

Retail Bank – DSAR & Information Requests

The Task

Momenta was required to initially supply **170 experienced contractor resources** to support the bank’s response to high volumes of PPI Information & Data Subject Access Requests.

Our Solution



Across a period of 6 years, Momenta deployed resources across multiple role functions, including Administration, Case Handling, Quality Assurance and Team & Operational Management



MI & Risk management expertise was also contracted to develop governance standards & procedures, and comprehensive reporting tools



Momenta resources led on the successful implementation of new automation software, offering project management & process design expertise



To maximise output & efficiency, Momenta deployed resources onto both day and night shift operations, as well as supporting a migration to remote working

Client Outcome



Momenta worked closely with the bank to build a strong working relationship, delivering high quality resource over a 6-year period



Our people were key to ensuring the bank responded to over 150k DSAR & IR requests



We reduced the handling time for IR requests by over 30%, whilst maintaining exemplary outcome assurance testing results

95% Outcome Assurance Results

300+ Resources Supplied

Significant Cost Savings Delivered