



Are you complaints compliant?

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The UK's Financial Conduct Authority (FCA) set a deadline of 30<sup>th</sup> June 2016 for financial institutions to have systems and processes in place to comply with their new regulations regarding the handling of complaints.

Complaints handling is not a new concept, however regulation now enhances and formalises many aspects of managing customer complaints. Financial institutions must have a fully auditable complaints handling solution in place for anyone including retail customers, branches, agents, policyholders, TPA's, coverholders, brokers, etc., to raise complaints and queries.

With the FCA's PS15/19 initiative for complaints handling it is now the responsibility of firms to ensure that they have systems and procedures in place to comply with the regulations in relation to **enhanced service levels, new response guidelines** and **timely reporting** of **all** complaints to their regulating bodies.

## Avoid complexity

[Eurobase Complaints Manager](#) is an intuitive, web-based solution that can be accessed anywhere and at any time.

The [Eurobase Complaints Manager](#) easily incorporates the templates and process management steps you need to achieve compliance. The processes and details required are clear to follow and vary depending on the type of complaint or query.

This ensures you not only inform your regulator of all complaints raised but that your customer's complaint is dealt with in a professional, timely and consistent manner, irrespective of their preferred method of communication with you.

The image shows two smartphones displaying the 'Submit a ticket' form from Eurobase Complaints Manager. The background phone shows a desktop view, and the foreground phone shows a mobile view. Both forms are identical in content but differ in layout to fit their respective screens.

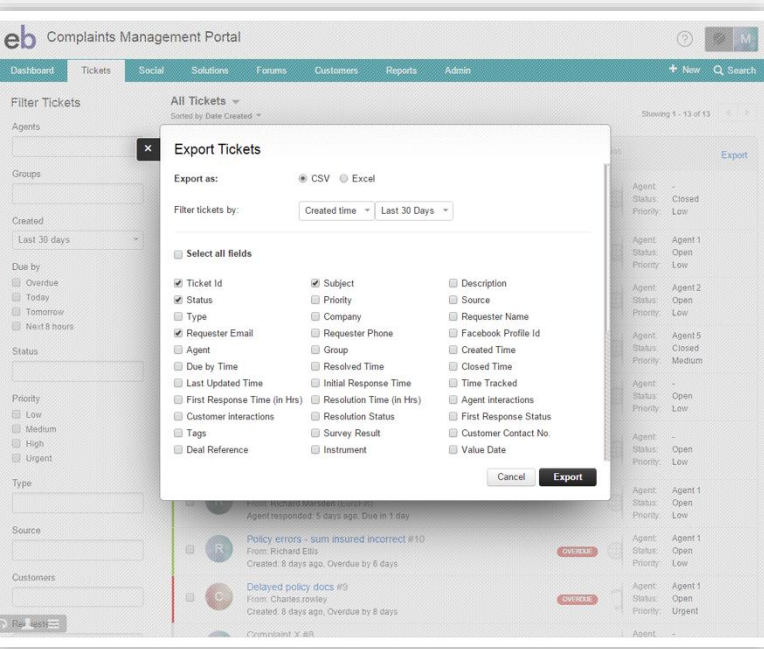
**Form Fields:**

- Customer Email Address \***
  - Desktop: Peter.Capow77@yahoo.co.uk
  - Mobile: kemerson@virginmedia.com
- Subject \***
  - Desktop: Claim not paid
  - Mobile: Delayed policy documentation
- Type \***
  - Desktop: Complaint (Direct Customer)
  - Mobile: Complaint (Direct Customer)
- Communication Method:**
  - ☒ Email
  - ☒ Telephone
  - ☐ Post
- Coverholder**
  - Desktop: A.S.E. INSURANCE AGENCY (UK)
  - Mobile: A C & D INSURANCE SERVICES L
- Policyholder Surname / Company Name**
  - Desktop: Capow
  - Mobile: (empty)
- Policyholder Post Code**
  - Desktop: NW1 7FO
  - Mobile: (empty)

