

# A big 4 Australian Bank

## Remediation Project (Fee For No Service)

### The task

Momenta were tasked to resource for 90 new roles at multiple levels for a large-scale Fee for No Service remediation project. Despite the project being secured at the start of the COVID-19 global pandemic, tranches of intakes of 20 people per week for several weeks were required by the client. Momenta faced new global internal and external challenges for the first time.

The bank required the resource to be available at short notice with a strong priority focus on previous Banking, Case Assessment, and Remediation experience in addition to significant attention to detail as well as an investigative mindset in providing fair outcomes for the bank's customers.

### The solution

Momenta were requested to place a team of Operation Analysts, Case Assessors, Quality Assurers, and Team leaders to work on a new remediation project for the Bank. The candidates were to investigate and determine whether bank customers had received the financial advice for which they had paid an ongoing fee.

Momenta worked against the following challenges:

- The Momenta team worked remotely to conduct all interviews and assessments via Skype on behalf of the Bank to ensure the team who were selected were to the required calibre and standard that the Bank expected.
- We faced a broad range of additional external and internal pressures as a result of the pandemic. Multiple candidates did not want to leave their permanent roles due to COVID-19 related market insecurity.

- Momenta provided the appropriate calibre of people available to start at short notice matching the timeframes defined by the Bank.
- Overcame the severe delays of vetting and background checks as the agencies within many countries had either shut down or were working remotely. This hampered the initial vetting process (of getting references or international police checks back in time for the start dates).

### The outcome

Momenta met the client's requirements, and did not miss a single intake, as we managed new ways of adapting to challenges previously not faced before. With the team working remotely, a successful outcome was achieved for the client by working closely with key stakeholders and we ensured that they were updated daily allowing for a smooth and non-disruptive process onboarding the candidates.

This was one of the biggest teams the Australian office had placed and done so in the shortest time frame during a global pandemic.



Tranches of **20**  
resource per week



**4+** types of  
roles resourced

### About us

Momenta is a global contingent resource solutions company, providing skilled professionals to the financial services, legal, technology and training and development sectors for over 30 years. Our people selection process is recognised through ISO 9001:2015 accreditation ensuring we provide our clients with the right people, with the right skills, at the right time and cost effectively. We are building the workforce of the future. Today.

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