

Ongoing Training and Customer Support Make ComplianceOne™ “The Right Choice” for The Farmers & Merchants State Bank of Argonia

With an ever changing financial, regulatory and economic environment, financial institutions continue to search for ways to operate more efficiently without sacrificing service.

For Farmers & Merchants State Bank of Argonia, Kansas, the ability to do just that was what first attracted them to Wolters Kluwer Financial Services' ComplianceOne solution. Robin Luckner, branch manager of Lending for the bank, said ComplianceOne gives them everything they need from a compliance, workflow and data perspective to seamlessly create a complete lending or deposit package for their customers.

“As an organization serving the agricultural community, we provide loans to many of the same farmers season after season,” said Luckner. “ComplianceOne offers us enterprise-wide access to their information once it is entered into the platform. That helps us eliminate redundant data entry, reduce input errors and decrease processing time.”

ComplianceOne helps Farmers & Merchants document its lending and deposit transactions quickly, accurately and in compliance with all federal and state regulations. The solution's built-in auto-selection feature eliminates the guesswork by automatically choosing the required documents and disclosures for each transaction, ensuring that no compliance errors are made.

Overall, Luckner said she is impressed with how effortlessly her organization made the transition from its previous documentation solution to ComplianceOne because it is so easy to learn and use. Luckner added that the multiple training options available throughout the implementation process helped them configure the solution to meet their specific business needs.

“The onsite training was invaluable to our organization. The trainer worked closely with us to identify the reporting and processing functionality we needed now as well as exploring ways our business might grow in the future,” Luckner said. “ComplianceOne is never static and its flexible configuration enables us to activate functionality as our business goals evolve.”

In addition to webinars and onsite training, Wolters Kluwer Financial Services provides ongoing support from dedicated technical support specialists to handle any issues that may arise in the future. Luckner said this kind of commitment to customer service is what made selecting ComplianceOne “the right choice.”

To learn more about how ComplianceOne makes managing lending and deposit account transactions easier, please visit WoltersKluwerFS.com/One.

About Wolters Kluwer Financial Services

[Wolters Kluwer Financial Services](#) provides best-in-class compliance, content, and technology solutions and services that help financial organizations manage risk and improve efficiency and effectiveness across their enterprise. The organization's prominent brands include Bankers Systems, VMP® Mortgage Solutions, PCi, AppOne®, GainsKeeper®, Capital Changes, NILS, AuthenticWeb™ and Uniform Forms™. Wolters Kluwer Financial Services is part of [Wolters Kluwer](#), a leading global information services and publishing company with annual revenues (2009) of €3.4 billion (\$4.9 billion) and approximately 20,000 employees worldwide. Please visit [our website](#), [YouTube](#) or follow @Wolters_Kluwer on [Twitter](#) for more information.

About Farmers & Merchants State Bank of Argonia

The Farmers & Merchants State Bank of Argonia, Kansas, is a full-service, family-owned bank and has been since it was established more than one hundred years ago in 1901. The bank also has a branch in Wichita, Kansas, with a large agricultural loan base spanning both communities.