## How do you benefit?

You have the ability to easily export all the relevant data to ensure that you achieve compliance with FCA regulations and guidelines. The [Eurobase Complaints Manager](#) also gives you:

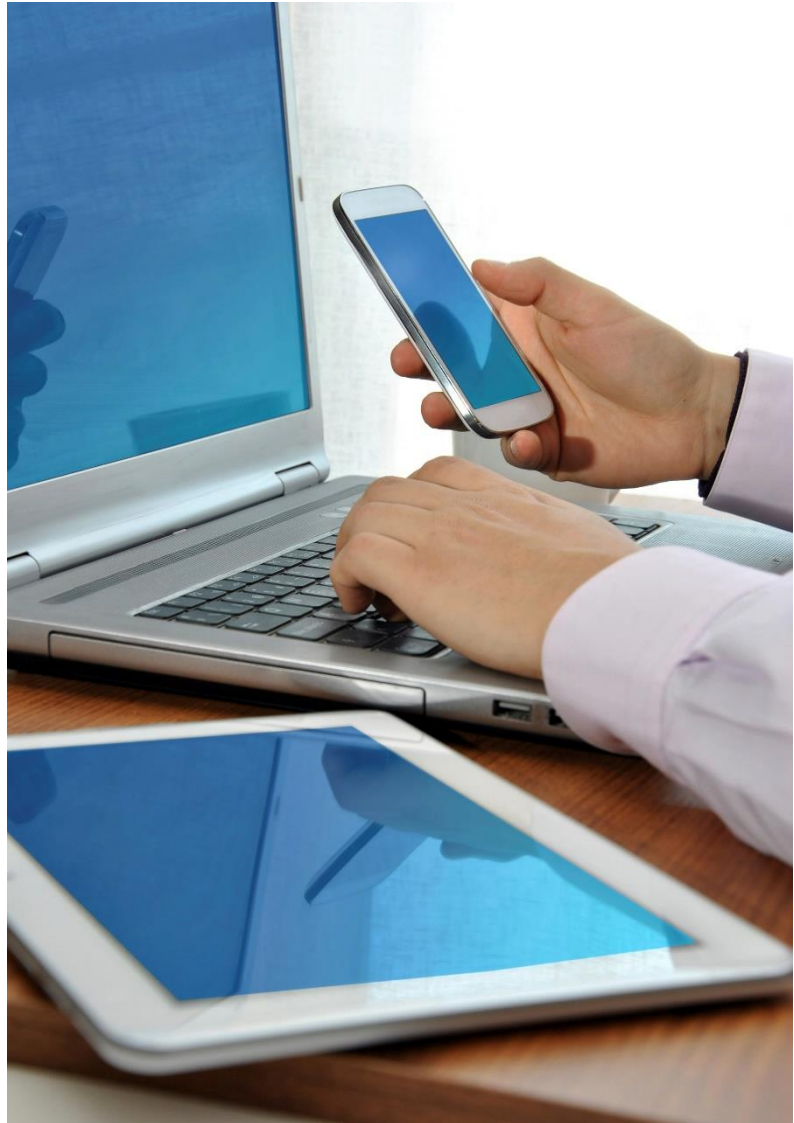
- integrated service levels, with complaints response and resolution targets;
- direct access for your customers and/or agents via the online portal;
- integrated email pickup, linking to active complaints;
- multiple complaints handlers can work simultaneously (agent collision detection);
- definable groups and categories to help you manage your complaints;
- advanced reporting to meet FCA/ESMA/Lloyds standards;
- business rules updated in line with regulations;



- notifications to inform your team members of specific actions to be taken;
- notifications to inform you and your team of updates to your complaints;
- configurable permissions to align to specific roles;
- full integration capability to internal and external applications;
- creation of standard response templates and automated processes;
- confidential/anonymous secure data and workflows to aid in whistleblowing complaints operations

