

Deloitte.

In collaboration with
Appway[®]



**RegTech, the future of banking
beyond IT**

Deloitte
Managed Services

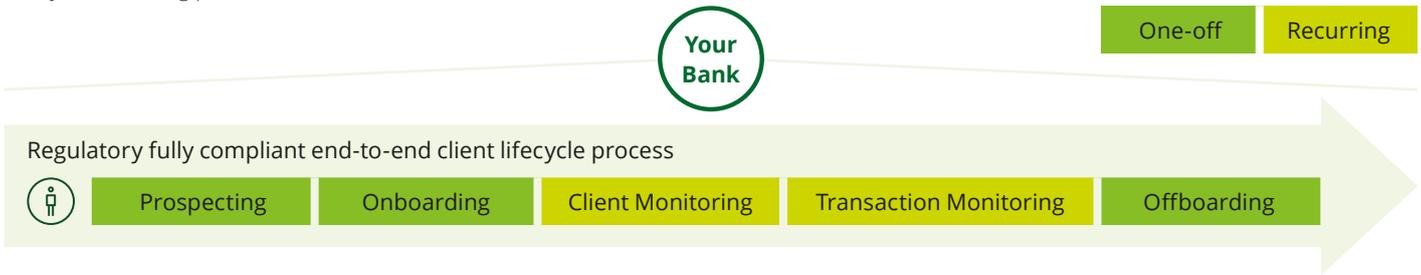
Managed RegTech Solutions

Financial institutions face a demanding environment, in which the increasing amount and complexity of regulations have a considerable impact on banking operations and services delivered to clients. At the same time, digital technology is creating new challenges and opportunities.

So how can these challenges be combined and addressed in a successful way?

The alliance between Appway and Deloitte Managed Services (DMS) combines Appway's award-winning technology, its extensive experience and deep understanding of digitalisation with Deloitte's expertise in regulatory, tax, legal, consulting and outsourcing issues. It brings together the best of both worlds, providing solutions that ensure compliance, support when needed, and clarity in procedures to be performed, thereby delivering a positive user experience. Greater efficiency, combining leading technology with our managed services, enables you to improve quality while lowering costs.

Furthermore, the alliance protects existing investments made by Appway user organisations, as our modules are designed to integrate easily into existing processes.



| Our Core Pillars | | |
|--|---|---|
| Process  | Technology  | People  |
| <ul style="list-style-type: none"> • User-friendly and efficient system, reducing process time • Fully aligned to all applicable regulations and continually updated (<i>RegIntegrator</i>) • Dynamic process steps, using a risk-based approach to limit the procedures to the minimum necessary • Process goes beyond onboarding, and enables monitoring of relationships • Single workflow profiting from both parties, including: <ul style="list-style-type: none"> – Risk assessment – Document collection – Formality control – Compliance rules – Screening against blacklists and sanctions lists (<i>GetAware</i>) – Media search (<i>GetAware</i>) – Company search (<i>GetAware</i>) • Full audit trail of each process step and all actions taken | <ul style="list-style-type: none"> • Leverages the market-leading and award-winning onboarding workflow solution (Appway) • Choice of process options, ranging from 'standard and ready to use' to 'fully customised' • Modular approach allows you to choose the DMS services you want • Uses technology partners and software components from established industry players • Pre-implementation of tools, avoiding significant upfront investments • Easy integration of Deloitte modules for existing Appway implementations granted • Ready for integration into other workflow solutions, using stand-alone modules • Enables outsourcing in a controlled and secure way | <ul style="list-style-type: none"> • Integrated real-time support at each step of the process (<i>Concierge</i>) • Outsourcing of compliance activities to a trusted partner (<i>ComplianceLink</i>) • Provides an independent and factual assessment of your client relationships • Independent risk assessment, eliminating potential hidden risks • A dynamic process, providing early assessment to the RM regarding compliance requirements to follow for a specific prospect • End-to-end visibility of in-flight on-boarding status enables proactive management of risk • Leverages the broad skill-set of Deloitte's Managed Services Centre of Excellence (CoE) • Insights from and access to Deloitte's global network |

Our Foundation: Service Management

Managed RegTech Solutions/DMS Modules

'Concierge'



During the onboarding of a client, would your Relationship Manager and/or compliance function benefit from subject matter expert support?

With DMS 'Concierge', the automated onboarding workflow is enhanced by a function providing users with secure real-time access to Deloitte subject-matter experts, whenever this is needed. For example, when struggling with a FATCA classification, users can use a chat function or Video Call to contact their 'concierge' (Deloitte compliance officer), who will, if needed, also involve a Deloitte FATCA specialist. The real-time integration of our expertise, which range from the onboarding of complex structures, to various market regions, enables you to resolve issues dynamically, quickly and effectively.

The assessment and the advice is documented directly in the client profile and so becomes part of your audit trail.

'ComplianceLink'



Are you looking for a more effective compliance function, or do you want to grow your business but miss the right compliance skills?

The 'ComplianceLink' module provides you with a compliance function you can trust. It allows you to outsource specific activities, or even your entire onboarding and monitoring-related compliance activities, to DMS.

