

connective⁺

Business Growth Webinar

Using technology to manage
compliance



What we'll cover

- Why you should use technology to manage compliance
- Technology tools to manage core compliance tasks
- Leveraging technology for efficient compliance management
- 3 things you can implement today



Why use technology for compliance?

- Create more time for sales and service
- Reduce administration workload
- Deliver consistent quality service
- Focus on what generates business value - converting leads to settled loans
- Helps you meet your obligations





Learning & Development

Tech tools to manage core compliance tasks



Conduct video conferencing

Interacting with clients - virtual engagement

- Zoom
- Skype
- Microsoft Teams
- Go To Meeting
- FaceTime
- What's App
- Duo



Verification of client's identity

Know your client - virtual engagement

- MaxID

<https://maxid.com.au/>

- IDyou

<https://www.idyouapp.com.au/>

- ZipID

<https://zipid.com.au/>



Fact finding

Know your client - enquire and obtain information

- Mercury Connect API integration

<https://support.connective.com.au/hc/en-us/articles/360009453654-Getting-Started-with-Mercury-API>

- New Mercury Customer Centre

<https://support.connective.com.au/hc/en-us/articles/360026278534-About-the-Customer-Centre>

- Brokerpad API integration <https://www.brokerpad.com.au/>
- FileInvite API integration <https://www.fileinvite.com>
- Mystro API integration <https://www.mystro.com.au/>



Collecting support documents

Know your client - request and obtain documentation

- New Mercury DocCentre
<https://support.connective.com.au/hc/en-us/articles/360020075254-About-the-DocCentre->
- Brokerpad API integration <https://www.brokerpad.com.au/>
- FileInvite API integration <https://www.fileinvite.com>
- Mystro API integration <https://www.mystro.com.au/>
- EziDox <https://ezidox.com/>



Verifying client's living expenses

Bank statement technology - retrieve and analyse bank statements

- Cashdeck

<https://support.connective.com.au/hc/en-us/articles/360034633393-Mercury-and-Credit-Ready-by-CashDeck>

- Bankstatements.com

<https://bankstatements.com.au/>

- MOGOPLUS


<https://mogoplus.com/>



Bank statement technology

Within an Opportunity - complete 'CashDeck' process:

<https://support.connective.com.au/hc/en-us/articles/360034633393-Mercury-and-Credit-Ready-by-CashDeck>



Signed in as a Partner

SC Hi Scott
Your account

Responsible lending

Statements

Institutions

Administration

Partner details

Branding

Client emailing

Billing

Need a hand? Check out our FAQs.

Send a statement request

Setup multi-use invitation link

Our statement retrieval and responsible lending analysis service lets you collect (for each bank):

- Official statements
- Official transaction listings
- Living expense analysis
- Responsible lending report as downloadable spreadsheet
- Combined analysis view for all applicants in one report

Send an invitation to your clients via email or SMS and they can complete their statement retrieval and analysis within minutes.

Client Statements

Amount	Mor							
Category	2018-06	2018-05	2018-04	2018-03	2018-02	2018-01	Total	
Internal Transfer	\$1,517	\$7,514	\$3,512	\$10	\$1,511	\$8,000	\$22,064	
Dining Out	\$310	\$1,360	\$382	\$-	\$-	\$-	\$2,051	
Utilities	\$-	\$1,207	\$389	\$-	\$-	\$-	\$1,595	
Transport	\$153	\$685	\$349	\$-	\$-	\$-	\$1,188	
Groceries	\$197	\$365	\$-	\$-	\$-	\$-	\$562	
Gym Subscription	\$-	\$483	\$-	\$-	\$-	\$-	\$483	
Uncategorized	\$-	\$-	\$378	\$-	\$-	\$-	\$378	
Online Retail and Subscription Services	\$26	\$158	\$-	\$-	\$-	\$-	\$184	
Health	\$-	\$-	\$164	\$-	\$-	\$-	\$164	
Gambling	\$-	\$131	\$-	\$-	\$-	\$-	\$131	
Home Improvement	\$-	\$-	\$126	\$-	\$-	\$-	\$126	
Retail	\$-	\$55	\$-	\$-	\$-	\$-	\$55	
Tax	\$-	\$15	\$12	\$10	\$7	\$7	\$51	
Entertainment	\$-	\$42	\$-	\$-	\$-	\$-	\$42	
ATM	\$8	\$-	\$26	\$-	\$-	\$-	\$33	
Subscription TV	\$-	\$28	\$-	\$-	\$-	\$-	\$28	
Total	\$2,210	\$12,043	\$5,337	\$20	\$1,518	\$8,007	\$29,136	

