

CLIENT STORY



Your Regulatory Technology Partner

CLIENTSTORY First Investment Bank

RegTek+ Onboardng, KYC & AML Solution

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OFFICES

First Investment Bank (Fibank) is an innovative and customer-oriented credit institution that offers a diverse range of products and services for individual and corporate clients, along with advanced solutions and modern banking.

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USERS

Based in Bulgaria, and with offices in Albania and Cyprus, FIBANK provides its customers with banking services which include retail, corporate, international payments, card business, and investments.

2

MODULES USED

7

MONTHS OF
WORK

Your
Regulatory
Technology
Partner

THE CHALLENGE:

FIRST INVESTMENT BANK hoped to redefine their Client Onboarding experience in order to expedite their internal operations processes. The firm also asked that such a digital transformation would offer clients and stakeholders a pleasant experience.

THE RegTek+ SOLUTION:

iSPIRAL's answer to FIBANK's needs was the installation of the Client Lifecycle Management, a REGTEK+ module that utilises the best of emerging technologies to satisfy the needs of all stakeholders, including clients, employees, regulators, and shareholders.

BENEFITS:

The Client Lifecycle Management solution has facilitated FIBANK's internal operations processes by providing a quick and navigable onboarding experience for all clients. At the same time, the solution has ensured that the collection of client data is fully in line with KYC & AML requirements, and that all onboarding and KYC processes are streamlined, automated, and enjoyable for all those involved.

BENEFITS:

Due to its specific needs and the capabilities of Velos Software Platform, HLB managed to make the necessary customisations so the solution could fully adapt to its operations.



WHAT OUR CUSTOMERS SAY

Thank you iSPIRAL for helping us streamline all our compliance operations. The installation of your advanced risk scoring and assessment tool has vastly eased our workload, and we are especially pleased with the customisable risk factors that help us work across multiple jurisdictions.

Venera Dracheva, Compliance Officer

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