### Multi-channel input

With [Eurobase Complaints Manager](#), you can accept any source of communication to a single complaints handling system:



**eb Complaints Management Portal** Welcome Carl Clifford  
Edit profile - Sign out

Home Notifications Tickets

**Submit a ticket**

Customer Email Address

Customer Contact Number

Subject

Type

Please confirm your preferred contact method(s):

☒ Email ☒ Telephone ☐ Post

Coverholder

Policyholder Surname / Company Name

Policyholder Post Code

Full Correspondence Address (Optional)

**Submit**

**Reports Admin** + New Search

**Open**  
Due in 2 days  
on Wed, 16 Mar at 11:59 PM [Change](#)

**Requestor Info**

**Richard Marsden**

**Policy Search**

**Ticket Properties** Update

Priority  Status

Source

Group

**PAS integration**  
Validate the policy reference and other details with one click

**Third Party Integrations**  
CRM for proactive customer management.

## Full integration and easy to use

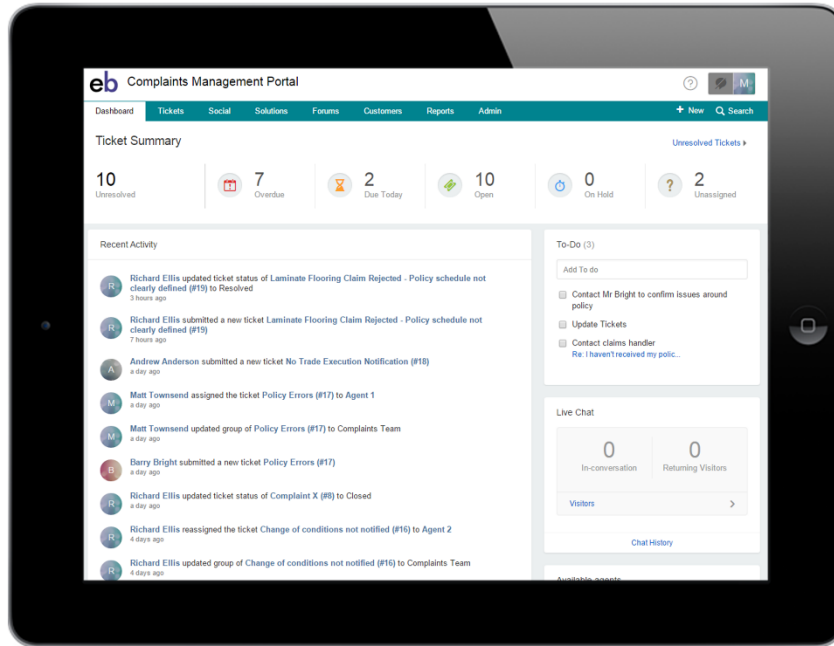
You can have full integration from [Eurobase Complaints Manager](#) to:

- ✓ your existing banking platforms and Policy Admin System (PAS) such as siena and [synergy2](#) from Eurobase;
- ✓ Master Data Management (MDM) including connection to systems like **GoldenSource®**, ATLAS and BARS;
- ✓ Customer Relationship Management (CRM) tools.

This integration allows you and your complaints team to automatically verify the validity of a request. Also, your customers have easy access via a number of sources. Web entries are in accordance with the guidelines and templates required by the FCA/ESMA and Lloyd's. The pre-filled 'drop-down' menus help you quickly process your complaints by providing consistency in the way complaints are captured.

The system also validates locations and dates to help you progress complaints easily and intuitively.

Access the information you need whenever you need it



To find out more about the [Eurobase Complaints Manager](#) solution and how it can help you achieve compliance with the FCA and Lloyd's, contact:

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**Reliable.**



**Mindful.**



**Personal.**

Established in 1988, Eurobase International has the experience and expertise to commit to its clients. Listening effectively to both the market and customers to make informed decisions faster and adopt a personal and flexible approach in recognition of each unique customer.