* Telephone agent/customer
* State the information required and set a response deadline
* If appropriate, confirm information required and deadline by email (or letter if email not possible)
* Ask if there is any other information that would assist us in the valuation.
* Put the necessary email protocol in place.

**Requesting Information Flowchart**

Has all of the

information been

provided by the agreed

deadline

?

Return to main

flowchart

>

can the

value be accepted

?

**YES**

**NO**



PTVC

/

SIPS email agent to

confirm a second deadline

advising that we will assume

they do not wish to proceed



Close case if information still

not received after second

deadline

**NO**



Issue Information Notice



Proceed through usual channels i

.

e

.

consider application of

penalty etc

.

until information is received

**YES**

Is an Information

Notice required

?