

Auxillias Flex

Your go-to for flexible, expert project consultancy support

Our clients tell us that one of the things they value most about us is flexibility. They also need additional legal and compliance support on a short or long term project basis, and want a positive impact straight away.

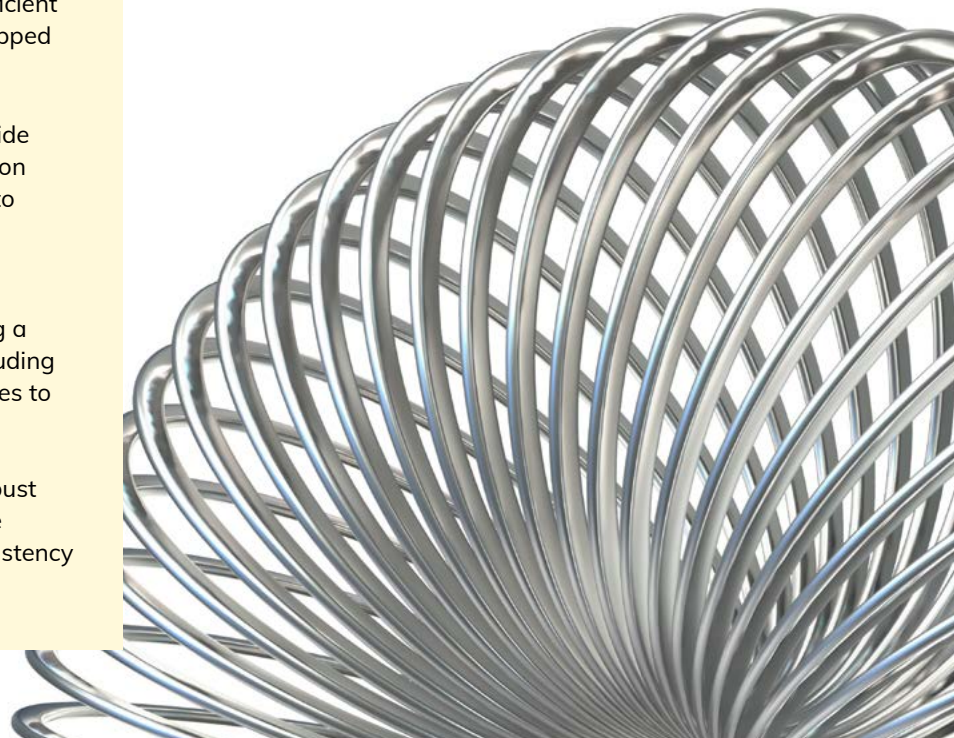
Given that flexible legal, compliance, regulatory and project support is clearly something that is important to our clients we have formed '**Auxillias Flex**' consultancy support. This gives our clients a broad network of expert specialist advisors and consultants who will work as part of your team whenever and wherever you need them.

We can provide:

- **Data analysts** – to help you segment customer data to support identifying individuals to be included in scope and correct levels of redress owed.
- **Project managers** – who can provide coordination and drive in ensuring the project delivers against time, quality and cost.
- **Project Management Office (PMO)** – who can ensure your redress project has sufficient governance, reporting and controls wrapped around it.
- **Compliance specialists** – who can provide guidance on reaching the right decision on how to remediate and at what amount to ensure all customer cases are fairly and consistently handled.
- **Case handler team leaders** – who bring a wealth of operational management including productivity and best practice approaches to maximise case handling outputs.
- **Quality reviewers** – who can build a robust quality framework in which all cases are handled to ensure compliance and consistency in case handling.

Examples of our consultants' work includes:

- **Motor remediation programme** – specialist project planning and operational delivery resource provided, which led to a rapid regulatory programme support and multiple pilots to inform the correct regulatory journey for customers to be remediated.
- **Specialist operational support** – provided for an over-stretched team.
- **Customer redress project** – team installed to identify and remediate shortfalls in payment deferral and collections processes.
- **Full suite regulatory rules mapping, apportionment and associated policy framework advisory services** – allowing for faster decision-making in regulated environments.
- **Governance advisory services** – addressing gaps via improved regulatory rules mapping and senior manager apportionment, as well as accountability changes; and associated policy drafting.



- **Reviews and recommendations on changes required to Appointed Representative (AR) oversight and governance** – this included 1st Line of Defence apportionment and a 2nd Line of Defence monitoring programme.
- **Annual compliance monitoring plans** – delivered for board approval, taking into account wider strategic regulatory focus areas as well as specific priorities.
- **Reviews and recommendations** – provided for customer communications.

Other projects include governance, risk, compliance, transformation, complaints (regulated and non-regulated) and rectification and remediation activities.

How does it work?

We have a strong network of compliance, legal and change specialists. You tell us what your requirements are and we will work with you to identify and shape how many days you need and the ideal person / people to become an integral part of your project team.

We will have regular check ins – with both you and the person who is working with you – to make sure everything is running smoothly and you are getting all the support you need from day one.

The benefits of this service

- **Peace of mind:** Our consultants have the highest quality legal, compliance, regulatory, and project knowledge.
- **Quality assured:** We take care of screening of qualifications and documentation, so the onboarding process is as efficient as possible. All consultants have their due diligence documentation updated frequently which allows us to have our team ready and on site faster than any of our competitors.
- **You only pay for what you use:** You can pick how many days per week/month you need.
- **You are up and running without delay:** Fast access to skilled and specialised talent – we can often place one of our experts at short notice.

- **Flexible ways of meeting demand:** Temporary way of filling a skills gap – no long-term commitment as you don't have to hire.

We can ensure that we provide rapid expert resource on-site to meet our client's needs, whether it's a requirement for a senior or junior level interim professional.

We are excited to bring **Auxillias Flex** to market and we would love to tell you more about it.

Click here to book a call with one of the team to find out more!

We look forward to talking to you!



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