

COMPLIANCE

PROTEGENT CUSTOMER ONBOARD



Empowering the Financial World
FISGLOBAL.COM

FIS

Protegent

Protegent has been providing surveillance software and services to a diverse client base in the trading industry since 1998. Protegent has earned the right to be the trusted surveillance advisor to more than 250 clients globally and growing.

FIS Protegent provides a suite of compliance focused monitoring applications deployed on an integrated platform that helps companies mitigate internal and regulatory risk. These solutions are designed to help identify questionable transaction patterns and positions, improve review processes, support audits, and respond quickly to regulatory and legal challenges. The solution caters to a variety of customer segment needs including buy-side, sell-side, exchanges and trading venues, regulators, and corporations.

Protegent Customer Onboard overview

Protegent Customer Onboard is a client centric, "Wizard-based" Onboarding application designed to automate the new account application and approval process for brokerage and direct business. The solution provides a single point of entry for distinct account types across multiple back-office systems, automates many time-consuming and error-prone manual tasks, and helps to ensure compliance with Office of Foreign Assets Control (OFAC) and Anti-Money Laundering (AML) regulations. Front-end suitability review allows compliance officers and principal reviewers the ability to address risk prone business before it becomes a problem saving the firm likely fines and reputational damage. Protegent Customer Onboard also positions firms with a flexible process to better address the shifting need to perform real-time compliance in an operational friendly manner.

Streamlined processes resulting from Protegent Customer Onboard not only help to reduce operational costs, but also help to alleviate brokers' frustration with highly manual processes and antiquated back-office systems. Improving broker satisfaction is critical, as it can positively impact user adoption rates, as well as broker retention and recruitment efforts.

Protegent Customer Onboard is available as a stand-alone solution or as an integrated component of Protegent Surveillance.



Business Challenge

Managing the new account opening process has historically been a challenge for many brokerage and insurance firms. A manual, paper-driven process, with disparate processes for capture of different lines of business, presents operational inefficiencies and negative user impact. Therefore, it is increasingly important for firms to implement a flexible system that will maintain efficiency, ease of use, and control throughout the customer's enrollment experience. And, as regulatory requirements continue to increase, the need for an automated solution becomes even more critical. Some of the main challenges in this area are:

- Disparate systems and process's to support multiple lines of business.
- Redundant data entry
- Low adoption rates
- Prevent regulatory violations
- Capture & maintain accurate client profile information
- High NIGO Rates / Poor Data Integrity
- Costly, paper-based, error prone processes

Firms should maximize the value they derive from their vendor partner by leveraging their capabilities to automate other business processes, in particular trade compliance, commission payments, and data aggregation/reporting.

SOPHIE SCHMITT, AITE REPORT SEPT 2012
ACCOUNT OPENING PAIN POINTS
IN THE FRONT OFFICE: ADVISORS IN THE DARK.

Protegent Customer Onboard benefits

Protegent Customer Onboard, available as a stand-alone solution or as an integrated component of Protegent Surveillance, facilitates and expedites the opening of new brokerage and non-brokerage accounts. The solution provides a single point of entry for distinct account types across multiple back-office applications while automating many time-consuming and error-prone manual tasks. Customer Onboard helps to ensure compliance with Office of Foreign Assets Control (OFAC) and Anti-Money Laundering (AML) regulations while performing pre-trade suitability analysis and facilitating principal review to detect and mitigate regulatory risks before client accounts are opened.

