## For Distribution to CPs

		- -
Provide Amount Amoun		
COO C Intra.barclayswealth.net/sites/WM1/Teamspaces/ops4op	ps/Web%20Part%20Pages/Function/CS/fakingit.aspx	<b>м</b> м × ≥ы
File Edit View Favorites Tools Help		
🕋 Favorites 🛛 🚔 🙋 Absolute Software - Login 🙋 Windows Marketplace		
88 • ØI-4		<b>△</b> • <b>□</b>
BARCLAYS WEALTH		Home   Admin ▶   Barclays

# **Operations Online: Function: Client Service: Faking It**

Help | Phone

### • Wealth Operations Home

Connecting Operations

### About Client Service

There are currently no favorite links to display. To add a new link, click "Add new link" below.

#### Departments

There are currently no favorite links to display. To add a new link, click "Add new link" below.

#### Welcome to Faking It

Earlier this year members of the Contact Centre based in Glasgow and the Isle of Manvolunteered to participate in some rather unusual role plays.

These people agreed to be filmed in order to help their colleagues understand the importance of being extra vigilant when handling calls in order to catch fraudsters impersonating our Clients!

Last month the video clips captured were distributed to all members of the Contact Centre and received very positive feedback so if you were involved you should be proud of your efforts!

To take a look at the videos select the below buttons;

Video One	Video Two	Video Three	Video Four	Video Five
If you have any question	s or want to to find out mo	ore about this email Operation	al Excellence	Ċī

Faking It