

**Date:** [Insert Date]

**To:** [Department Head Name]

**Department:** [Department Name]

**From:** [Your Name/Audit Committee]

**Subject:** Notice of Internal Servicing Standards Audit

Dear [Department Head Name],

This letter serves as formal notification that the [Internal Audit Department] will be conducting an audit of the [Department Name] regarding compliance with internal servicing standards.

**Audit Objective:**

The primary goal is to evaluate adherence to established operational procedures, customer service benchmarks, and regulatory requirements to ensure consistent service delivery.

**Audit Scope:**

The audit will review records and processes from [Start Date] to [End Date]. Key areas of focus include:

- Response times and ticket resolution.
- Accuracy of documentation and data entry.
- Compliance with internal quality control protocols.
- Employee training and certification records.

**Required Documentation:**

Please have the following items ready for review by [Submission Date]:

- Standard Operating Procedures (SOPs).
- Service Level Agreement (SLA) performance reports.
- Sample client files/case logs.

An entrance meeting is scheduled for [Meeting Date/Time] at [Location/Link] to discuss the audit timeline and process. Please ensure all relevant staff members are informed.

Thank you for your cooperation in this matter.

Best regards,

[Your Signature]

[Your Title]

[Organization Name]