



## Outsourced Services

### Case Review

- Do you experience fluctuations in complaint volumes?
- Can you manage your complaints/FOS referrals within specified timescales?
- Do you have a need to review high risk products or thematic reviews?
- Do you have the internal resource and expertise to manage the work load?

*Is this your business?...  
then Momenta can be of help!*

#### What do we offer



##### Scale:

We can supply you with one person, or one hundred people!

##### Agility:

We will work with you to understand your precise requirements and respond quickly.

##### Competence:

Our associate bank is subject to rigorous quality control to ensure you get the right people for the job!

##### Management:

We will set in place a transparent reporting process so that you know how we are doing.

##### Range:

We can supply people to deal with simple and complex cases, throughout the UK and the Republic of Ireland

##### Personal Touch:

You will have a dedicated relationship manager to work with you to ensure the success of any project.

##### Value:

Our competitive pricing takes into account the number of people required and their skills



### Quality assurance

#### ISO9001:2000



We are very proud of our long term relationships with our clients many of which go back 10 years or more. This is because we work closely with our clients to quality assure our contract staff both on and offsite. This ensures that they fully match the profile required for each particular project.

We operate an extremely thorough recruitment process for all our professional contract staff which has been quality assured to the internationally recognised ISO 9000:2001 standards.

### Our Experience

In 2008, Momenta provided over 23,000 person days of case review support to our clients.

### What people say about Momenta

*"Momenta were able to provide a team of highly-skilled individuals as required both on-site and off-site for contracting work and key projects. They completely understood our customer needs and the management information they provided us was second to none."*

#### Openwork

*"Throughout our 3 year insourcing arrangement, we have found the associates to be of a consistent professional and technical proficiency, evidenced by their continued adherence to our high quality work standards, supported by Momenta's management team."*

HSBC

### Case Studies

#### UK Bank 1:

Momenta supplied teams of people to review cases referred to FOS. Over a period of over two years the quality of the team's work and output surpassed expectations.

#### UK Bank 2:

Momenta was initially engaged to supply a small team on a specific project. However, as a result of the success of this piece of work, the assignment has significantly broadened to a team of almost 50 people, dealing with a broad range of complaints for the client.

#### UK Life Company:

Momenta supplied a team to reduce the backlog of new business checks for the client. The project was completed ahead of schedule as a result the team's productivity and high quality of work completed

### About Momenta

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Momenta provide quality resource, consulting expertise and people development for financial services companies in the UK.

We work with you to ensure that you can meet today's challenges so as to achieve tomorrow's success.

To find out more about our resourcing services, please contact Lee Davies on: 020 7374 6600