Summary Accounts **Expense Summary** Income Summary Incoming vs Outgoings All Trans



Digital signatures

Signing compliance disclosure documents

- Mercury 5 DocuSign

<https://support.connective.com.au/hc/en-us/articles/115009939107-DocuSign>

- New Mercury DocCentre

<https://support.connective.com.au/hc/en-us/articles/360020075254-About-the-DocCentre->

- DocuSign

<https://www.docusign.com/>

- Adobe

<https://www.adobe.com/au/>





Learning & Development

Leveraging technology for efficient compliance management



Workflow and administration

Managing workflow and admin processes

- Use Mercury to its full capacity!
- **Mercury 5** 'Auto Actions' - develop and use workflow (loan status, tasks, email templates)

<https://support.connective.com.au/hc/en-us/articles/115009696567-Status-Editor-Auto-Actions>

- **New Mercury** 'Kanban' - adopt and manage workflow system

<https://support.connective.com.au/hc/en-us/articles/360045622733-About-the-Opportunity-Kanban>

- Other workflow and task management resources:

Asana <https://www.asana.com>

Trello <https://trello.com/>

Slack <https://slack.com/>

Salestrekker <https://salestrekker.com/>



Loan status management

The screenshot displays the Mercury CRM Admin interface. The top navigation bar includes links for Admin, Dashboard, News, CRM, Calculators, Reports, Documents, Services, Compliance, and Commissions. The left sidebar contains sections for My Details, CRM Settings (highlighted with a red box), Data, Integrations, Mercury Helpdesk, Contact Us, and Remote Assist. The main content area is divided into a grid of tools. The 'Status Editor' tool is highlighted with a red box and is described as being used to add/edit/remove statuses, enable/disable opportunity types, manage workflow, and create Auto Actions. Other tools visible include List Editor, Lenders, Questionnaires, Manage Questionnaire, Manage Categories, Manage Lead Sources, Task Templates, Email Templates, and Customise Mercury. Each tool has a brief description and a 'Help' link.

Admin | Dashboard | News | CRM | Calculators | Reports | Documents | Services | Compliance | Commissions | Inbox(0) | Wiki

My Details

CRM Settings

Data

Integrations

Mercury Helpdesk

Contact Us

Remote Assist

Status Editor

Used to add/edit/remove statuses. Also enable/disable opportunity types, manage workflow, and create Auto Actions.

List Editor

Use to customise options appearing in lists throughout Mercury. For example, opportunity transaction types, people types, and task types can be edited in the List Editor (to name a few).

Lenders

Use to enable/disable which lenders appear in the CRM, and within the Product Search. This Filter applies company wide.

Questionnaires

Questionnaires can be created, cloned and customised here. A questionnaire can be attached to an opportunity to gather any type of information. Questionnaires can also be emailed to clients to be filled out Online

Manage Questionnaire

Manage Categories

Categories can be used as way of classifying your contacts in any way that is useful to your business. People can be added to multiple categories.

Manage Lead Sources

Lead Sources are used as a way of tracking where your business is coming from. Advertising campaigns and general referral sources can be listed here.

Task Templates

Add/Remove/Edit Task Templates

Task templates can be created as a way of structuring workflow. A Task Template is a set of related and sequential tasks that can be applied to an opportunity.

Email Templates

Email Templates can be used as part of a bulk email-merge to your contact list.

Customise Mercury

Set up Mercury to work the way you want it to.



