



REMEDIATION SUPPORT

If your business is engaged in activities that come under the control of a regulator and you are required to undertake a programme of remediation, we can provide the expertise, robust management and governance to enable you to quickly respond in line with regulatory requirements.

Our extensive experience in dealing with a range of regulatory frameworks allied to our customer management systems ensure we have the expertise and resources to support you through the process. We will work with you closely to understand your circumstances and provide you with guidance on the most appropriate options and resources available.

We then work in partnership with you to deliver a robust programme that delivers the right customer outcomes.

We have supported a number of remediation programmes for our partners, which have ranged in scale from consultancy and advice to programmes with over 80,000 customers with large scale communication and telephone response activity.

HOW WE CAN SUPPORT YOU

01_ Consultation and advice on developing a robust remediation programme.

02_ Expert support on root cause analysis from our dedicated consultancy team.

03_ Provision of high quality professional customer contact and fulfilment solutions.

04_ Clear, robust management information throughout the process.

05_ Training and development support should you wish to maintain elements of the process in house.

BENEFITS TO YOUR BUSINESS



RISK MITIGATION

We can support your business in responding quickly to the Regulator and developing remediation programmes to address the identified issues.



COST EFFICIENCY

We have the resources and infrastructure to help you avoid expensive set up and recruitment costs.



SPEED

We are able to react quickly and efficiently to develop and deliver a tailored solution.



EXPERTISE

Our specialist team has a wide range of experience working with both our customers and regulators to develop robust remediation programmes.

WHY TARGET GROUP

We are a leading provider of remediation support services, enabling our clients to react swiftly and compliantly to any remediation challenges. Our team is made up of specialists in regulatory risk, who have a range of experience in roles assessing, maintaining and developing robust compliance frameworks. As a regulated entity, we are also able to share our best practice recommendations and can apply a view based on our own knowledge and experience.



25%

of the world's top 20 banks rely on Target



Visit targetgroup.com to learn more about our remediation services and why Target Group is the right partner for you.

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