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| **Auditors Name:**  Zoe Quick | **Check Ref:**  11 | **Date:**  September 2025 |
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| **Activity/Employee Being Audited:**  Review cases in payment plans to ensure 3-month customer reviews are conducted. | | |
| **Variations from Procedural Document or Regulations:** | | |
| **Causes for Variation: (if applicable)**  3-month review task not raised  660341,  6-month review task raised as Conform Pay Plan Payment  665405, 669108, 687385, *690614, 713973* | | |
| **Sample Checked References:** *(if applicable) \*10 Accounts\**  *660341, 665405, 669108, 675332, 687385, 690614, 696627, 705544, 713973, 715393* | | |
| **Actions:**  I conducted checks on our CRM to verify that customers entering an alternative payment arrangement have had a three-monthly review conducted on their account either via telephone or email. Additionally, I reviewed whether a task was raised to remind the account manager to conduct the review. | | |
| **Procedure Document Used** | **Auditing Method** | **Next Audit Date** |
| *Collection Procedures V1.0 and Arrears Management and Debt Collection Policy* | *CRM Monitoring* | *November 2025* |
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