

## CASE STUDY 6

### NATIONAL INVESTMENT ADVISER FIRM

#### Problem

Our client was a national investment adviser firm. The firm is regulated by the Financial Conduct Authority to carry out a fairly wide range of investment and financial advisory activities with consumers. Whilst the firm had good risk assessment, risk management and compliance processes, procedures and controls in place, it recognised that it faced two significant challenges. The first was to ensure that it was keeping pace with changing regulatory expectations. The second was to seek competitive advantage by ensuring its business processes were compliant, thus protecting both shareholders and its customers. The firm required continuing external advice and assistance.

#### Analysis

- Our task was to get to thoroughly understand our clients business, its key drivers and the key regulatory obligations that applied to it.
- We then had to identify how best to provide regular input to the client firm relating to risk assessment, risk control and compliance standards
- We had to ensure our advice and assistance would be relevant, timely and cost-effective.

#### Solution

- We consulted key executives within the client firm and agreed key deliverables.
- We then designed a communication and consultancy framework that enabled both reactive (client initiated) and proactive input to potential risk issues identified.
- We identified a regular liaison framework to ensure that we were able to keep the firm abreast of regulatory developments that may pose risks to the firm.

#### Implementation

- We implemented the communication and consultancy framework that enabled both reactive (client initiated) and proactive input to potential risk issues identified and addressed
- We implemented the regular liaison framework to ensure that we were able to keep the firm abreast of regulatory developments that may pose risks to the firm.
- Through the above framework both the firm and Complyport then identified a number of discrete tasks or projects to which Complyport was able to provide specialist and expert input.

#### Outcome

This is a continuing and long running support relationship involving continuing review and specialist and expert input to identify, assess, manage or resolve potential risks or related operational issues.

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