Our tailored approach for each FATCA project will be accelerated through the use of a range of field-tested proprietary tools developed specifically to support FATCA impact assessment, planning and implementation. These tools (below) have been refined in client engagements and will be customised to fit your project environment as necessary.

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description &amp; benefits</th>
<th>Project launch</th>
<th>Impact assessment</th>
<th>Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FATCA roadmap</td>
<td>An end-to-end roadmap which iteratively monitors and optimises throughout the compliance lifecycle across risk assessment, strategy development, account identification, as well as withholding and reporting/disclosure. The roadmap is field-tested and continually refined by our subject matter experts in line with new FATCA developments.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>FATCA survey utility</td>
<td>A FATCA-specific tool which facilitates the survey process, covering the breadth of business areas and entities to fully capture the steady state. The utility contains FATCA-ready reference guides, analysis scoring, level of effort rubrics and gap analysis artefacts. The utility is proven and can be easily configured to suit your organisation – significantly saving time, effort and cost.</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FATCA questionnaires</td>
<td>A comprehensive repository of FATCA questionnaires which are designed to fully complement the FATCA survey utility. The questionnaire suite facilitates a deep understanding of all pertinent activities (e.g., new account opening, withholding, reporting and disclosure).</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>FATCA Remediation Control Database (RCD)</td>
<td>RCD is a case management tool for use in the customer communication and data remediation phases of FATCA compliance programmes. It embeds case management, data recording and workflow functionality. RCD has been successfully deployed in multiple large-scale AML/KYC remediation projects over several years and extensively re-engineered to meet the requirements of FATCA.</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>iPMO</td>
<td>An adaptable suite of tools for leading business change from start-up to close down. Proven approach to supporting programmes. Delivers processes and standards, focuses on outcomes and business objectives from day one, and leverages Deloitte’s vast experience to deliver the best corporate value to the client.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
### TOM toolkit
Operating model construction methodology focussed on an organisation’s ‘9 layers’ (from customer through to IT and underlying data).

Field-tested tool which facilitates rigorous current and future state analyses, as well as correspondingly powerful gap analyses.

### Data analytics
Deloitte has invested heavily in a proprietary data analytics capability which we anticipate will help solve data challenges and provides a holistic/detailed view of data across entities.

Classify account holders via analytics, review data governance and assess the completeness/accuracy of reporting to the IRS.

### Customer journey maps
A customer journey is a series of sequential events that a customer will experience throughout the programme with a defined set of corresponding impacts.

These personalised journeys will inform and guide the customer management approach (high vs. low touch) and inform where focus is needed to de-risk customer interactions.

### People risk assessment (AsOneTM tool)
People risk assessment combines Deloitte’s unique AsOne diagnostic with traditional change impact, cultural and stakeholder assessments to bring meaningful insight into the key people and organisational issues, challenges and potential risks associated with a business change project.

The AsOne diagnostic tool specifically is a deliberate process designed to assess an organisation’s ability to collaborate productively and move collectively toward a common goal.
Contact

**Pascal Eber**  
Partner - Operations Excellence & Infrastructure  
Operations  
+352 45145 2649  
peber@deloitte.lu

**Eric Centi**  
Partner - Cross Border Tax  
+352 45145 2162  
ceenti@deloitte.lu

**Basil Sommerfeld**  
Partner – Operations & Human Capital Leader  
+352 45145 2646  
bsommerfeld@deloitte.lu

**Alain Verbeken**  
Director - Tax - International Tax-GFSI  
+352 45145 2513  
alverbeken@deloitte.lu

Deloitte is a multidisciplinary service organization which is subject to certain regulatory and professional restrictions on the types of services we can provide to our clients, particularly where an audit relationship exists, as independence issues and other conflicts of interest may arise. Any services we commit to deliver to you will comply fully with applicable restrictions.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the “Deloitte network”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser.

No entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person who relies on this communication. Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms.

Deloitte provides audit, consulting, financial advisory, risk advisory, tax and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries bringing world-class capabilities, insights, and high-quality service to address clients’ most complex business challenges. To learn more about how Deloitte's approximately 245,000 professionals make an impact that matters, please connect with us on Facebook, LinkedIn, or Twitter.

© 2017 Deloitte Tax & Consulting  
Designed and produced by MarCom at Deloitte Luxembourg