

# Clydesdale Bank IR & DSAR Request

## The task

In conjunction with one of the big 4 professional services firms, 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.

## The solution

Across a period of 6 years, Momenta deployed resources across multiple role functions, including Administration, Case Handling, Quality Assurance and Team & Operational Management, to ensure the bank was able to deliver against tight regulatory deadlines for responding to DSAR requests.

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, Momenta deployed resources onto both day and night shift operations, as well as supporting a migration to remote working during the Covid pandemic

## The outcome

- Momenta worked closely with the bank and our big 4 partner 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

✓ 300+ Resources Supplied

✓ 25+ associates placed per week