



Minutes of TDC Meeting 34

18 March 2020 | 10:30 – 12:00 | Teleconference

Status of the Minutes: Final

MEMBERS PRESENT

Name	Role
John Vinson	Chair
Wendy Monk	Committee member (Retailer)
Martin Mavin	Committee Member (Wholesaler)
Jessie Wright	Committee Member (Wholesaler, alternate)
Dylan Freeman	Committee Member (Wholesaler)
Emma Taylor	Alternate Committee Member (Retailer)
Peter Strain	Committee Member (Retailer)
Neil Pendle	Committee Member (Retailer)
Tom Daborn	MOSL (Presenter)
Miles Robinson	MOSL (Observer)
George Monea	MOSL (Observer)

MEMBERS ABSENT

Name	Role
Patrick McCart	Committee Member (Retailer)
Cleo Acraman	Committee Member (Retailer)
Julian Tranter	Committee Member (Wholesaler)



1. Welcome and Introductions

PURPOSE: FOR INFORMATION

- 1.1. The Chair welcomed members to the Trading Disputes Committee (TDC) meeting.
- 1.2. With all members welcomed the Chair proceeded with the meeting.

2. Outstanding actions and review of previous meeting minutes

PURPOSE: FOR DECISION

- 2.1. MOSL began with a review of the previous meeting's minutes and asked members for comments.
- 2.2. Action 33_01 – MOSL confirmed that the minutes of TDC Meeting 32 had been amended as requested by members to correct attendance and confirmed that the action had been closed.
- 2.3. Action 33_02 – MOSL provided confirmation of what is deemed to be payable in disputes regarding credit support notices by providing minute extracts from the Credit Committee's discussions on this topic. This provided clarity that both the payment and credit elements could be withheld. MOSL confirmed that this action had been closed.
- 2.4. Action 33_03 – MOSL explained that the topic of the indemnity that the Disputes Committee would have had been discussed internally with MOSL's legal counsel. It was indicated that the Disputes Committee would be insured to make determinations in instances where MOSL is a disputing party. This action remained open in order for MOSL to provide confirmation on this point at TDC Meeting 35.
- 2.5. Action 33_04 – The Chair confirmed that the raising of the Change Proposal for the unified disputes process had been discussed offline, with one member confirmed to raise the change on behalf of the TDC and the action had been closed.
- 2.6. With no additional comments from the members, the Chair moved onto the next agenda item.

3. Update on new and open trading disputes

PURPOSE: FOR INFORMATION

- 3.1. MOSL confirmed that there were currently no active trading disputes open.
- 3.2. With no additional comments from the TDC, the Chair moved onto the next agenda item.

4. Unified Disputes Process and Committee – Change Proposal

PURPOSE: FOR DECISION

- 4.1. MOSL presented the paper PIP073 – The Unified Disputes Process and Committee and thanked members for the comments that had been provided prior to the meeting. These comments were subsequently reviewed and opened for discussion.



- 4.2. On the topic of transparency, a comment was raised that the change would provide a greater understanding of the cause of all Disputes affecting the market and participants. Agreement from several members that this was a key point that should be added to the document.
- 4.3. On the topic of seamless markets, a question was raised as to whether this regarded the Scottish market, and what the process for disputes resolution was in Scotland. There was general consensus amongst members that the paragraph in question should be removed altogether from the document, as it referred to continuity between Wholesale areas, as opposed to the Scottish market. The Chair asked MOSL to investigate the process for dispute resolution in the Scottish market and provide clarity on this at the next TDC meeting. This was recorded as an action for MOSL.

A34_01

- 4.4. MOSL explained that the next step for the concept is for it be published as a Change Proposal, ready for Gate 1 Panel review in April. Consultation would then occur in May, with a draft recommendation report subsequently produced for Gate 3 Panel in July.
- 4.5. Members approved the PIP073 document with the specified changes and the timeline as described. The process would be confirmed at the next TDC meeting 35, with legal drafting to occur prior to consultation in May.
- 4.6. With no additional comments from the TDC, the Chair moved onto the next agenda item.

5. Kissflow demonstration

PURPOSE: FOR INFORMATION

- 5.1. MOSL presented a recorded demonstration of the prototype Disputes app in Kissflow. The demonstration displayed the user interface, as well as the automated notification functionality. MOSL added that although the future channel management strategy may not incorporate Kissflow, it took the pragmatic approach to construct a prototype app in which the design and functionality of the disputes workflow could be explored.
- 5.2. One member commented on their own experience of using the non-trading dispute Kissflow app and raised the question as to what thoughts MOSL had on the improvements that needed to be made. MOSL responded that a primary focus for improvement was to ensure that all disputing parties were kept up to date with the dispute through automated notifications wherever possible. The member reiterated the importance of this and emphasised the need for MOSL to be able to “step in” to the dispute in instances where there was a lack of engagement from either of the disputing parties.
- 5.3. MOSL added that it would be introducing additional improvements to other Kissflow apps over the coming months as it looked to improve the efficiency and user experience of the current platform.
- 5.4. One member commented that the number of disputes may prove to be difficult to analyse and discuss as a Committee. Another member replied that a BI tool could be used in conjunction with Kissflow would allow for a greater level of reporting. MOSL agreed with the



member, adding that the level of reporting that Kissflow could produce through its reporting functionality would provide the Committee with a great level of insight.

- 5.5. Another member raised a question as to the data protection and security credentials of the Kissflow platform. MOSL replied that a number of audits had occurred on its systems, the Chair requested MOSL confirm this for the next TDC meeting. This was recorded as an action for MOSL.

A34_02

- 5.6. With no additional comments from Members, the Chair moved on to the next agenda item.

6. Any other Business (AOB)

PURPOSE: FOR INFORMATION

- 6.1. The Chair asked members for any other business items.
- 6.2. MOSL confirmed that it would be looking to review and implement improvements to Kissflow up until the point that an enduring channel management solution had been identified.
- 6.3. MOSL added that the GDPR Committee had requested the TDC take disputes covering Data Subjects Rights Requests into consideration when discussing the Unified Disputes Process.
- 6.4. No additional items raised from TDC members.
- 6.5. With no additional comments, the Chair closed the meeting.

Actions:

Action 34_01: MOSL to investigate disputes resolution in the Scottish Market

Action 34_02: MOSL to confirm the data security and privacy credentials of the Kissflow platform

The next TDC meeting is scheduled for: **15 April 2020, 10:30 – 14:30**