

5 Fintech Workflows Ready for Automation

Automate document-intensive processes, improve accuracy and compliance, and deliver better customer experiences.

1



Customer Onboarding & Account Opening

Challenge

Different customers, products, and account types require different combinations of applications, agreements and disclosures.

Automation Approach

- Trigger document generation based on onboarding milestones
- Assemble required forms and disclosures automatically
- Generate and deliver personalized documents instantly

Outcomes

- ✓ Faster onboarding & account activation
- ✓ Consistent & Compliant documents
- ✓ Reduced operational effort & improved onboarding experiences

2



Loan Origination & Lending

Challenge

Each loan requires a unique combination of applications, disclosures, supporting documents, approvals, and signatures.

Automation Approach

- Assemble loan packages based on business rules
- Route documents for review, approval and eSignature
- Deliver completed packages automatically

Outcomes

- ✓ More accurate & complete loan packages
- ✓ Faster approvals and loan processing
- ✓ Increased lending capacity

3



Regulatory & Compliance Disclosures

Keeping disclosures accurate, consistent and up to date across all products and processes is difficult without centralized control.

- Centralize disclosure templates into a single, governed source
- Trigger regeneration automatically whenever a rule changes
- Track delivery and acknowledgement for every version sent

- ✓ Stronger governance & compliance
- ✓ Reduced risk of outdated or conflicting language
- ✓ Faster response to regulatory changes

4



Customer Communication & Notices

Account changes and service events generate steady stream of communication that must be accurate, personalized and timely.

- Personalize communications using customer and account data
- Automate delivery through the customer's preferred channel
- Automatically store documents for record keeping and audit

- ✓ More personalized communications
- ✓ Improved customer satisfaction
- ✓ Faster, event-driven delivery
- ✓ Instant retrieval of past communications

5



Regulatory Reporting & Audit Readiness

Reports and supporting documents must be accurate, complete and auditable, often from multiple sources.

- Integrate data from business applications and systems
- Apply templates and rules to generate standardized reports and supporting documents
- Maintain version history and audit trail for each report

- ✓ Greater accuracy and consistency
- ✓ Improved auditability and transparency
- ✓ Faster reporting cycles



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Drive Business Forward.

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