

SERCO

Next action of 'Direct Payment Audit (6 months)' sent to the 'BSA - 6-8 Week Phone Call Required' virtual worker (for non-Penderels customers) or to the 'BSA - Initial 6 Month Audit Req'd' virtual worker (for Penderels customers), with a scheduled date of 5 months from date of sending (to allow 4 weeks for BSA to acquire documents prior to audit start).

