

VISA PAK ISSUE 424 — 06 DECEMBER 2019

DUPLICATE AMS IDENTITIES

The purpose of this Visa Pak item is to remind staff of the importance of first searching for and linking client identities, rather than creating duplicate identities. Staff should search for clients thoroughly in AMS before creating new ones.

Not identifying unlinked IDs will affect your quality assurance (QA) scores. The processes domain (which includes data entry) makes up 20% of the overall quality score, so to focus on ensuring that all IDs are searched for and linked correctly can be a quick win for improving your QA scores.

Unlinked IDs can also affect the rationale of the decision. For example, there was an instance where one business had 10 different AMS identities, which were unlinked, causing an inaccurate and incomplete assessment due to warnings not being identified or addressed.

There is previous advice on how to search for clients in AMS Visa Pak Issue 254 which is still valid. In addition, when searching for a personal client, we also suggest searching “first name + date of birth” (e.g. when maiden names or other married names are not declared for females).

Eliminating the duplication of AMS identities and instead linking existing client identities where necessary will help improve QA scores and help make better quality decisions.