

# A Big 4 Australian Bank Remediation Project (Fee For No Service)

## The task

Momenta were tasked to resource for roles at multiple levels for a large-scale Fee for No Service remediation project. Tranches of intakes of 20 people per week for several weeks were required by the client. 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.
- Momenta provided the appropriate calibre of people available to start at short notice matching the timeframes defined by the Bank

## The outcome

Momenta met the client's requirements, and did not miss a single intake. 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.

Momenta placed 225 people across the roles referenced within the case study. This was one of the biggest teams the Australian office had placed and done so in the shortest time frame.

Feedback from the Deputy CEO, Australian Big 4 Bank "Momenta has helped us enormously in what is our largest customer remediation program ever undertaken. We would not have been able to meet our time commitments to ASIC and our internal stakeholders, let alone put things right for our customers in a reasonable timeframe, without your assistance."

20 resource provided

2.5 week timeframe