

# Customer Returns Form

Full Customer Name	Account Number	Contract Number	Method of Refund
			Choose an item.

Customer Type	
Choose an item.	Choose an item.

Refund Reason	Refund Value
GWG Reason	GWG Value
Total	

Bank Account Holder	Bank Name	Bank Account Number	Sort Code
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name	Signature	Date
Advisor		
Senior Advisor		
Team Manager		
Mandate Levels		
Operations Manager		
Head of Operations		
Director		
Cash Ops		

## Refunds

Are all customer details correct? (bank details, account details)	
Are the relevant contract number/s included?	
Has it been specified if the method of refund is bacs or credit to account plus?	
If Bacs, has the sort code and account number been validated (boxes should be ticked)	
Has there been any previous refunds given to the customer	
Is the billing date correct (including COT or COS date)	
Has a bill been attached?	
Is it billed to actual or industry reads, we cannot give refunds based on estimated reads	
Are screen shots included for estimated industry reads and final cot reads	
Has there been any missed DD payments and if so has this been charged to the bill	
Has there been any indemnity claims done on the account	
Is there evidence of ET being actioned? (screen shots from account plus)	
Is there evidence of payment transactions? (screen shot of payment screen from account plus)	
Is there evidence we took over wrong supply (screenshot of XOSERVE, ECOES)	
Has the case file information been added to the relevant tracker	
Does the form have all the required signatures with date	

## Goodwill Gestures

Are all customer details correct? (bank details, account details)	
Are the relevant contract number/s included?	
Has it been specified if the method of refund is bacs or credit to Accountplus?	
If Bacs, has the sort code and account number been validated (boxes should be ticked)	
If any previous GWG has been awarded has this information been included?	
Are the customer's previous suppliers OCCR based on actual reads	
Are there valid reasons for offering GWG?	
Has the evidence of where we failed to meet customer expectations been attached? (Emails, notes on Account plus and/or infinity, other evidence)	
Does the case file clearly explain how the issues have impacted the customer? (Financial loss/non-financial loss. For financial losses provide evidence)	
Has the case file information been added to the relevant tracker?	
Does the form have all the required signatures with date?	

### Supporting information for the refund/gwg:

Include dates, names and positions of employees involved. Attach a bill and screen-prints (payment screens, ET, Account+ notes) if relevant

<u>Issues</u>	<u>Why the issues have occurred</u>

### Proposal

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**Feedback**

Case File production/Rejection reason