

VARIATION TO CONTRACT FORM

CONTRACT TITLE:BAK-2013-Error and Fraud Adding Capacity

CONTRACT REF: 444

VARIATION No: V4.

DATE: 20 April 2015

BETWEEN:

The Commissioners of HM Revenue & Customs (hereinafter referred to as "the Authority") & SYNEX-Concentrix UK Limited (hereinafter referred to as "the Contractor")

Annexe to V.4

| Error and Fraud Compliance Intervention | | |
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| 1 | The Contractor will meet HMRC Tax Credits Error and Fraud proxy losses prevented targets specified by the Authority, as part of the Authority planning process, prior to the start of the relevant financial year. | Key |
| 1.1 | The Contractor will meet the minimum strike rate for the detection of tax credits error and fraud specified by the Authority as part of the relevant work package. | Performance |
| 1.2 | The Contractor will meet the minimum average losses prevented per case specified by the Authority as part of the relevant work package. | Performance |
| 2 | The Contractor will apply data matching and analytics on agreed work packages within 10 working days of required data (HMRC and Call Credit) being available for processing. | Key |
| 3 | The Contractor will return 100% of de-selected cases to the Authority within 2 working days of applying data matching and analytics. | Key |
| 4 | The Contractor will open 97% of tax credits error and fraud interventions referred to in Schedule A, section A12 and A13 by the date specified by the Authority as part of the relevant work package, agreed between the Contractor and the Authority. | Key |
| 4.1 | The Contractor shall ensure that 99.6% of tax credits customer details on outbound letters match the data on the NTC system. | Performance |
| 4.2 | The Contractor shall ensure that the specified factsheets have been included in 99.6% of tax credits outbound customer letters. | Performance |
| 4.3 | The Contractor shall ensure that 100% of documents received in respect of Schedule A, section A16 receive the appropriate | Performance |

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| | verification check, measured from a random sample size. | |
| 5 | The Contractor shall ensure that 80% of opened tax credits interventions are closed within 75 days (excluding reconsiderations), and the remaining 20% are closed within 90 days. | Key |
| 6 | The Contractor shall ensure that 97% of S16, S18 and S24 of the Tax Credits Act 2002 decisions made by Contractor Personnel are accurate measured against HMRC quality criteria. | Key |
| 7 | The Contractor shall ensure that 97% of S31 and S32 penalty determinations applied by Contractor Personnel are accurate measured against HMRC quality criteria. | Key |
| 8 | The Contractor shall ensure that 97% of reconsideration decisions made by Contractor Personnel are accurate measured against HMRC quality criteria. | Key |
| Outbound & Inbound Post Facility | | |
| 9 | The Contractor will ensure that 80% of post is subject to appropriate action by reference to the intervention, reconsideration or complaints process with within 15 working days of receipt and the remaining 20% is subject to appropriate action by reference to the intervention, reconsideration or complaints process with within 40 working days of receipt. | Key |
| 9.1 | The Contractor will ensure that 95% of original identification documents (e.g. passport, birth certificates (list not exhaustive) are dispatched by post back to the customer within 2 working days of receipt. The remaining 5% will be dispatched by post within 5 working days of receipt. | Performance |
| 9.2 | The Contractor will ensure that post is subject to appropriate action by reference to the intervention, reconsideration or complaints process to 97% accuracy measured against HMRC quality criteria. | Performance |
| Telephony Service | | |
| 10 | The Contractor will ensure that 90% of customer calls are answered in less than 5 minutes (including Interactive Voice Response functionality). | Key |
| 10.1 | Ensure that 97% of live customer contacts by phone are accurate and in adherence with the HMRC Customer Charter, measured from a random sample size. | Performance |
| 10.2 | Ensure that 97% of recorded customer contacts by phone are accurate and in adherence with the HMRC Customer Charter, measured from a random sample size. | Performance |
| 10.3 | The Contractor shall ensure that 100% of the Authority caller authentication procedure is adhered to, measured from a random sample size. | Performance |

| Tone & Treatment Complaints | | |
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| 11 | The Contractor will ensure that 80% of identified tone & treatment complaints are actioned and a response sent to the customer within 15 working days and the remaining 20% of tone and treatment complaints are actioned and a response sent to the customer within 40 working days. | Key |
| 11.1 | The Contractor will ensure that tone & treatment complaints are actioned and a response sent to the customer to 97% accuracy measured against HMRC quality criteria outlined in the EFAC Quality Standard Operating Procedures and Check Sheets | Performance |
| 12 | The Contractor will ensure that the number of tone and treatment complaints upheld does not exceed 1% of tone and treatment complaints received. | Key |
| Data Security | | |
| 13 | The Contractor will keep 100% of tax credits customers data safe on transfer and receipt. The Contractor shall have no instance of serious data loss. | Key |
| 13.1 | The Contractor will report 100% of security incidents to the Authority's Security Incident Management Team (DST) within 2 working days of identification | Performance |
| 13.2 | The Contractor and its personnel should cause no instance of serious security incidents involving the loss or compromise of Authority and / or customer information | Performance |
| 13.3 | The Contractor shall ensure that 100% Contractor Personnel conform to agreed HMRC management security checks. | Performance |
| External Scrutiny | | |
| 14 | The Contractor shall ensure that all cases where there is a known media or parliamentary interest (as advised by the Authority) are sent to the Authority by email within 24 hours, including weekends via a named contact. | Performance |
| 15 | Upon request by the Authority, the Contractor shall provide a report, in a format to be agreed, of the facts of the cases giving rise to the interest and, where appropriate, an assessment of any remedial action to be taken to resolve by the next working day. | Performance |

