

Expert Technology for Financial Services Firms

Helping to guide your team with integrated expertise and automated compliance, EQ Complaints Professional is a new approach to best practice customer complaints handling.

EQ Complaints Professional is a cloud-based, pre-configured, FCA compliant solution that will transform and streamline the way you manage your customers' complaints.

By automating the compliance decision-making process, we reduce the regulatory risk to your business and allow your customer service team to fully focus on achieving consistently high quality customer outcomes.

Our team has been managing regulated complaints solutions for the world's largest bank for over 20 years. Their expertise is now available in our secure, cloud-hosted solution for mid-sized businesses.

Benefits to financial services operations

INCREASE EFFICIENCY

- Enforce best practice
- Automate DISP processes and complaint handling
- Automatically produce key correspondence to meet safeguarding milestones
- Eliminate breaches – Find and Fix
- Identify key issues requiring action within your organisation

REDUCE RISK AND PROVE COMPLIANCE

- Reduce the risk associated with non-compliance
- Evidence activities and processes to the regulator and internal QA function
- Embed and evidence TCF principles
- Reduce the burden of compliance
- Adopt best practice approaches and principles
- Integrate FOS processes and record all investigations

MI AND REPORTING

- Record reportable & non-reportable complaints
- Effectively use root cause analysis data to evidence compliance and implement operational improvements
- Improve management oversight/control
- Automatically produce FCA returns and reports
- Enhance staff performance and efficiency
- Identify trends and learn from complaints and FOS decisions

EASE OF INSTALLATION

- Deployed and operational within a matter of weeks
- Minimal training and IT involvement required
- Options for on-premise and cloud hosting

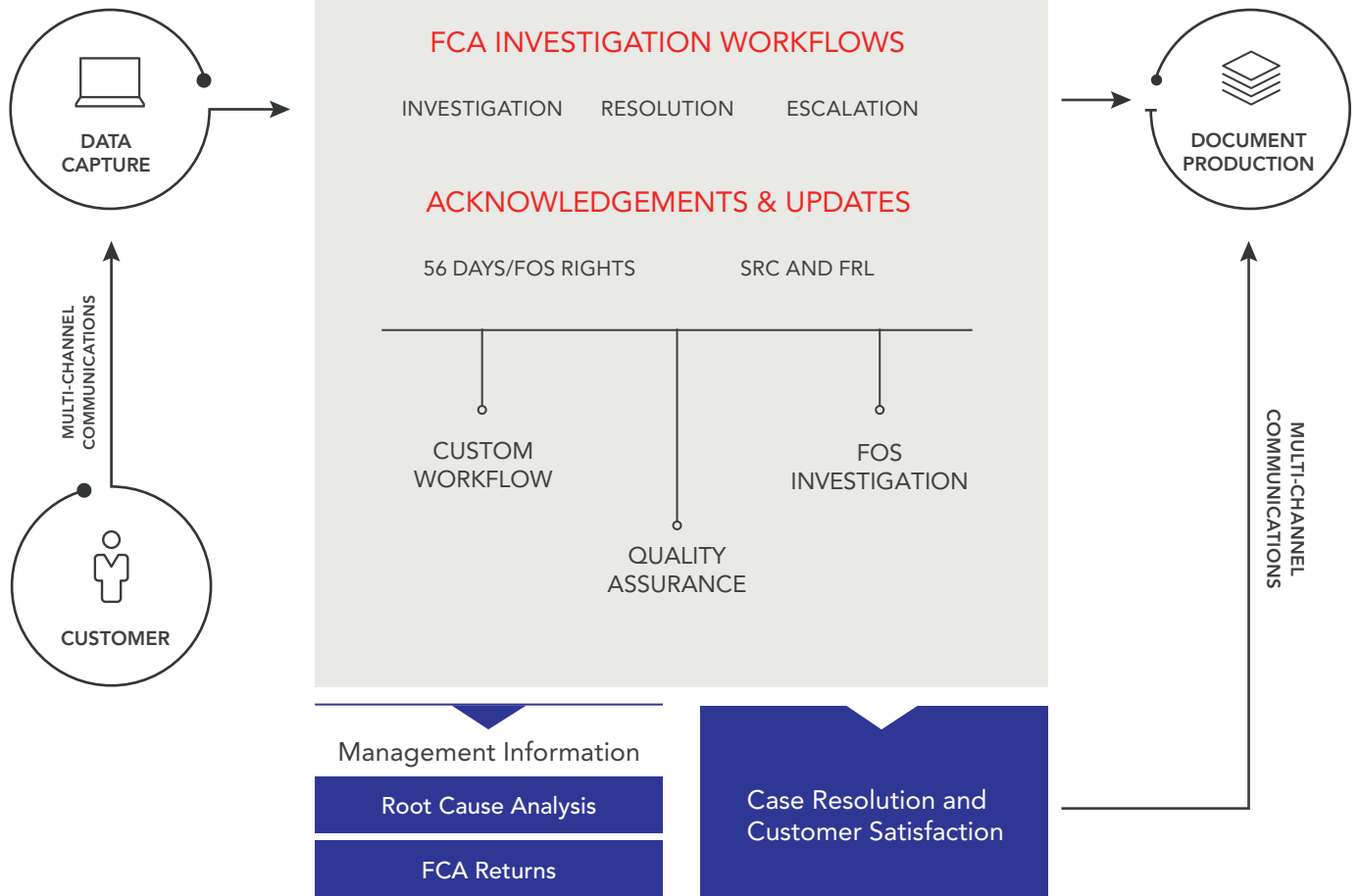
Our solution will allow you to:

