

Dispute Resolution Process

UPTI

INITIAL CONTACT

Dispute comes in via phone, email or online with a 2 business day timeframe to reply

Dispute is referred to Customer Management Lead within 2 business days

Customer Management Lead makes contact with customer via phone, follow up email to confirm dispute has been rectified within 2 business days

Customer Management Lead to conduct full assessment of the dispute within 4 business days

Customer Management Lead to make contact with client to discuss findings of the assessment and offer resolution within 2 business days

Resolved

UnResolved

Escalated to Account Director for further assesment within 2 business days

Account Director to make contact with clients to advise dispute has been escalated within 2 business days

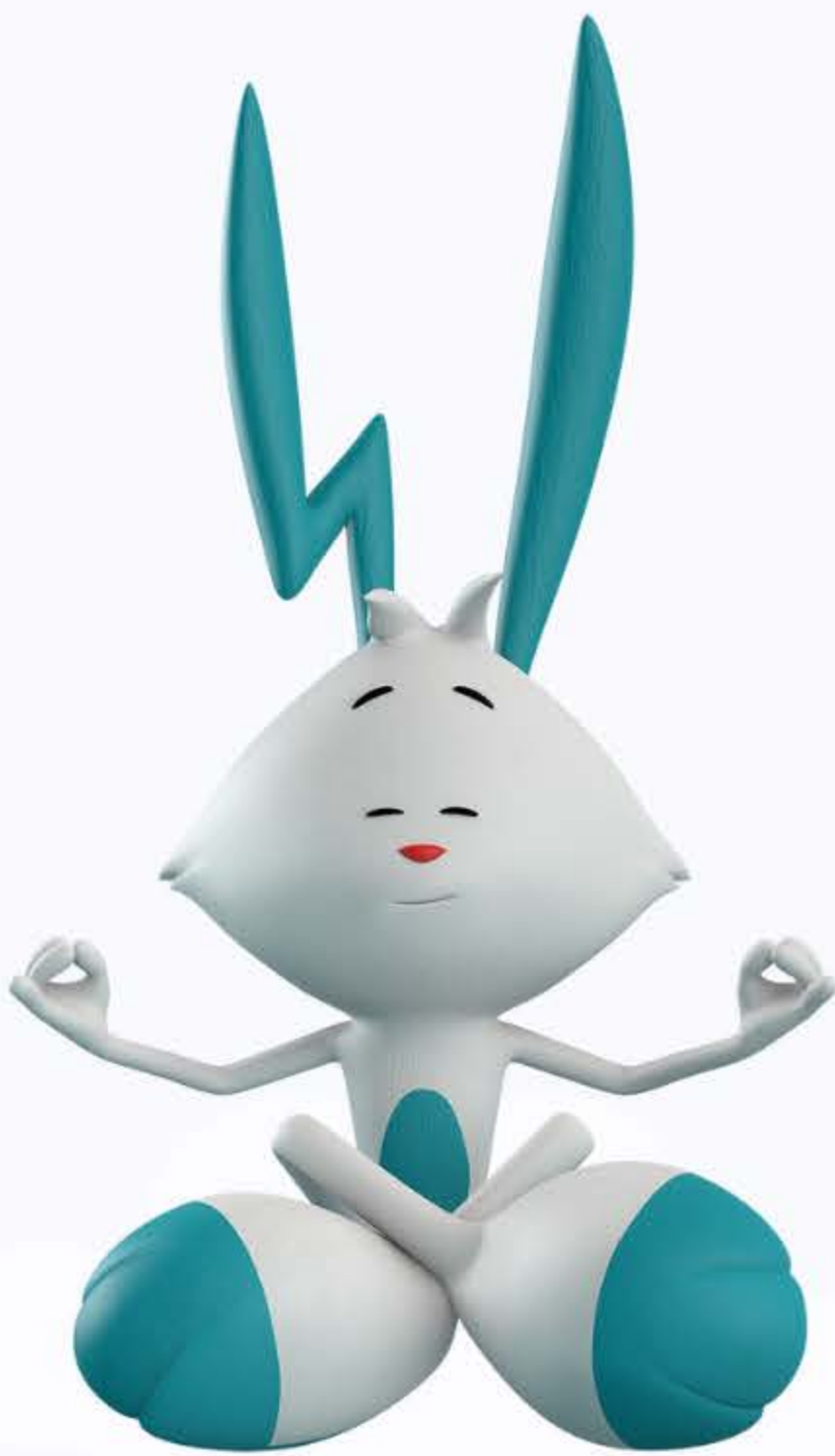
Account Director to conduct full assessment of dispute within 4 business days

Contact client with findings and proposed resolutiion within 2 business days

Resolved

Case referred to TIO for futher action within 3 business days

UnResolved



YABBIT