Dispute Management System (DMS)

For ASPSPs and TPPs

Questions for case recipient to ask claimant at initial point of contact.

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| **Date:** January 2018  **Version:** 12  **Classification:** PUBLIC |

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| *The Dispute Management System (DMS) is complementary to, rather than a replacement of, any existing policies, procedures or agreements within or between parties in relation to complaints, disputes or queries management.*  *The DMS does not replace or override any legal or regulatory requirements that exist.*  *The below questions are intended as both supplementary to any existing procedures in including but not limited to data protection, information security, identification and verification (ID&V), financial crime and complaints handling.* | |
| Question | Purpose of question |
| 1. How did you become aware that there was an issue? | *Identification of the issue* |
| 1. Please give an overview of the issue. Please describe the ‘journey’ that you took and each company / website you interacted with throughout the journey | *Identification of the issue and TPPs* |
| 1. For each company / website, please describe the interaction and expected outcome / service? How was the outcome / service different to that expected? | *Identification of the issue* |
| 1. Does your issue relate to an unexpected or unsolicited contact from a company? | *Identification of the issue* |
| 1. What has the impact been on you? Please provide details of any cost and / or financial loss | *Identification of the issue and understand what would be deemed a satisfactory resolution to the claimant* |
| 1. Which, if any, of these companies have you already made contact with in respect to this issue and what was their response? | *Avoiding duplication of effort, where another party is already the case recipient* |
| 1. Can you provide the following details, where applicable?  * Payment amount * Date and time of payment / attempted payment * Intended beneficiary name * Intended payee details, if available * Any scam / phishing attempts * Any other proof you feel is relevant | *Identification of the issue and evidence gathering* |
| 1. What is your desired resolution / outcome? | *Understand what would be deemed a satisfactory resolution to the claimant* |
| 1. Case recipient to provide an overview of next steps and the DMS, including SLAs and expected touchpoints with the claimant. | |
| *Members are solely responsible for ensuring that personal data is processed in accordance with Data Protection Laws.* | |