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| **Auditors Name:**  Zoe Quick | **Check Ref:**  20 | **Date:**  September 2025 |
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| **Activity/Employee Being Audited:**  Review frequency/amounts of CPA attempts to ensure no more than 2 and no part payments attempted. | | |
| **Variations from Procedural Document or Regulations:** | | |
| **Cause/s for Variation:** *(if applicable)* | | |
| **Sample Checked References: *(if applicable) \*10 Accounts\****  726762, 731169, 731184, 733989, 734680, 744169, 747366, 748794, 748847, 757952, | | |
| **Actions:**  I conducted checks on our CRM to verify the frequency of CPA attempts did not exceed more than 2 attempts. In addition to these checks I also ensured that the CPA attempted the amounts agreed within the Loan Agreement and showed no evidence of part payments attempted. | | |
| **Procedure Document Used** | **Auditing Method** | **Next Audit Date** |
| Arrears Management and Debt Collection Policy and regulatory requirements | CRM Monitoring | *November 2025* |
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