



Follow-up of Internal Audit Actions – September 2025

KPMG carried out a follow-up review of actions arising from Curo's 2024/25 internal audit programme which had been reported as closed by 30 June 2025. The purpose of the review was to independently test whether there was sufficient evidence to demonstrate that agreed actions had been appropriately implemented and closed.

Across the 2024/25 internal audit programme, 71 individual management actions had been raised, of which 51 had been reported as closed by 30 June 2025. KPMG selected a sample of 20 closed actions for detailed testing, comprising five high-priority, 12 medium-priority and three low-priority actions. The sample covered actions arising from audits including Rent Setting, Water Safety, Building Safety, Compensation Payments, Damp and Mould and Complaints Management.

The follow-up review provided a **positive overall result**, with KPMG concluding that 19 of the 20 actions sampled had been appropriately closed based on the evidence provided by management. This included all five high-priority actions tested.

One medium-priority action from the Management of Damp and Mould audit was assessed as partially implemented. While the Damp and Mould Policy had been updated, further work was required to clearly document resolution timescales, escalation arrangements and the approach to customer vulnerabilities. Curo accepted the finding and agreed further actions to update the Policy and supporting process guidance, formalise escalation arrangements and strengthen the guidance relating to vulnerable customers. A revised completion date of October 2025 was agreed.