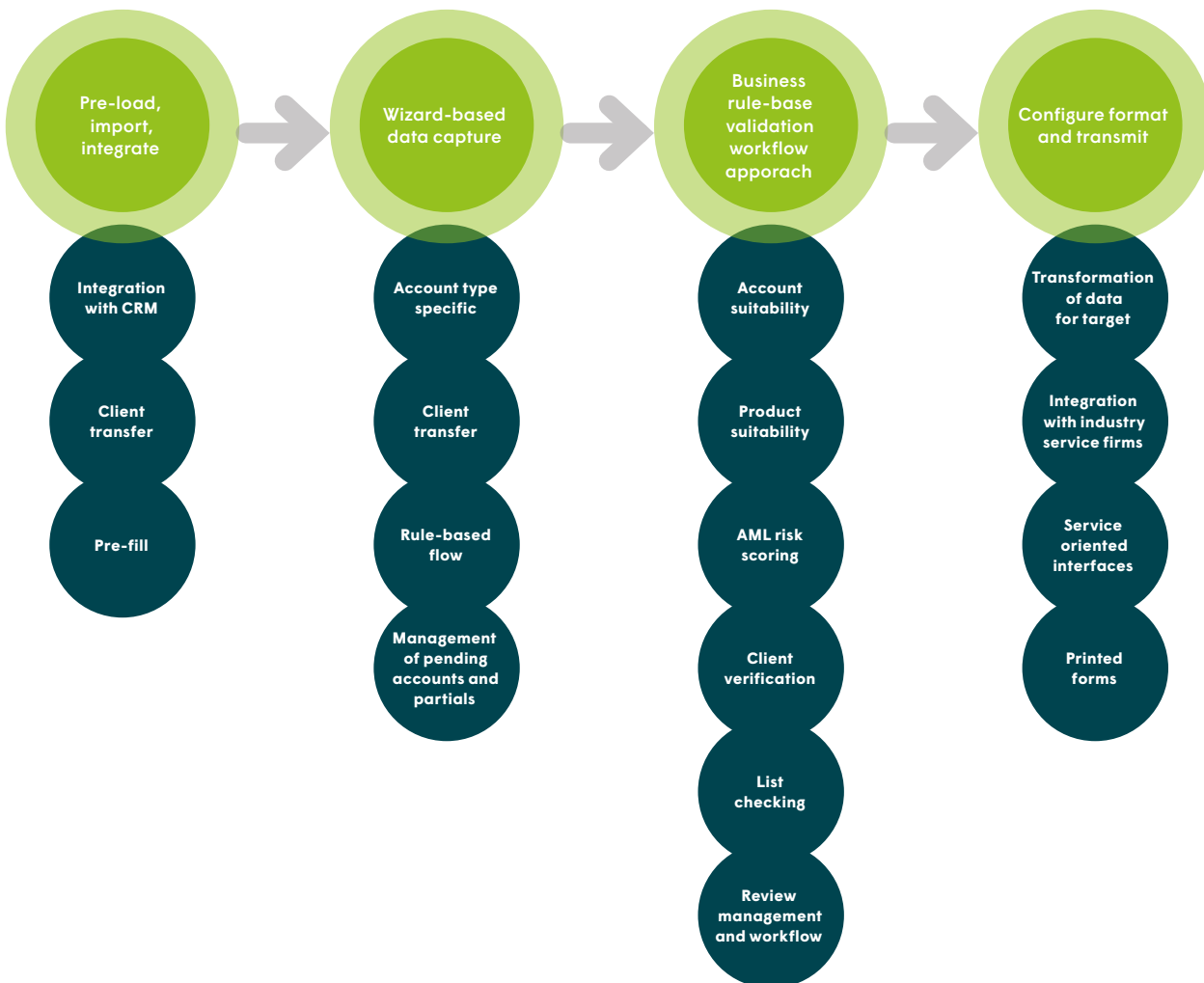


Key product features

Several key product elements distinguish Protegent Customer Onboard from in-house and competitive solutions:

Feature	Description	Benefit
Protegent's compliance platform	Proprietary Synapse technology creating a flexible integrated framework at the solution's core.	Innovative tools reduce reliance on IT resources by empowering business users to make rapid configuration and customization to data, rules, and pages to keep pace with rapidly changing compliance needs.
Automated suitability review	Compliance and suitability review of new business is integrated into new account opening process.	<ul style="list-style-type: none"> • Mitigates risk early in the client relationship • Reduces compliance overhead • Increases data quality for downstream applications and processes
Navigation wizard	User-friendly approach allows users to quickly capture data and save in-progress applications.	Increase adoption rate and minimize redundant data entries.
Enterprise workflow	Grouping and assignment of in-progress applications across users.	Enables enterprise wide consistency and improved application monitoring.
Configurable business rules	Easy customization, modification or addition of system business rules.	Contributes to fewer manual interventions and improved flexibility.
Back-office integration	Systems integration streamlines the end-to-end account opening process.	Enhances productivity with fewer data redundancies and errors which increases overall client satisfaction.
Multi business line support	Single point of access across multiple business lines. (brokerage and insurance).	Helps to improve broker convenience and adoption.
Open architecture	3rd party integration supported for forms providers, client ID, imaging systems back office clearing, annuity processing platforms, and digital signature.	Provides an end-to-end electronic environment for expedited communication and fewer inter-agency discrepancies.

FIS' Protigent Customer Onboard workflow process



Account lookup & pre-fill

A crucial component of the Customer Onboard process is integration to the back-office and CRM systems. This eliminates redundant entry into disconnected back-office systems greatly reducing potential for human error. In addition, CRM integration enables users to pre-populate client data from a prospect profile. Internal lookup feature allows for pre-population of client data to new accounts from existing accounts already in the system.

Wizard-based data capture

To improve user adoption rates, Protigent Customer Onboard provides an intuitive "wizard approach" so novice users can walk through the Customer Onboard process without knowing field requirements for every account or product type. This approach also has a "forms in progress" capability allowing users to begin the process at one point and complete it at a later time.



Business rule-base validation

The use of extensive business rules eases the manual review necessary for principal approval. Flexible configuration enables clients to make changes or add new business rules as needed.

