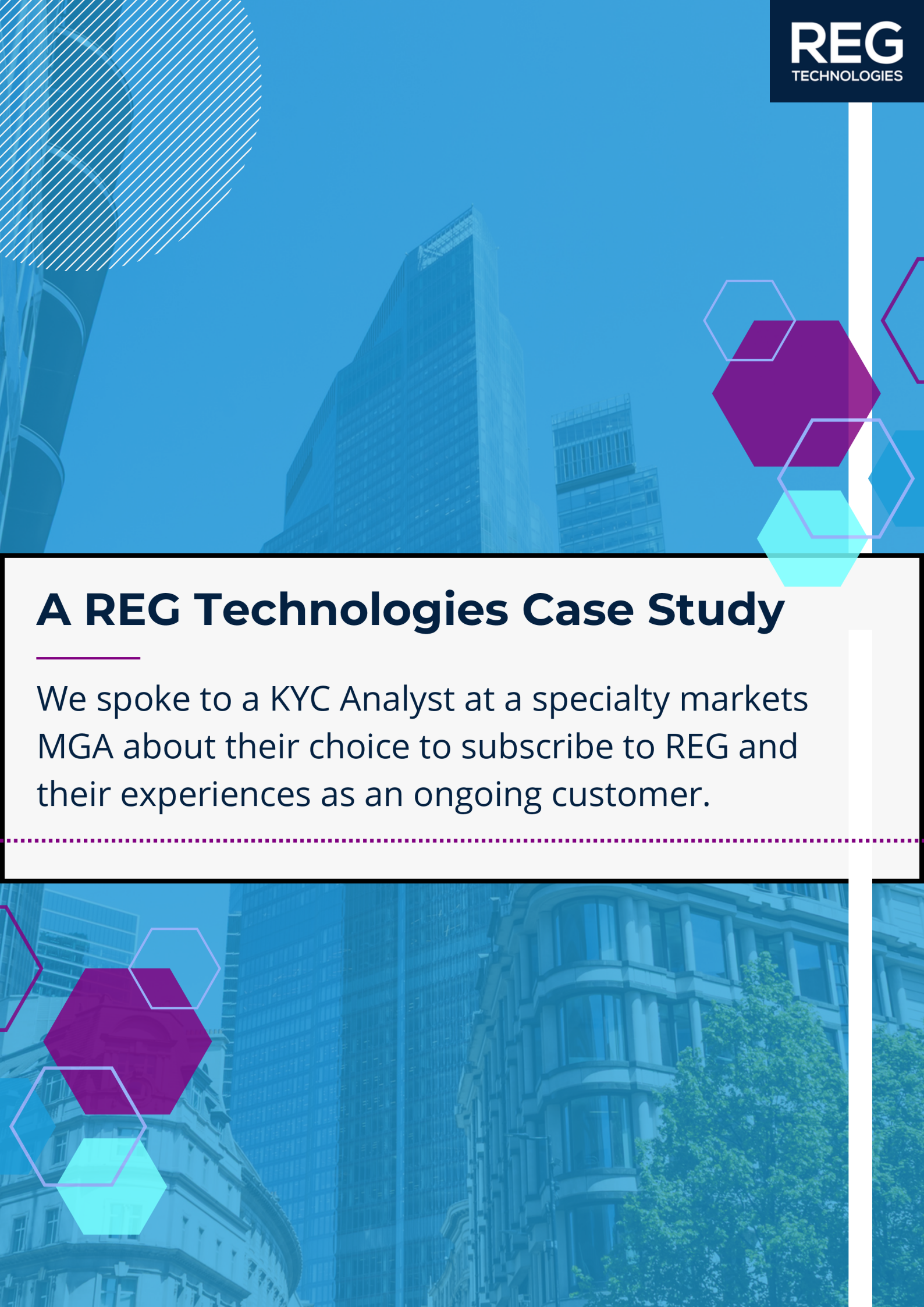


The background of the entire page is a photograph of a city skyline, featuring several tall skyscrapers. The image is overlaid with a semi-transparent blue filter. In the top-left corner, there is a decorative graphic of white concentric circles. On the right side, there are several overlapping hexagons in shades of purple and teal. A white horizontal bar contains the main text and title.

A REG Technologies Case Study

We spoke to a KYC Analyst at a specialty markets MGA about their choice to subscribe to REG and their experiences as an ongoing customer.

Manual

Workload

Administrative

Burden

The MGA faced several interconnected challenges in managing its expanding network of partners. The firm's compliance team needed to monitor ongoing business relationships without relying on manual oversight, which was becoming increasingly unsustainable as the business grew.

Manual workload issues in turn created significant administrative strain, slowed workflows and limited the team's ability to operate with the agility the business required, which led them to approach REG for a dedicated and centralised solution that would improve these processes and help mitigate risk better.

Automated

Database

24/7

**Alerts &
Notifications**

Seamless

Verification

Ongoing

**Compliance
Monitoring**

“The REG Network helps us *verify* UK firms particularly well, and it also gives us that *additional security* we need while monitoring our trading partners”

REG Technologies introduced the REG Network to this leading specialty MGA in order to support the firm's regulatory burden by helping the compliance team automatically verify UK and some non-UK entities, providing daily notifications for horizon scanning, enabling ongoing compliance monitoring and identifying and investigating trends or issues in specific territories.

Moreover, the REG Network has helped streamline the overall onboarding process of trading partners, making it easier to continuously monitor any unusual activity thanks to having access to real-time alerts and dashboards.

The solution provided has significantly reduced the administrative burden their compliance team was grappling with, freeing up their time to focus on more strategic initiatives. It has also helped support and simplify the management of ongoing relationships.

The impact of the REG Platform on the firm's business objectives is clear, and it has emphasised the significant role the REG Network plays in automating alerts, reducing manual workload and ensuring regulatory compliance.

Risk Mitigation & Monitoring

REG's automated monitoring and alert features helped mitigate risks associated with ongoing business relationships, reducing the need for manual oversight.

Efficiency & Communication

REG allows companies to update their profiles directly, with notifications sent to the MGA, streamlining communication and reducing the need for direct outreach regarding updates such as regulatory permissions or certificates.

Centralised Relationship Management

REG consolidates relationship management into a single platform, making it easier to oversee multiple partners and reducing the administrative burden on the compliance team.

"We love it because it really helps us monitor, mitigate and reduce that potential risk that we have from those ongoing relationships, and I think that's been the biggest benefit we've seen. It just does the work for us."

The role our Customer Success team plays in supporting the the MGA is crucial, and they shared how helpful their Customer Success Manager has been. From organising annual catch-ups where they have the chance to share feedback and action points to regular check-ups.

Their team uses REG particularly to mitigate risk, emphasising that it keeps them alert and allows companies to update their profiles and notify Optio in real-time.

The firm recognises that having a single and centralised platform in place is a big game-changer and really alleviates that heavy manual workload on the compliance team.

“It’s hard to monitor various relationships manually, so having one single platform that culminates all of that together really helps reduce that workload for our team without having to individually administer each of those relationships.”

