REFINITIV CLIENT ON-BOARDING

An end-to-end client life cycle management solution

The Refinitiv® Client On-boarding solution supports Financial Institutions (FI) through the client lifecycle management process in an efficient, controlled fashion.

Our robust and flexible solution helps you meet current and future regulatory challenges by embedding best practice rules, workflow and trusted data across the client life cycle.

By reducing client onboarding timeframes, we reduce your costs and time to revenue in a regulatory compliant fashion.

REFINITIV®

DATA IS JUST
THE BEGINNING®

Today's onboarding challenges

The client experience

Client onboarding processes can negatively impact the client experience.

Firstly, the time it takes to onboard a new client affects the point at which both clients and financial institutions (FIs) can realize the benefits of their relationship. FI respondents in a global Refinitiv Know Your Customer (KYC) survey revealed that it takes, on average, 26 days to onboard a new client. Corporate customers claim that the average is even higher, at 32 days.

Secondly, the number of times the FI contacts the client for documentation can damage the FI-client relationship. Banks say they contacted their clients, on average, four times during the onboarding process, but their corporate customers report that they were contacted on eight occasions, indicating a possible duplication of requests from FIs.

A constantly evolving regulatory landscape

On top of this, FIs are feeling the pressure created by a constantly changing regulatory environment, with 33% of survey respondents identifying the volume of regulatory change as a key challenge.

Rising costs

Onboarding costs are rising too. FIs across the globe reported an average increase of 15% in the cost of onboarding new clients in the year preceding the survey.

Refinitiv Client On-boarding: a client life cycle management solution leveraging best-in-class Refinitiv data, technology and partner community capabilities.
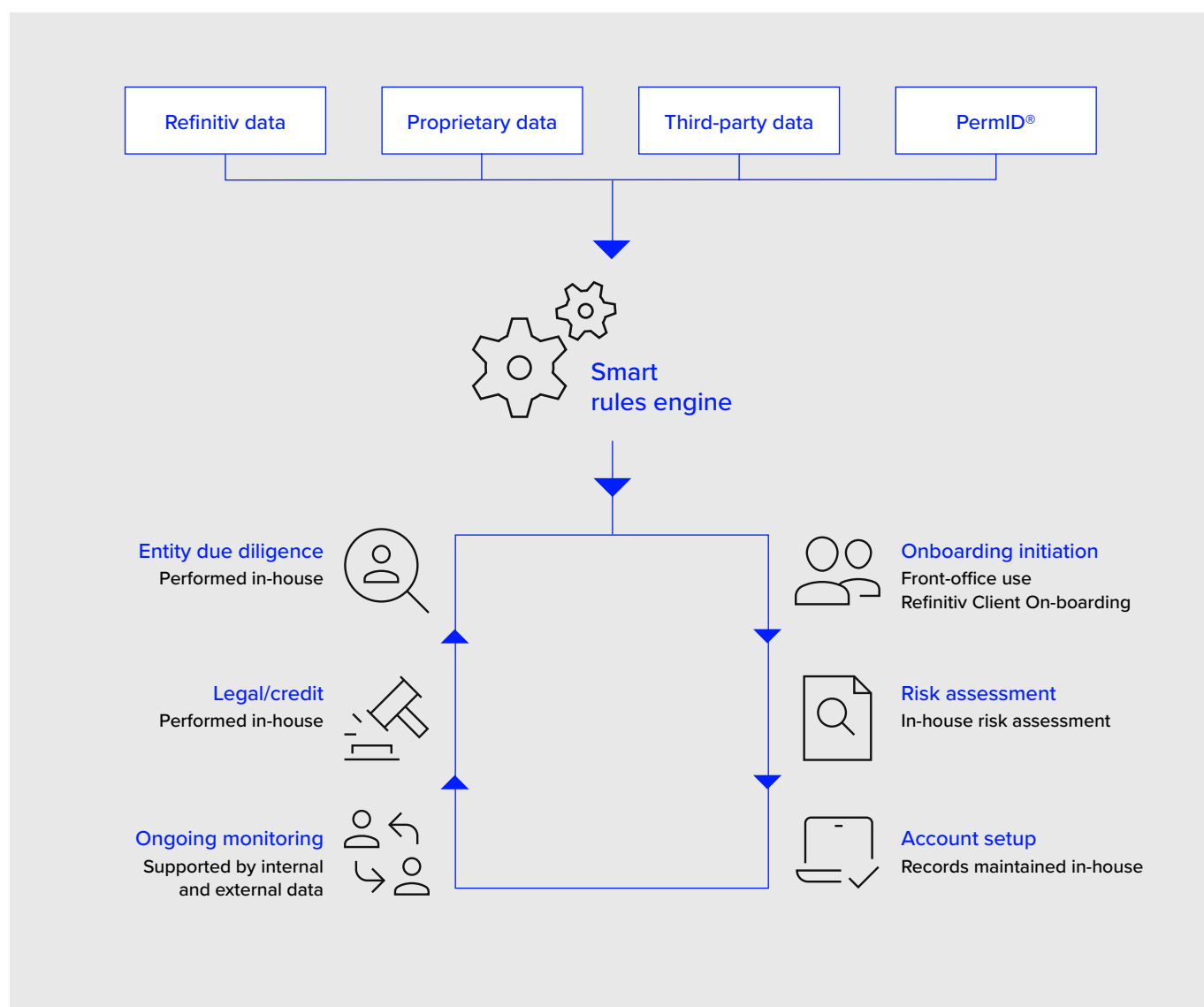
Meeting those challenges head-on

