

Non Co-Operation with Pilot within Key Performance Indicators Day 3 Day 10 Day 15 Day 1 (working days) Day 36 1.Final letter and message issued. 2.Query Case advise payment File sample received by Compliance & Training Unit and 'Letter / Message' & 'File Details Form' (FDF) issued via LAMS f after this process the file is received -Random sample Withdraw payment request as independently generated by NISRA No Response No Response request will be withdrawn if no response within 21 days and closed. equest LAMS support to 'unpick' closure. after 21 days per business rules and close. Case will fall out of the Pilot and KPI clock Counter Fraud Unit CFU wil record the failure to engage with Legal Services Agency and CFU will inform the Regulatory body. resets. Reasons will be recorded for Management Information