- Understand customers better
- Improve customer focus
- Improve customer loyalty
- Add multiple workflows to resolve cases quickly and efficiently
- Improve speed of resolution
- Improve staff efficiency
- Optimise resource usage
- Standardise processes
- Ensure auditability of process
- Identify and act on the root cause of complaints
- Prevent recurring failures
- Identify permanent solutions
- Identify and act on emerging trends and issues
- Create early warning of potential problems
- Integrate easily with existing systems
- Reduce risk of manual errors
- Align with corporate IT strategies
- Reduce costs

The platform comes ready configured and 100% compatible with current FCA regulatory workflows and best practice guidelines. The flexibility within the system also allows you to customise and adapt the software to meet internal business processes and requirements.



Staff Management & Controls



EQ's Complaint Management Expertise

40%

of all UK regulated complaints manage by EQ

20+

years' experience in regulated complaint handling

270m

customers worldwide are served by our systems

55

financial services brands trust us to manage their complaints

PROVEN SOLUTION DELIVERY CAPABILITY

- From small departmental applications to complex enterprise level solutions
- Professional consultancy and project management to streamline processes and delivery
- Account management to ensure changing needs are met and efficiencies gained

FINANCIAL SERVICES INDUSTRY EXPERTISE

- In depth knowledge of delivering complex FCA solutions
- Consultancy team with extensive regulatory knowledge

CUSTOMER SERVICE INDUSTRY KNOWLEDGE

- Successfully delivered systems to the world's leading brands in a diverse range of vertical markets
- Reassurance of working with industry thought leaders and regulators on customer service best practice

“

We chose Equiniti Charter because their platform is highly intuitive and user friendly. However the real value is the MI we can mine from it.”

ACENDEN

”

The real leading-edge capability that Equiniti Charter has given us is root cause understanding – the ability to understand why customers are complaining so that we can fix the problems straight away.”

LLOYDS BANKING GROUP

How We Make A Difference For You

Our on-premise solution has brought our clients these efficiencies, EQ Complaints Professional can do the same for you.

75%

increase in employee productivity

75%

quicker case resolution

90%

of customer queries resolved at first contact

50%


reduction in complaints volumes

ABOUT EQ

Equiniti Charter is part of EQ, a trusted provider of innovative digital solutions for managing customers. As a trusted partner to regulated industries, we deliver a best-in-class combination of people, processes, technology and data analytics.

Equiniti Charter is an award winning technology provider specialising in optimising customer engagement processes and best practice complaint handling. Our clients rely on our expertise resulting from years of working with the financial services sector to help them analyse their requirements and meet the demands of their business.

CONTACT US

 Tel: 0333 207 5970

 equiniti.com/eqcomplaintsprofessional

