

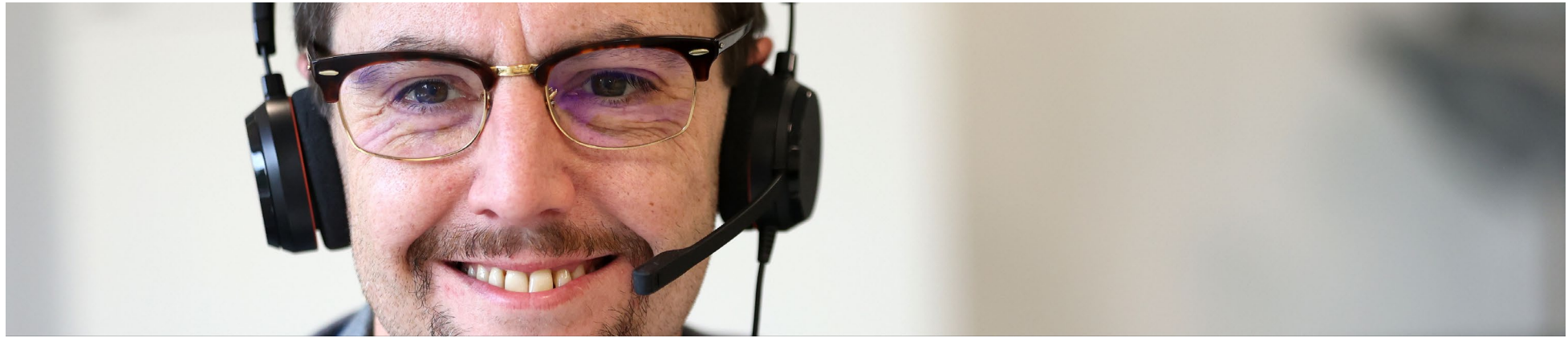
Case Study

Complaints Servicing

We supported a leading UK mortgage provider in managing more than 10,000 complaints transactions each month using leading technology and a skilled complaints handling team



A TECH MAHINDRA COMPANY



The opportunity

- Our client sought a partner who could deliver a complaints and remediation service for 1.3 million closed loans in a 14-week timeframe.
- The portfolio included a mix of secured and unsecured loans and required the transfer of existing and work in progress PPI and other complaints that were being processed by in-house teams.

Customer centric solution

- Recruitment and training of a team of complaints executives.
- Delivery of a robust approach to quality checking and quality assurance.
- Delivery of a complaints handling service which mirrored the customer journey delivered by the client.
- Reporting on service levels and key metrics.
- Provision of a service in accordance with all regulations and review and manage the impact of future regulatory development/change.
- Fair treatment of all customers and delivery of a service focused on customer outcomes.

Delivering the best customer outcomes



>10,000 complaints transactions handled each month.



100% quality checking on high-risk processes.



36 complaints executives, 2 information distribution executives, and 4 team leaders, recruited and trained.



Appointment of a **Controls Manager** to review, monitor and adjust the controls and systems deployed.



Scalable operating model capable of handling high volumes and peak months.