The broad skill-set of AML and KYC experts in our Centre of Excellence ensures compliance, and delivers an independent assessment for each (prospective) relationship. Using our jointly designed process, our experts prepare a Know Your Client report for each client profile, which integrates all relevant facts obtained during the client screening with information directly received from the client. Information is provided in the language of its publication (Russian, Chinese, etc.), but our service also provides you with a short summary in a language of your choice. We execute formalities control and provide an independent risk assessment, not only for the entire relationship, but also for every role within the relationship (such as account holder, settlor, beneficiary etc.). With escalation processes, we involve the relevant parties in decision making whenever this is needed. With Appway, we use a system that is already integrated into all major banking systems. With 'ComplianceLink' you ensure that your compliance department receives the right support for their work and enables them to focus on what is important – the bank-specific questions.

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'GetAware'



Would you like to receive more detailed and reliable information about your (potential) clients?

The 'GetAware' module offers a platform that combines leading technology with Deloitte's IP.

Market-leading screening technology is delivered through a single, highly efficient process. There is no need for significant implementation projects or upfront investments. You can improve quality, without increasing costs.

Being clear about your risk exposure with a specific relationship not only minimises your compliance risk; it also reduces your risk of reputational damage. An integrated risk engine establishes the client screening strategy (risk-based approach). After a structured screening (of political exposure, sanctions lists and blacklists) and based on the fact patterns given, the system determines whether the client should be screened for adverse media information and/or business background. The inherent risk assessment (engine) is based on parameters obtained during the client onboarding process and can be adjusted to the bank's specific risk policies. The flexibility offered by the 'GetAware' module allows you to pay only for the parts of the service you use, on a per transaction basis.

'RegIntegrator'



How do you ensure that your client onboarding process remains updated and fully compliant with applicable regulations in different regions and/or in a cross-border context?

The 'RegIntegrator' module provides country-specific rule sets, containing relevant Anti Money Laundering and Know Your Client laws and regulations, including their interpretations. Deloitte summarises these requirements in rule sets, divided between mandatory and optional rules, to ensure that your clients are compliant and in line with your bank's risk appetite. Our Deloitte global network monitors relevant laws and regulations continually in order to ensure a complete and up-to-date client onboarding process. Changes are incorporated through an update to the DMS module, ensuring compliance on an ongoing basis.

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How do you ensure that your client onboarding process remains updated and fully compliant with applicable regulations in different regions and/or in a cross-border context?

Your benefits

Our service offers unique benefits to your organisation by leveraging Deloitte's global organisation, our local Centre of Excellence (CoE), and the digital banking experience and technology of Appway.

Compliance View



Always compliant

Understanding regulatory change is a core feature of our business. Our platform leverages this knowledge to keep our process up-to-date and our clients compliant.

Dynamic

We aim to identify risk early in the process, thereby determining the amount of information required as well as activities to be performed for a successful onboarding. This process also includes clear and early highlighting of prospects that are not in line with the bank's risk appetite.

Risk based approach

We use an approach based on risk assessment. A client assessed as low risk will trigger a simple (retail) workflow whilst a higher-risk client will trigger additional process steps.

Audit: traceable, reproducible and defensible

We use our experience as a leading audit company to build a proper audit trail that provides full transparency at every stage of the process.

Market coverage

You will benefit from our Centre of Excellence, based in Switzerland and supported by our global network, providing detailed knowledge and skills across a broad range of topics and markets.

Standard and tailored options

Our process is compliant and ready to use, but we know that you may have specific requirements: these can easily be included within your workflow.

Independent assessment

Whilst your bank will always remain in control, you can benefit from an independent assessment by our CoE.

Focus

Real compliance work is not the collecting and the verification of data. Real compliance work is ensuring that all relevant data is available for performing a bank-specific assessment.

Financial View



Mutualising costs

Deloitte has invested in the creation of this platform and will continue to invest. Our clients benefit from a transaction-based pricing model, without up-front investment costs for the core offering.

Economies of scale

As our community grows, opportunities to reduce costs further will increase. Adding new markets and functions become more cost-effective.

You pay for what you need

Our platform provides access to its full functionality, but we charge for the services you use, on a per transaction basis. This flexibility means you pay only for what you use.

Multiple sourcing models

We offer a range of options, from a 'platform-only' model right through to full utilisation of our CoE.

Platform View



Platform options

We provide a fully-compliant hosted platform solution. This is the most cost-effective. However, we recognise that some industry players prefer to host all IT within their own controlled data centres. Our platform can be deployed at your facility.

Externalising integration complexity

Using our workflow tool, we have integrated all relevant components for the platform. This simplifies integration with our clients and reduces ongoing maintenance costs.

Multi device

Our platform works with all common browsers and devices.

Continuous improvement

At Deloitte we gain valuable market insights by advising market participants on best-of-class implementation. We use these insights to further refine and improve our processes.



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About Appway

Appway guides the leading financial institutions, both big and small, as they build sustainable and scalable solutions that quickly adapt to changing conditions. Headquartered in Switzerland with offices around the globe, more than 225 institutions rely on Appway to improve internal efficiencies, engage customers across all channels, and keep ahead of regulations. www.appway.com



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