

CASE STUDY

Remediation of ongoing services (S166) for a wealth management firm

The challenge

A wealth management firm received a Section 166 (s.166) notification, prompting an investigatory review of issues related to ongoing services.

The firm required external support to manage the scale and complexity of the upcoming remediation programme. The firm sought a partner that could offer flexibility in engagement and depth of service – from initial investigation to complete case remediation.

The solution

TCC was engaged during the investigatory stage to provide tailored support in line with a clearly defined scope.

Our team provided a managed service which included:

- System interrogation and file building
- Sourcing additional evidence via contact with third parties
- Advisor contact and customer mailings
- Validation of evidential documents to determine ongoing service activity
- Managing pipeline activities to ensure timely responses
- Responding to Skilled Person queries to ensure comprehensive evidence was provided
- Case file preparation, resulting in the delivery of circa 4,000 complete case files over six months
- Preparation of an additional 2,000 cases in readiness for remediation

We also delivered wider programme support through:

- Implementation of a case management system for workflow tracking
- Engagement with the MI and Reporting departments to produce targeted MI
- Data transfer coordination to a third-party provider
- Full Managed Service ownership, including planning, client engagement, training, operational delivery and quality assurance

TCC's comprehensive, flexible approach ensured the highest quality outputs were delivered on time and in line with agreed standards. The programme's success led to a further engagement, this time supporting the client's business-as-usual (BAU) operations.



The TCC difference

Our continued involvement included:

- Policy and practice reviews
- Investigation of BAU complaints
- Ongoing BAU oversight and support

Our adaptable delivery model, strong client relationships, and consistent performance have made TCC a trusted partner for this firm. We ensured that the client's evolving needs are met with efficiency and satisfaction.

