



CASE STUDY - RATING AUDIT

MARKS AND SPENCER

Marks and Spencer Group PLC are one of the most well-known retailers in Britain and also throughout the world with over 1,400 locations internationally. The company was founded 136 years ago in 1884 in Leeds and are registered on the London Stock Exchange specifically the FTSE 250 Index.



For more information, contact:

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Dunlop Heywood's rating audit team contacted Marks and Spencer following their bespoke audit software detecting a potential overpayment issue relating to one of their sites. The error detected was 1 of only 46 of this particular error type in entire rating list which contains over 2 million active rating assessments. Following instruction to proceed and thereafter discussions with the local billing authority, Dunlop Heywood were able to secure a refund in excess of £50,000 for our client dating back to a period 3 years earlier.

Key aspects of a Dunlop Heywood audit:

- Non Speculative – Dunlop Heywood will not approach potential clients on a speculative basis. Where an approach is made to a potential client, all of the necessary research and investigation has been undertaken to attempt to ensure the validity of the opportunity. This allows our success rate on average to be around the 90% mark.
- Efficiency Following Engagement – Given the specificity of the opportunities identified by Dunlop Heywood and the pre-engagement research and analysis undertaken, this allows the 'in progress' stage to move forward efficiently. Typically most cases are turned around within 4-6 weeks from instruction to completion and delivery.