

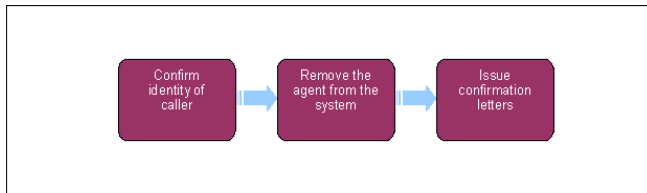


## Employer Agent - Remove

This procedure will take you through removing an agent's authorisation to act on their employers behalf. An agent is a person who is authorised to administer deduction from earnings orders (DEO) only, on behalf of the employer. One agent may be linked to multiple employers but an employer may only be linked to one agent (an agent could be a team or an individual). Only an employer can authorise an agent's removal.

The process can be launched any time at the employer's request by contacting the employer account manager, who then carries out the request, using the employer agent reference number (EARN). This number should not be confused with the employer reference number (ERN), they are two different numbers. Removing the agent will involve the employer contacting the employer account manager to remove the agent's link from the system.

For more information refer to the Policy, Law and Decision Making Guidance 



 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

### Confirm identity of caller

1. Confirm the identity of the caller by carrying out the relevant security checks. If the caller is an agent, inform the agent that only the employer can remove agent association. Ask if any other service is required.
2. If the caller is an employer ask them to confirm their unique employer agent reference number (EARN).
3. Check these details match the agent on the employer record.
4. Ask the employer to confirm they wish to remove the agent from the system.
5. Following this, or if the contact from the employer is by post, create a service request (SR)
6. From the drop down lists select:
  - **Process = Employer**
  - **Area = Update Details**
  - **Sub Area = Remove Agent**

7. Update the SR to **In Progress**.
8. The system will generate an activity plan for you to follow.

### Remove agent from the system

9. Select the **Remove Agent** button.
10. The system will then automatically remove the agent record.
11. Update the resolution code to **Agent Removed**.
12. After removal ask the employer if they have a new agent they now wish to add, or if the employer is now to be the appointed contact. For more information refer to [Employer Agent to Employer Record - Link](#)

### Issue confirmation letters

13.  System automatically sends letter CMSL8013 to the employer and letter CMSL8014 to agent.

#### [CMSL8013 An agent can no longer access your account](#)

Letter to employer to confirm the removal of an agent.

All fields in this letter are system generated, no manual intervention is required

#### [CMSL8014 You are no longer linked to an employer account](#)

Letter to agent to confirm that they've been removed from managing the employer's account with us.

All fields in this letter are system generated, no manual intervention is required

[Employer/Agent - Contact](#)

[Employer/Agent - Edit](#)

[Employer Agent to Employer Record - Link](#)

**Terminology Changes**

**What is an agent?**

An agent is a person who is authorised to administer deduction from earnings orders (DEO) only, on behalf of the employer. One agent may be linked to multiple employers but an employer may only be linked to one agent (an agent could be a team or an individual).

**What is EARN?**

This is the employer agent reference number (EARN) which is automatically generated.

**What is ERN?**

This the employer reference number (ERN) which is automatically generated.