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| **And Auditors Name:**  Zoe Quick | **Check Ref:**  12 | **Date:**  September 2025 |
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| **Activity/Employee Being Audited:**  Review contact attempts for customers in arrears ensuring adherence to Company policy (ensure max 5 attempts where relevant includes email/SMS on same day) | | |
| **Variations from Procedural Document or Regulations:** | | |
| **Causes for Variation: (if applicable)** | | |
| **Sample Checked References:** *(if applicable) \*20 Accounts\**  704112, 722785, 726509, 726762, 731169, 727033, 727378, 730192, 731325, 733520, 741698, 770406, 771111, 777034, 787267, 900425, 900656, 900980, 902260, 904119. | | |
| **Actions:**  I conducted checks on our CRM to verify that the number of contacts made with a customer in arrears did not exceed more than 5 occasions in one day. An additional check was made through our telephone system, Vonage, so that outbound calls were also be considered. | | |
| **Procedure Document Used** | **Auditing Method** | **Next Audit Date** |
| *Collection Procedures V1.0 and Arrears Management and Debt Collection Policy* | *Call Monitoring, Email/SMS Monitoring* | *November 2025* |
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