

# Unified Compliance Solutions for Financial Services

Monitor and review electronic communications across your data estate.

Financial institutions face an ever-increasing amount of data generated from electronic communication sources. This information holds immense potential for advancing innovation, customer experiences, and operational efficiency. With this wealth of data comes the responsibility to ensure proper handling and protection.

Data compliance and governance measures are vital as the data landscape continues to evolve. No matter where you do business, industry, local, and global regulators have requirements for the capture, retention, and supervision of data. Some of these organizations include:

- **Australia:** Australian Securities and Investments Commission (ASIC)
- **Canada:** Investment Industry Regulatory Organization of Canada (IIROC)
- **Singapore:** Monetary Authority of Singapore (MAS)
- **United Kingdom:** Financial Conduct Authority (FCA)
- **United States:** Financial Industry Regulatory Authority (FINRA), Securities and Exchange Commission (SEC), Commodity Futures Trading Commission (CFTC)



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*In 2023, U.S. regulators fined eight companies a combined \$111 million over record-keeping lapses in a series of enforcement actions imposed over Wall Street's use of WhatsApp and other unapproved messaging channels for discussing business.”*

New York Post, September 2023

Compliance, security, and supervision controls for business communications are a necessity. Requirements include traditional email and text-based communications as well as audio, video, and collaboration data. Failure to comply can have expensive consequences. Financial services firms have been hit with record-breaking fines related to communication monitoring. Examples of these requirements include:

- **SEC Rule 17a-4:** Retain copies of all business communications sent and received in a non-rewritable, non-erasable format
- **FCA MiFID II:** Record telephone conversations and keep copies of electronic communications for five years, with the obligation to periodically monitor these records
- **FINRA Rule 3110:** Supervise electronic communications related to the firm's investment banking and securities business
- **FINRA Rule 4511:** Store relevant records in a non-rewritable, non-erasable format

Regulators such as CFTC, IIROC, ASIC, and MAS have equivalent mandates for the retention, storage, and supervision of electronic communications, including audio recordings.

## Support for Your Compliance Efforts

Streamlining and automating processes can help you achieve regulatory compliance more easily. Deploy a unified solution to manage, protect, and govern data to meet regulatory requirements. Arctera provides comprehensive data visibility, allowing you to identify, classify, and track sensitive data across your infrastructure.

### Capture Communications

Collect critical data from every conversation for review across all native content sources, including email, chat, social, voice, and video. Key elements include the ability to:

- Ingest and consolidate various forms of communication and content
- Quickly adapt to new message platforms to mitigate compliance risk
- Flag specific information to enhance future data collection

### Activate Compliance Policies

With AI provisioning, you can leverage expertly vetted classification policies and patterns specific to regulatory requirements to reduce noise and streamline review. Key capabilities include:

- Natural language processing and sentiment analysis to detect key data
- Identification of data types using requirement-specific or customizable patterns
- Significant reduction of false positives to improve the overall review process

### Comply with Regulatory Retention Demands

Securely store all content in an immutable, regulation-compliant archive. Granular control over retention, expiry, access, and management provides enterprise-grade security and data lifecycles. Essential functions include the ability to:

- Preserve content by policy as journaled records in a high-availability repository, protected against unauthorized or accidental deletion
- Ensure that your retention practices defensibly meet applicable laws and regulations
- Provide end-user access to archive content via personal archiving capabilities for end-user search and retrieval

### Review Content Data Intelligently

Manage and automate surveillance review using machine learning intelligence to surface critical data for compliance, investigative, and legal needs. Key benefits include:

- Built-in intelligent review machine learning that trains itself to score relevance on all content with full transparency
- Purpose-built review of audio and video content with transcription in the message body
- Quick location of relevant data for discovery, supervision, and privacy challenges

A proactive approach enables you to confidently navigate the complex financial services regulatory landscape. Establish and enforce data retention policies, manage data privacy and consent, and mitigate risks. Arctera provides comprehensive resources to empower you to establish comprehensive data management practices that safeguard sensitive information, ensure regulatory compliance, and build trust with customers and clients.

Transform how your financial institution manages risk and compliance. Discover what's possible with Arctera at [arctera.com/financial-services](https://arctera.com/financial-services).

1. SEC fines 8 Wall Street firms over \$100M in WhatsApp probe, New York Post, September 2023

#### About Arctera

Arctera, a business unit of Cloud Software Group, is the leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera Insight Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.