

Appendix II: Counter-fraud and Corruption Q1 Summary

Fraud investigation

During Q1, six new cases were opened (2021/22 Q1: six new cases) and three cases were closed. The six new cases included an attempted cheque fraud, an allegation of a Contact Centre employee issuing fraudulent refunds and the suspected theft and sale of limited-edition Elizabeth line Oyster cards. Two financial investigations were conducted involving two subjects and six bank accounts. No Suspicious Activity Report checks were undertaken. The Counter-fraud and Corruption (CFC) team also undertook investigations into 92 miscellaneous referrals during the quarter.

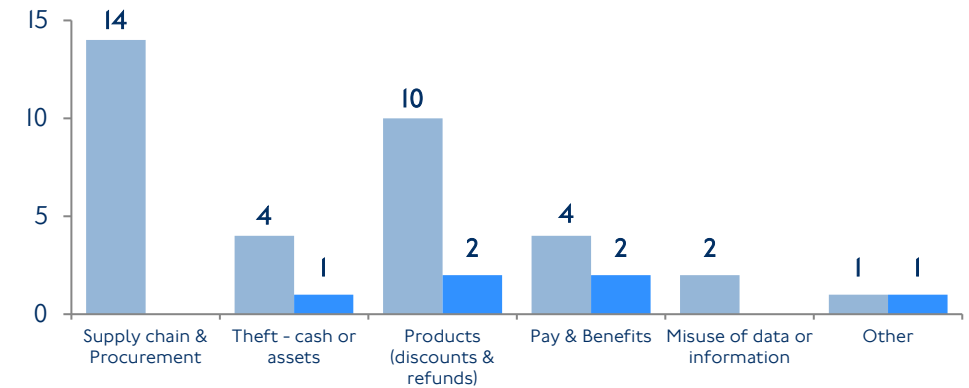
Fraud prevention

- Members of the CFC team accompanied Taxi and Private Hire (TPH) and NSL (Marstons) to all six vehicle inspection sites to deliver fraud awareness training to the inspectors. Observations and suggested improvements to intelligence gathering processes will be presented to TPH senior management.

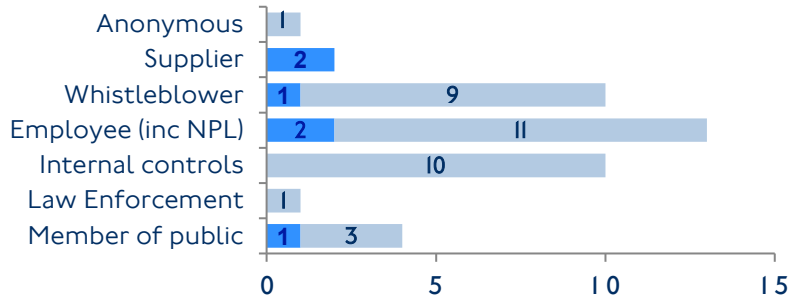
Cases by Chief Office

Investigations	B/F	New	Closed	C/F
Operations	25	3	3	25
Customer & Strategy	6	2	0	8
People	1	0	0	1
General Counsel	3	1	0	4
Capital	0	0	0	0
Finance	0	0	0	0
Total	35	6	3	38

Cases by type New and Brought Forward



Cases by source New and Brought Forward



Significant closed cases

None.