



Professional Intermediaries Portal for the International Banking Unit

BUSINESS PROBLEM:

Financial organizations around the world cooperate with a large number of Professional Intermediaries in order to provide their product and services to the end customers. This includes lawyers, accountants and corporate services companies. Today is critical for Financial Institutions build strong relationships with these Intermediaries and gain their loyalty. It is vital to provide innovative solutions to the intermediaries that will enable them to improve the quality of service they offer to their end customers. Failure to do so will result to decrease in the intermediaries' loyalty and eventually they will switch to competitors that can accommodate them with such tools. As a result, the organisation's market share will decline and profitability will suffer.

Build Intermediaries' Loyalty!

SOLUTION:

Logicom Solution's Intermediaries Portal enable a Financial Institution, to build a strong relationship with the intermediaries and strengthen their loyalty. This specialised portal enables intermediaries to accelerate their customer's service and improve communication with their customers and the Financial Institution.

Provide Superior Quality of Service!

Intermediaries can effortlessly and securely:

- Access applications for opening new customer accounts
- Follow up of customer pending applications
- Retrieve Corporate documents by jurisdiction & other information needed for opening customer account
- Acquire documents required to perform their customer requests
- Automatically produce the necessary documents for signing (for both Legal and Physical entities)
- Workflow Module for all required Business Processes
- Instant access to the list of missing documents (omissions)
- User Management: Create new users (internal & external) and assign appropriate user rights via Workflow Processes (Intermediaries & Customers)
- Request new products and services for existing physical or legal entities.
- Export reports and view dashboards on pending requests, completed tasks and status update.
- Notification and Messaging between Intermediaries and Bank.

Provide a Single Location for Customer Communication!

The Portal is based on Microsoft SharePoint Server, providing countless features and benefits, and can be fully integrated with your organisation's back and front-end systems. Through the portal welcome page, intermediaries can access the appropriate tools, perform the necessary tasks they need for their customers and receive feedback from the portal owner.

REACH-RETAIN-REVENUE

- **Reach** out to your Partner community through streamlined processes
- **Retain** and grow your business relationship
- Enable new **Revenue** generation through new Customer introductions

OVERVIEW:

Documents for Legal Entities:

- Interview Form
- Account opening Form and provision of products/services
- Board Resolution
- Express consent and declaration
- Declaration by directors
- Declaration by professional intermediary
- Entity's Shareholding Structure
- Declaration for the exception of defence contribution
- Declaration of undertaking
- Questionnaire (Form I.E. 18A Q)
- Processing of Data of Personal Nature (express consent)
- PC/Internet Banking Agreement
- General Lien
- Board Resolution – Appointment of Common User
- Indemnity for common user
- Board Resolution - Authorisation for disclosure of information by the Bank
- Indemnity - Authorisation for disclosure of information by the Bank
- Terms & Conditions
- Declaration by the Bank

Documents for Physical Entities:

- A number documents available

Features:

- Omissions
- Jurisdiction Documentation
- Built-In User Management
- Audit Trail Log
- Dashboard and Reports Generation
- Promotions & Industry News
- Powerful searching across application
- PIN management for authorization

Integration:

- FX Rates
- Internet Banking

Process Workflow:

- Customer List's Pending Tasks
- Manage users and access rights
- Approval Process for User Registration and Management
- User Profile Self-Service Management
- Create New Customer Introductions
- Create new Products and Services Accounts for Customers
- Assign Signatories and Power of Attorney to Customers
- 4-eye approval principle for enhanced security and verification

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Home Profile Management Configuration Pages Reports Document Templates

intelscape

Pending Allocation Pending IBU Teller Pending IBU Authorizer Pending Documents Documents Received

Pending Re-submission Approved Declined Cancelled

Application Code	Customer Name	Internal User Name	Created	Submitted By	Submitted	Modified By	Modified
00000157	Lucia Company22113	IBUManagerNicosia	12/04/2013	002000005	12/04/2013	002000005	12/04/2013
00000148	STIMEROL	IBUManagerNicosia	10/04/2013	002000005	10/04/2013	002000005	10/04/2013
00000132	Fedex	IBUAuthorizerNicosia	27/03/2013	002000005	27/03/2013	ibutellernicosia2	28/03/2013
00000129	testing	IBUManagerNicosia	15/03/2013	002000005	15/03/2013	002000005	15/03/2013
00000128	DHL	IBUManagerNicosia	15/03/2013	002000005	15/03/2013	002000005	15/03/2013
00000123	ADAMOS & CO	IBUAuthorizerNicosia	09/03/2013	002000005	09/03/2013	ibutellernicosia2	09/03/2013
00000111		IBUManagerNicosia	21/02/2013	001000005	21/02/2013	001000005	21/02/2013
00000103		IBUManagerNicosia	28/01/2013	002000005	28/01/2013	002000005	28/01/2013
00000084		IBUManagerNicosia	16/01/2013	002000005	16/01/2013	002000005	16/01/2013
00000073		IBUManagerNicosia	15/01/2013	002000005	15/01/2013	002000005	15/01/2013
00000054		IBUManagerNicosia	30/12/1900	002000005	14/01/2013	002000005	14/01/2013
00000035		IBUManagerNicosia	08/01/2013	003000001	08/01/2013		
00000027		IBUManagerNicosia	08/01/2013	003000001	08/01/2013		
00000021		IBUManagerNicosia	08/01/2013	002000005	08/01/2013		

Send Messages to your IBU Unit

New Supporting Documents available...

Display Name

Area: InternalUser

Status: Account Activated and Pending PIN; Number of Tasks: 3

Super Admin (SuperadminCC)

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New Application

1. Company Details 2. Company Profile 3. Group Information 4. Shareholders 5. Entities 6. Products/Services 7. Mandates

8. Print Details 9. Confirmation Page

Details

Type of Physical Entity: **Company**

Company Name:

Country of Incorporation:

Customer Code:

Registration Number:

Registration Date:

Contact Info

Telephone number:

Fax Number:

Website:

Email:

Address:

Properties

Exempt from Cyprus defence tax:

The entity's jurisdiction allows the issue of Bearer Shares?: Yes No

Keeper of the bearer shares:

Number of staff employed:

Are bearer shares issued for this company: Yes No

Correspondence Language: Greek English

Contact Person:

Next tab >>> Save Exit

Disclaimer: Changes in the personal details will automatically trigger a notification.

References:

