

# Document Compliance Made Easy With HotDocs



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Documentation compliance updates often come with strict deadlines and require changes to be made to all subsequent document output, regardless of whether that applies to the immediate inflight, or future document production. HotDocs understands this, that's why our document assembly system empowers financial organisations by providing the ability to alter all documentation produced immediately after applying changes instantly and publish updated documents with no risk of human error.

HotDocs provides the ability to collect and track the data used to produce documents that financial organisations need to adhere to both internal compliance policies and external compliance laws.

This ebook will identify some of the most common challenges associated with document compliance and will provide insight into how HotDocs makes it easy to ensure the documents you produce are compliant; providing you with peace of mind following any regulatory or legislation changes.



# Know Your Customer

The average bank spends  
£40m a year on KYC

Some banks spend up to  
£300m annually on KYC  
and Customer Due  
Diligence

Build notifications into the  
HotDocs interview to be  
informed when a customer  
enters information flagged as  
a compliance risk

Know Your Customer (KYC) compliance policies and procedures not only contribute to a bank's overall stability, they also protect banks' integrity by reducing the likelihood of becoming vehicles for money laundering, terrorist financing and other unlawful activities.

With that said, the costs associated with KYC can be enormous and increased scrutiny from regulators is having a significant impact on the effort required for financial organisations to remain compliant. A recent survey by Thomson Reuters found that the global banking industry spends an average of £40m per year on compliance, with some large organisations spending as much as £300m annually.

In addition to these costs, the penalties associated with non-compliance can be detrimental, as banks can be fined or suffer reputational damage. Even worse, lengthening on-boarding procedures mean that customer experience is also at risk, with some banks reporting it can take as long as two months to on-board a new customer due to KYC laws.

Of course, KYC legislation is important, but these pressures are an ever increasing drain on resources. As these pressures grow, so do the volume of documents required to remain compliant. HotDocs removes the pain that comes with KYC document legislation, as our system is designed to produce fully compliant documents faster and help to protect banks from compliance risks.

## Using HotDocs means:

- The collection of data for KYC purposes is easy and flexible
- The risk of KYC errors in documentation is removed without detriment to customer experience
- Assurance that customer information is accurate
- Banks can adhere to compliance deadlines by updating all document templates instantly
- All data from loan agreements is searchable thanks to HotDocs' structured data gathering capabilities
- Banks can build logic into HotDocs interviews to flag criteria deemed a compliance risk

# Track Your Documentation

The Sarbanes-Oxley Act (SOX) is one of the most important legislative acts involving corporate governance, financial reporting and accounting practices. To remain compliant banks must monitor, track and manage the creation and reporting of all financial and supporting information that is required for legislative reporting.

HotDocs gives banks the ability to monitor a single document or suite of documents by tracking the number of documents produced, the source of the document and the purpose of the document.

HotDocs also allows:

- Banks to perform searches on the data used to produce documents
- Ability to reassemble documents based on the exact data and template used to produce a document
- Quick response to compliance proof, disclosure or financial audits





# Flexible Document Assembly

Choosing the right software can be tricky for financial organisations, as FinTech developers must take the compliance challenges associated with the banking sector into consideration when developing their software.

HotDocs is aware that launching new technology in larger banks can be an enormous task. There are a number of factors to take into consideration such as user training, integration with current systems and, for some banks, compatibility with older technology.

Our development team understand that it is imperative that HotDocs is future proof and adaptable, as the volume of banking users increases over time. HotDocs is built using a Service Orientated Architecture (SOA) that allows our technology to integrate with your existing systems and adapt to work with any Line of Business (LOB) system you deploy in the future.

With HotDocs you will have:

- A document assembly tool designed to be compatible with other off the shelf and bespoke systems
- The ability to adapt, both technologically and operationally, to compliance updates
- The flexibility to integrate HotDocs with leading edge, current or legacy systems
- Unlimited scalability with the power to manage thousands of users
- Peace of mind knowing that your documents are fully compliant

# Clear, Accurate and Concise Documents

Do your documents include all of the required content, with enough detail, for your customers who rely on it and for the regulators who examine it?

The information supplied in financial documentation is a crucial component for customers to understand the terms of their contract. Incorrect, obscure or missing information can result in contractual disputes or agreements becoming void, therefore it is vital that documentation is 100% accurate.

HotDocs understands the important role that document formatting plays in producing compliant documentation. The key areas of documents must be prominent and easily digestible to ensure the customer has complete comprehension of the terms they are agreeing to.

The HotDocs team know that there are additional formatting challenges banks face such as the requirement for banks with multiple brands to ensure the relevant information to each brand is included in their documentation.

Using HotDocs to automate the document drafting process allows financial organisations to avoid errors such as typos, inconsistent data or forgetting to add, change or delete certain details, paragraphs or clauses.

Using HotDocs provides:

- The ability to ensure that the documents you produce are formatted correctly, complying with global standards
- Management of multiple document iterations and brands
- Consistency across all documentation, no matter the volume
- Massive reductions in the resource required to create accurate documents
- The ability to mitigate risk entirely
- 100% accuracy of all documentation





# Global Compliance

Large financial organisations require global risk management programmes, therefore it is imperative that document assembly systems have proven international capabilities.

HotDocs is used by numerous international financial organisations, from small investment banks that require 10 documents a day to large global banks that produce thousands of documents per month.

No other document assembly technology has HotDocs' history of handling large scale deployments, is used as broadly as HotDocs and operates in as many languages. HotDocs is deployed in more than 60 countries and with over 50 global partners, meaning that our document assembly system is truly an international solution.

HotDocs can easily manage international languages, including right to left, and has the scalability to be used by thousands of users across multiple locations around the globe.

HotDocs international capabilities include:

- Linguistic adjustments
- Local language date formats
- Native number formats
- Currency differences
- Tariff codes
- Signature blocks

# No Impact on IT

When a compliance change is made there are a number of factors to be taken into consideration. Often, systems need to be checked, updated or replaced. All of this requires IT support and soon what started out as a quick compliance update has now turned into a full blown project that is draining resources and costing your bank.

HotDocs is user-enabled meaning that, beyond the initial deployment, you can make changes to templates yourself without having to get the IT department involved. We empower banks through our easy to use system and provide training to make any changes with no impact on IT resource.

## With HotDocs:

- Content experts update templates, not IT
- Universal changes in one step
- Provide the ability for users to feedback to the template authors





Want to learn more about how HotDocs can help you overcome compliance challenges?

Contact [marketing@hotdocs.co.uk](mailto:marketing@hotdocs.co.uk) today.