Refinitiv Client On-boarding comes prepackaged with best practice rules, workflow and data components that can be further customized to your individual policy requirements through our easy-to-use configuration tools.

Our deep domain expertise and proven implementation methodology deliver a solution that is faster and more cost-effective than in-house functions. Our solution facilitates compliance with the complex and specific needs of KYC client onboarding, while ensuring maximum flexibility for the common areas of business change in the onboarding and client life cycle process.

The Refinitiv Client On-boarding platform

Refinitiv Client On-boarding is an end-to-end client life cycle management solution leveraging best-in-class Refinitiv data, technology and partner community capabilities.

Refinitiv data	Proprietary data	Third-party data	PermID®

**Smart
rules engine**

Entity due diligence
Performed in-house

Legal/credit
Performed in-house

Ongoing monitoring
Supported by internal
and external data

Onboarding initiation
Front-office use
Refinitiv Client On-boarding

Risk assessment
In-house risk assessment

Account setup
Records maintained in-house

An industry leader you can rely on

We are committed to the market and are able to deliver an agile, cost-effective implementation. Consider us your trusted partner that can help you:

Manage regulatory compliance and change

We provide a full audit trail and transparency throughout the process. Our compliance rules engine facilitates a risk-based-approach across regulatory classifications (e.g., KYC, DF, EMIR, MiFID II, Tax), enabling you to manage global and country-specific requirements – all in the same solution.

Speed up your client onboarding and time to revenue

Our solution reduces onboarding times from months to weeks or days through workflow and process optimization – with complete visibility into onboarding cycle times to identify and resolve any inefficiencies.

Fighting financial crime using data, human expertise and advanced technology

To help ensure your business is not affected by organized criminal networks, inadvertently enabled by the phenomenon of globalization, your KYC and third-party risk management programs should be able to withstand the sophisticated criminals of the future and adapt accordingly. Our **World-Check**® **Risk Intelligence** database serves our customers' risk management needs through KYC and third-party screening. We also track and monitor more than 600 regulatory bodies to bring you reliable data you can trust.

Through seamless access to reliable data from Refinitiv and other third parties, we help you reduce the manual time associated with collecting and verifying information. This ensures you always have an up-to-date view of your client across their life cycle.

Key benefits

Refinitiv Client On-boarding:

- Offers domain expertise and emerging best practices to enable client onboarding processes that meet global regulatory guidelines, today and in the future
- Streamlines your internal processes and drives operational efficiencies through intuitive workflow and rigorous automation – enabling your teams to focus on managing risk as opposed to process and administrative tasks
- Provides access to trusted data and services from Refinitiv and other third parties
- Offers the ability to scale across jurisdictions and entity types
- Trusted, dedicated implementation specialists with over 15 years of experience in delivering and optimizing the solution for our clients globally

No one can help you know your customer like Refinitiv

Refinitiv Client On-boarding supports clients by:

- Leveraging a proven implementation methodology and extensive track record of successful onboarding implementations at 20+ large global FIs
- Client lifecycle specific
- Offering domain expertise and emerging best practices to enable client onboarding processes that meet global regulatory guidelines
- Providing an active compliance engine that monitors the customer base for compliance with regulatory and internal requirements
- Streamlining processes and driving operational efficiencies through intuitive workflow and rigorous automation

Pricing model

Our platform is priced as:

- A software license available on an annual or perpetual basis. Based on:
  - Platform configuration
  - Volume of users
  - Additional modules (incl. FATCA, Credit, Legal) and/or regions
  - Annual software maintenance
- One-off implementation and professional services fees for platform configuration, and setup and integration are required

Refinitiv is one of the world's largest providers of financial markets data and infrastructure, serving over 40,000 institutions in approximately 190 countries. It provides leading data and insights, trading platforms, and open data and technology platforms that connect a thriving global financial markets community — driving performance in trading, investment, wealth management, regulatory compliance, market data management, enterprise risk and fighting financial crime.

Visit **refinitiv.com**

 @Refinitiv   Refinitiv

REFINITIV®

DATA IS JUST
THE BEGINNING®