



Original copy must be given to the Principal and a copy placed on the participants file.

Under Schedule 4 of the Agreement, the Controlling Service Centre may initiate the following process where there is any ongoing or repeated failure of the Participant to comply with their obligation to meet the accuracy rates specified in clause 8.4(e)

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| * Participants name: |
| * Dealer licence number: <i>(if applicable)</i> |
| * Participants address _____ |
| * Controlling Service Centre: |

| Date | Issue/Action Step <i>What needs to be done</i> | Timeframe <i>If issue is not resolved after 20 business days the action must be revised</i> | Progress Comments <i>Controlling Centre comments on progress</i> | Result <i>Was the issue/action resolved</i> |
|------|---|--|---|--|
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To be signed at the commencement of action plan

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|--|-------|
| Participant Representatives signature: | Date: |
| Manager or delegate signature: | Date: |

Recommendation *(eg action resolved satisfactory, comments for escalation)*

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To be signed at the completion of action plan

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|--|-------|
| Participant Representatives signature: | Date: |
| Manager or delegate signature: | Date: |