



CUSTOM LIBRARY SERVICES

The Compliance Professional's First Choice For Total Forms Management



Choosing the right custom services provider

The importance of choosing the right custom services provider cannot be over-stated. With increased regulatory surveillance, multiple documents, and technological challenges, business leaders need a source they can rely on, today *and* tomorrow.

As the consulting arm of Wolters Kluwer Financial Services, **Custom Library Services (CLS)** works *with* compliance professionals nationwide to relieve the burden of nonproductive tasks, so they can focus on what matters most—strategic business growth.

Backed by over 30 years of banking compliance and software experience, Wolters Kluwer Financial Services understands the complexity of balancing and managing standard and custom documents in the most effective manner.

From document assessment and development to library management and distribution, **CLS** consulting partners with people to integrate the most appropriate and cost-effective solutions into their businesses. In addition, **this unique service includes Compliance Consulting Services** to help in resolving regulatory compliance issues.

Mission of Custom Library Services

Custom Library Services is dedicated to helping financial professionals remove those burdens that distract from developing innovative products and growing their business:

- Complex content for multiple products, states, and channels
- Continual regulatory and legislative changes
- Frequent changes in management
- Multiple file formats

CLS works hand-in-hand with subscribers, providing “extra staff” to revise forms, create new ones, and archive inventory. The Custom Library Services team even creates a custom style guide for each business, including document specifics, such as margin requirements, fonts, and logos.

Custom Library Services is a comprehensive approach to achieving a first-rate document library—a library that brings increased compliance efficiency and cost savings to financial institutions everywhere.



How Does Custom Library Services Work?

1. Basic Document Assessment: Document Comparison

Custom Library Services begins with a comparison of Wolters Kluwer Financial Services' standard documents to a financial institution's current documents. The purpose is to identify areas where standard content may be used and areas that require customization.

Goals: to reduce maintenance and custom development costs by migrating to Wolters Kluwer Financial Services' standard content and to retain competitive distinction with customization.

2. Premium Document Assessment

The Basic Document Assessment is followed by an in-depth evaluation of the financial institution's product offerings and current documents. CLS looks at how to optimize the document sets, as well as how to eliminate redundant or obsolete documents. The team then recommends the best practices and identifies other areas of regulatory compliance.

Goals: to reduce compliance and secondary market risk, to increase efficiency, and to improve the quality of documentation.

3. Custom Library Development

Wolters Kluwer Financial Services' professional designers and technical staff then create Modified Standard and Custom Documents specific to the users' business requirements. They also assist in the conversion of current libraries to new formats.

Goals: to save time and money in the development of document libraries that are specific to the financial institution and that fit the format(s) needed. In addition, the service seeks to improve the consistency and quality of documentation that reflects the financial institution's business distinctions.

4. Compliance Document Library Monitoring and Management

Wolters Kluwer Financial Services monitors the regulatory and legislative environment and provides timely notices of changes that could impact a financial institution's customized documentation.

Goals: to reduce compliance risks by staying current with the changing regulatory compliance requirements and to save time and cost by outsourcing the monitoring to Wolters Kluwer Financial Services.

5. Library Distribution: Investor Libraries

Wolters Kluwer Financial Services provides for the licensing and distribution of lender-specific document libraries to approved third-party originators in the formats required by the processing systems (e.g., LOS, POS, and Platform System).

Goals: this aspect of the service facilitates controlled distribution of custom libraries, improves the acceptance and quality of documentation, and reduces compliance risk (with continuous access to the most current document libraries).

6. Compliance Consulting Services

Experienced professionals assist the financial institution in resolving regulatory compliance issues. They also design and deliver research summaries on a variety of regulatory compliance topics to help subscribers make important decisions about their businesses.

Goals: to reduce compliance risk by leveraging Wolters Kluwer Financial Services' industry leadership in compliance, and to gain speed-to-market advantages by quickly resolving compliance-related issues.

Recent enhancements to the Compliance Consulting Services include:

- **Expanded Document Assessment and Product Set Reviews**
Provides assistance in understanding how existing documents correlate with Wolters Kluwer Financial Services' standard documents
- **Project Management**
Offers ongoing help with on-boarding current libraries, project plans, and delivery dates
- **Document Reference Guide (DRG) Development**
Defines documents and data requirements prior to custom document development to increase efficiency and ease of maintenance
- **Document Development Assistance**
Assists with crafting document language, multi-state documents, and document conversion (file format and LOS changes)
- **Other Services**
Special projects via a SOW
Margin requirements, state requirements
Document selection rules

Professionals agree: choosing the right custom services provider can make library development and maintenance both streamlined and profitable. Not only do customized services allow more time for productive work, they help ensure greater document accuracy and less risk in today's compliance arena.

Wolters Kluwer Financial Services' knowledge of building and managing a forms library is second to none. And when it comes to compliance, professionals trust the expertise of this industry leader—not to mention the speed-to-market advantages that come with ever-greater efficiency and productivity.



To learn more about why Custom Library Services is fast-becoming the compliance professionals' first choice, contact a Wolters Kluwer Financial Services Account Representative, call 1-800-552-9410, or visit our web site at www.WoltersKluwerFS.com.