

## Remedy extensions within the Case Management System (CMS)

Information we require	Participating company's response
Details of exceptional circumstance(s)	
Details of actions taken to date	
Confirm the additional time being requested to complete and/or implement the remedy	
Confirmation/evidence of completion of unaffected remedy points	
Confirmation that the customer has been updated by you the provider	

Please return to [OSRemedyExtension@Ombudsman-Services.org](mailto:OSRemedyExtension@Ombudsman-Services.org) along with a subject line heading – “Extension Request”. Ensure that you also include the case reference number.

Responses will be provided via the case management system.

With thanks from Ombudsman Services