



## CASE STUDY - RATING AUDIT

### SWAROVSKI

Swarovski was founded in 1895 and is a producer of glass headquartered in Wattens, Austria. A very well-known brand, the company operates in around 170 countries with in excess of 28,000 employees worldwide.



For more information, contact:

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Dunlop Heywood contacted Swarovski following analysis and research undertaken into a new type of error which had been discovered by the rating audit team. Following instruction, discussions commenced with the local authority to have the unique error corrected. Once the basis of the complex error was established and understood by the local authority, Dunlop Heywood were able to deliver a substantial refund for Swarovski 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.