BUSINESS CASE WHITEPAPER · FND-023

Bank follow-up response pack

Turn the bank's follow-up into a response you can check line by line.



The decision

A provider has asked several follow-up questions and the evidence is scattered.

What the fee buys

We organise evidence and draft a factual reply to one provider request with up to five questions. The applicant controls submission and the provider decides whether to open the account.

When to commission

Proceed when one provider request is in scope and the applicant retains approval of the actual response.

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SCOPE AND OPERATING CASE

How the work changes the decision

Starting position

A follow-up asks about trading activity, ownership and a transaction. Two records are ready.

In this illustrative case

Map the three questions separately and mark the missing evidence so the applicant can check it before replying.

Inputs and ownership

Supply one redacted provider request, its deadline and genuine evidence for up to five questions.

1. Review provider questions
2. Match supporting records
3. Prepare reply for applicant

Using the handover

Use the draft to supply a consistent, factual response tied to existing evidence.

An alternative to buying

Reply directly if the request concerns one clearly documented fact.

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INVESTMENT AND EVALUATION

Test the case before approving spend

£249 GBP · one-time catalogue fee excluding applicable VAT

Full cost to the buyer

Government, agent, address and bank charges are separate where applicable. Include the cost of preparing inputs, reviewing the output and implementing any subsequent changes.

A time-only comparison

At an illustrative £40 per staff hour, the fee alone equals 6.22 hours. Replace £40 with your own fully loaded hourly cost. Divide the full incremental cost by that rate to find your break-even hours. Count only effort you can reasonably avoid. This illustration predicts no saving.

What to measure

Count questions mapped to an answer, a source and an applicant sign-off decision. Record a baseline before work begins. Use the same scope and definition at follow-up, and note changes outside this service.

Timing and dependencies

Pay upfront at the external checkout. You can prepare immediately. We track clearance and start intake when payment clears, which can take up to seven business days depending on the payment system. The estimate after start and receipt of complete inputs is 2–3 working days for our work. Provider and applicant waiting time is additional.

Approval test

Proceed when one provider request is in scope and the applicant retains approval of the actual response. Assign an owner for the handover and a date for checking the measure. If the inputs or owner are missing, defer the purchase.

Basis: Routine Works service specification FND-023, GBP catalogue fee and an illustrative working case. View service scope.

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