Status editor - manage workflow and actions

Status Editor

Opportunity Type: Home Loans

	Status Name	Status Group
1	Lead	1 Sales Process
2	Appointment	1 Sales Process
3	Pre Approved	2 In Progress
4	Upfront Valuation	1 Sales Process
5	Submitted	2 In Progress
6	Conditional	2 In Progress
7	Formal Approval	2 In Progress
8	Docs Signed	2 In Progress
9	Pending Settlement	2 In Progress
10	Settled	3 Post Settlement
11	Settled Paid	
12	Paid Out	
13	Withdrawn	
14	Inactive	
15	Declined	
16	New Status	

Manage Workflow

Auto Actions

Actions performed when an opportunity reaches the status of LEAD

Active	Action	From	To
<input checked="" type="checkbox"/>	Email	User	Applicants
<input checked="" type="checkbox"/>	SMS	User	Applicants
<input checked="" type="checkbox"/>	Task Template	User	Applicants




Auto actions and email templates

Auto Actions

Action Type: Task Template ☐ Active

From: User

To: Applicants

Appointed 

Template Name: Appointed

Template Comments:

- Email Credit Guide to Client from Opportunity
- If applicable, email Credit Quote to Client
- If applicable, generate and email Regulated Referrer Agreement
- Send Responsible Lending Fact Find Questionnaire to Clients

Auto Actions

Active Details

☒ Email
From: User
To: Applicants

☒ SMS
From: User
To: Applicants

☒ Task Template


Details Attachments (0)

From: Angela Hallett <angela@connective.com.au>

To:

Subject: Looking forward to meeting you

Content:

B I U S Paragraph Font Family Font Sizes 

Hi ,

Just a reminder our catch up is schedule for (Insert Day, Date, Time and Location).

So that I can help you explore all of your financing options, it would be great if you could have copies of as much of the following information as possible to assist me.

Identification

- Drivers Licence
- Passport or Birth Certificate
- Medicare Card or Credit Card

Process Selected Action Windows



NCCP disclosure documents

Preparation and completion of compliance documents

- Consider using Mercury to its full capacity
 - Compile
 - Create
 - Complete
 - Issue
 - Retain
- Workflow checklist for responsible lending obligations and compliance requirements:







<https://support.connective.com.au/hc/en-us/articles/115010330008-Responsible-Lending-and-Compliance-Requirements>



NCCP disclosure documents

Complete by following the 6 steps

- Within an Opportunity, follow the sequence of NCCP responsible lending obligations steps prior to submitting the client's loan application to lender:

 1: Credit Guide	 4: Preliminary Assessment
 2: Quote	 5: Credit Proposal Disclosure
 3: Needs Analysis	 6: Broker Checklist & Declaration



Functionality within Mercury

Client communication

- Email and SMS capability within 'CRM - Contacts' section



Removal of Tax File Numbers and Document signing

- TFN Redaction and DocuSign 'e-signatures' within 'Attachments' section



Connective continues to invest in technology

Contact your BSM or CSM about the latest Mercury enhancements.

What's new?

General	Mercury 5	New Mercury
Tabbed Interface		✓
Automatic saving		✓
Apply Online Integration	✓	(Improved!)
Send supporting documents to Apply Online		✓
Connective Community		✓
CRM		
Opportunities	✓	(Improved!)
Combined Financials (from People to Opportunities)		✓
Opportunity Clone		✓
Opportunity Kanban		✓
People	✓	(Improved!)
Companies	✓	✓
Tasks	✓	✓
Task Kanban		✓
Mercury Inbox	✓	(Improved!)
Customer Centre		✓
Doc Centre (Beta)		✓
Commissions	✓	✓
Custom Commissions Grids		✓

Research		✓
Calculators	✓	✓
Product Search	✓	✓
Services	✓	✓
Widgets	✓	✓
Admin (in development)	✓	Q2
Analytics (in development)		Q2
Compliance (planned)		Q2
Asset Finance CRM (planned)		Q2



Key takeaways

- Embrace technology in everything you do
- Identify where you want to allocate your time and resources
- Invest in continuous improvement - identify solutions to enhance current practices
- Understand what value you give customers - ask them
- Consider what changes will you make to optimise value and service in a digital world?

Quality processes = Quality outcomes



3 things you can implement today

- Bank statement technology
- Tools to automate workflow and completion of documents
- DocuSign





Thank you