FAQ 19: What if the carrier gets a satisfactory rating from the investigation, but continues to have high SMS scores?

Answer: If the safety fitness of a carrier subject to a comprehensive investigation based on SMS scoring is determined to be satisfactory, but the carrier’s SMS scores continue to exceed intervention thresholds for either the HM BASIC or any two BASICs besides the HM BASIC for the preceding two consecutive months, the carrier may stay on the enhanced oversight list with a note in the company record stating the date and outcome of the comprehensive review, and a note that the carrier will not undergo another comprehensive review for a period of 24 months due to an enhanced oversight condition, but may be re-selected for other, serious conditions.  Also, the carrier could be subject to a focused review if their scores do not fall below the intervention thresholds during that time frame.