghOLP	All arrangements with referrers to be reviewed	Discussed with PI HOD. Entry made on compliance plan.
354	2013-02-14	Business continuity	All	Calling tree out of date. No test for 2 years	COLP		Entry on compliance plan for review in May

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