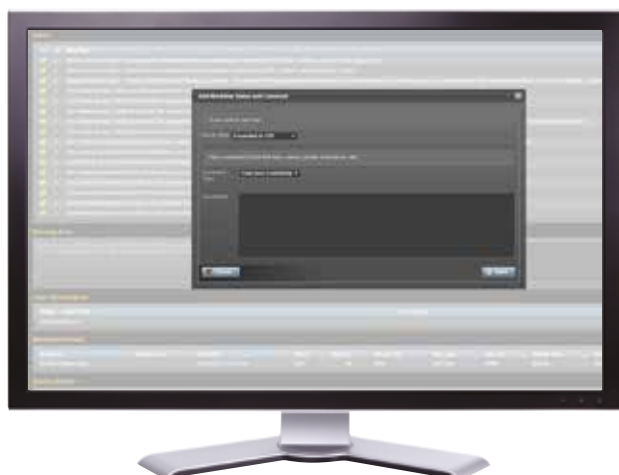
- Validate for Completeness
- Validate for Suitability

Workflow Approach

Protigent Customer Onboard emphasis on workflow allows business producers and reviewers to keep track of specific applications throughout the account opening and suitability review process. Workflow management reporting also provides greater transparency of exception processing with workflow statistics and auto escalation functions to eliminate stale items. Reviewer audit trails provide clarity on status changes like why some applications were rejected, what actions were taken, when and by whom.

Rule library overview

Protigent Customer Onboard analyzes client and account data against a complex, yet customizable rule base for potential regulatory, suitability and/or compliance violations. Based on FIS' flexible Synapse Engine, Customer Onboard provides real-time review and account monitoring. The product provides baseline data validation and compliance rules for a variety of account types and application based product types such as mutual funds, annuities, and life insurance products.



Open architecture

Customer Onboard incorporates multiple external parties, such as credit bureaus, OFAC service bureaus, forms providers, etc. Protigent Customer Onboard utilizes an open architecture to ensure easy connectivity with external 3rd party or internal systems.

Integrations include but not limited to:

Back office systems

- Pershing
- NFS
- Phase 3
- AddVantage

STP for annuities

- EBIX
- Bluefrog

Forms providers

- LaserApp
- ETI Quick Forms

Imaging systems

- Filenet

E signature

- DocuSign
- SIGNiX

CIP/OFAC

- Lexis Nexis
- SIGNiX
- World Check

CRMs

- Red Tail
- Salesforce



Integrated Compliance Centric Solutions

Protegent is intent in servicing the unique needs of the Compliance user. Protegent developed the Protegent Compliance Platform to enable the Compliance user the ability to manage cross issue concerns using integrated functionality and common components. Because Protegent Market Abuse is a specialized module available through the Protegent Compliance Platform, users are able to take advantage of core functionality in addition to the functionality created specifically for the trade surveillance function. Of these components and functions, the most relevant include but are not limited to:

Case management

Compliance processes can overlap whereby an issue detected from one perspective of a firm's business often times has implications to another. FIS recognizes this fact and has incorporated workflow capabilities into the Protegent Compliance Platform that tightly integrates and transcend across individual applications within the Platform. Features such as concurrent routing and status definition allow ample flexibility to enable dynamic and pre-defined workflow along with requisite audit trail.

The Protegent Compliance Platform also supports capture of exhibits (e.g. file/document attachments) that help create efficiencies in tracking reference information without the need to keep information outside of the Platform. Because Case Management is fully integrated across the platform, workflow can be attributed to other outputs or components within the platform such as Ad Hoc reports and system reviews. Cases can be grouped for bulk tracking and resolution. Users may also manually create cases to track findings detected through their own surveillance efforts.

- Ad-hoc report – create and customize reporting that spans across the entire data model. Possibilities include the potential overlay of third party data models enabling cross data model reporting.
- Synapse Toolset – The Synapse Toolset which includes the Workbench, Surface and Shop tools. The toolset provides customers with the ability to customize the solution via creation and maintenance of rule logic including amending delivered base-line rules, enhancement of the data model and editing of user interface screens.
- Roles and User Hierarchy – Protegent provides the ability to support multiple branches across several jurisdictions with one single installation through its flexible roles based user and hierarchy configuration.

Dashboard Reporting

Reporting capabilities wouldn't be complete without an integrated dashboard component. Protegent Compliance Platform's Dashboard Reporting feature leverages the Ad Hoc report generator to display any report as a report widget on a user dashboard.

Dashboards can be created and shared globally, across roles, or be kept private for personal use. Users are not limited to the number of dashboards they can view and have full control over the number of widgets displayed and their location on the screen by using drag and drop technology. Users are able to further configure Dashboard widgets by applying filtering capabilities that allow the user to dissect the information being presented via the widget.



About FIS

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 130 countries. Headquartered in Jacksonville, Florida, FIS employs more than 55,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor's 500® Index. For more information about FIS, visit www.fisglobal.com



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