

Submission Date	Store	DPA	OFCOM/FCA	Health and Safet	Policy and Behaviou	Brand Reputatio	r Training	Date	File Upload	Notes:	Submission ID
2025-07-14 14:41:32	Pontefract				Sign in/out			01-07-2025		Hi Hayley, David has not been signed out on the First of July.	6283096920028800576
2025-07-14 14:42:15	Halifax				Sign in/out			08-07-2025		Many thanks, Hi Zeeshan, Kalim has not signed out on the 8th of July.	6283097350022297026
2025-07-14 14:42:58	Selby				Sign in/out			14-07-2025		Many thanks, Hi Sally, Masih has not signed in today.	6283097780025824608
2025-07-14 14:44:14	Scunthorpe				Sign in/out			09-07-2025		Dan has not signed out on the 9th. Many thanks,	6283098540024095169
2025-07-14 14:46:07	Pontefract				Banking			14-07-2025		Hi hayley, Banking has not been completed since 3rd of July.	6283099670022183241
2025-07-14 14:58:08	Skipton				Reconciliation			14-07-2025		Many thanks,	6283106880021009610
2025-07-21 15:56:09	Selby					Store Late Opening		21-07-2025		Daily Rec has not been completed on the 9th , 12th and 13th of Jun	6289189698492358661
2025-07-21 15:57:08	Selby					Store Late Opening		12-07-2025		Kelli has the keys and she is AWOL, Store has not opened on time.	6289190288493798401
2025-07-22 11:59:55	Leeds: The Springs						Missed Deadline	22-07-2025		Store has not opened on time.	628911958213284630
2025-07-22 12:01:12	Dewsbury						Missed Deadline	22-07-2025		Evaluation for Assisted Merge training, The Deadline to this was 14th July, unfortunately th	6289912728216021031
2025-07-22 12:02:16	Leeds: Crossgates						Missed Deadline	22-07-2025		Evaluation for Assisted Merge training, The Deadline to this was 14th July, unfortunately th	6289913368214252250
2025-07-22 12:04:17	Pontefract						Missed Deadline	22-07-2025		Evaluation for Assisted Merge training, The Deadline to this was 14th July, unfortunately th	6289914578215801075
2025-07-22 12:05:01	Scunthorpe							22-07-2025		Evaluation for Assisted Merge training, The Deadline to this was 14th July, unfortunately th	6289915018213087836
2025-07-29 09:55:27	Halifax		Flex Remedial					29-07-2025		Remedial Action Identified on 28/07/2025 REF: AUG25-RTL018 Action Owner: Hernan Blas Rodriguez Guide: Nayha Jilani Interaction: 28/07/2025 17:30 CTN: 7398148470 Nayha Jilani- Please be aware that the required remedial actions are as a result of your int Hernan Blas Rodriguez As the Action Owner it is your responsibility to ensure the custome Remedial Actions: Full verification must be completed with the account holder and ensure the customer is aw The customer needs to have their Sales Basket sent to them via Lightico. The customer w Address any queries or concerns raised by the customer. If they show any signs of dissati Additional Info / Comments: The Lightico process for Flex Pay has not been followed correctly as the basket summary i You are required to contact the customer to provide these details. The sales basket that yo Device Sold: Honor 200 Device Cost: £421.49 Device Upfront Cost: £0 Credit Agreement Tenure: 36 Months Airtime Plan: EE Essentials 25GB - 24 months Plan Discounts: £10 discount - 24 months Add-ons: Scam Guard Spend Cap: None selected Insurance Selected: None selected Insurance cost: £0 Relevant Excess Fees: £0 Early Upgrade Fee: £0 Delivery Fee: £0 Pricing Info (Copy from Excalibur/Compass) Total Monthly Cost £ BLANK Final Payment Amount EBLANK Total One - Off Cost EBLANK Pre-Quote Information (THIS SHOULD STATE THE PRICE INCREASE INFO) Until the 30/03/2026 your monthly price is £19.00 On 31/03/2026 increasing to £20.50 On 31/03/2027 increasing to £22.00 Out of contract price is £32.00	6295885278024542944

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2025-08-01 12:04:51	Pontefract					Store Security Stock/Demos		29-07-2025		Hi Hayley, It was nice seeing you on Tuesday. during my visit i have noticed that fraud alert has not b A demo device is missing from the store. Many thanks,	6298554918491513717
2025-08-01 12:08:58	Pontefract				Banking			31-07-2025	https://eu.jotform.com/uploads/	Hi Hayley. unfortunatly Banking has not been completed since 29th. can you please make sure the b	6298557388498645683
2025-08-01 12:11:22	Scunthorpe				Banking			01-08-2025		Hi Lisa, Banking has not been completed on the portal daily for the month of July. please review thi Many thanks,	6298558828493262424
2025-08-01 12:12:13	Selby				Banking			01-08-2025		Hi, There some missing days for banking. please review and submit the missing days. Many thanks,	6298559338498045801