



Redress Manager Quality Control Services

Working with you to ensure your standards remain high

Background

Redress Manager is a system developed by Exasoft for the calculation of redress based on various products;

- RU89 - endowment / pension / ISA mortgage
- PS10/12 - payment protection insurance
- Loans - mortgage / loan underfunding (incorrect rate etc.) or forecasting (affect of lump sum reduction)
- Investments - comparison based on different products based on advice

Quality Control

At Exasoft we recognise the need within companies to ensure cases are being processed correctly whether done internally or externally. Our aim is to help you improve overall accuracy thereby reducing the need to rework cases. We have developed several services to assist you with this.

Advanced Training

Following on from initial training we have developed Advanced training which covers new features within Redress Manager along with some of the more difficult scenarios. We also cater for individual requirements thereby ensuring that each session is tailored so that each group of delegates get the most from the day. Even if you are only using Redress Manager once or twice a week, we strongly recommend this course. Pre-requisites for this course are Initial training and 2-3 months of hands on experience (if no basic training or internal training has been provided you must be using the system actively).

Certification

It is essential that all those using Redress Manager are competent in their use and understanding of the system. We have developed tests for case workers who enter cases and case checkers who have the final signoff on a case. The certification checks for attention to detail and the users understanding of Redress Manager. Pre-requisites to the certification is that users have 6 months of hands on experience and where possible have taken the advance training (though this is not compulsory it is highly recommended).

Onsite Review

Reviewing your procedures and onsite processing enables us to quickly assess if you are operating Redress Manager correctly and helps identify areas of concern or where improvements can be made. The outcome of our review is an informal discussion and formal report. This is not an audit of procedures but a review of your use of Redress Manager and the items associated with this. Many companies do forward the results from our review to the FSA as part of their quality assurance process.

Case File Review

Ensuring standards remain high is paramount and to this end we now offer an on / off site case review service. This allows you to send us cases you have already processed using Redress Manager to have the quality checked and any potential issues pointed out (*checking done by very experienced Certified Redress Manager users*).

Working together

We are committed to promoting higher standards as this benefits everyone and this is why we have devoted so much time and effort creating these quality control services. In addition, we believe that you should have a way to measure external firms and consultants promoting themselves as Redress Manager experts and we hope our quality control services assist with this.

Redress Manager Advanced Training

£375 per delegate provided by Exasoft on our site (Full day 10.30am-4.00pm)
Negotiable on site

Redress Manager Certification

Case worker	£250 per delegate at Exasoft
Case checker	£295 per delegate at Exasoft
Retest	75% of initial fee

Redress Manager Review

Daily charge	£2,495 + expenses (based on one consultant)
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Redress Manager Case File Review

Our site (per case)	£75 (min 10 cases)
Your site (Daily charge)	£1,995 + expenses

All prices are exclusive of Vat at the applicable rate

We reserve the right to change prices without notice

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