

Usability and Personalized Attention Make ComplianceOne™ Almost “Too Good To Be True” for CSB Bank

More isn't always better, especially when it comes to managing multiple loan documentation solutions. For CSB Bank in Capac, Michigan, the need for a single, integrated documentation solution became very apparent when workflow issues emerged after combining their commercial and mortgage loan processing departments.

CSB Bank realized it was time to find a complete documentation solution that met the needs of their entire organization, not just one department or line of business. The bank selected Wolters Kluwer Financial Services' ComplianceOne solution and completed implementation shortly thereafter. Melissa Hopkins, manager of the loan processing department at CSB Bank, said she is impressed with how quickly and effortlessly the solution handles all of their lending and deposit transactions.

“Before we struggled with manual processes and extraneous forms that automatically printed whether we needed them or not,” said Hopkins. “With ComplianceOne, our documentation processes are so much faster and more efficient. Best of all, we've eliminated the compliance guesswork because the solution's transaction-specific document functionality only selects the forms we need based on the type of transaction we are conducting.”

ComplianceOne helps CSB Bank document its lending and deposit transactions quickly, accurately and in compliance with all federal and state regulations. The solution connects the major areas of a financial institution's business to its core processor through one, easy-to-manage user interface. ComplianceOne is built upon the trusted compliance knowledge and experience behind Wolters Kluwer Financial Services' Bankers Systems brand and backed by its industry-leading warranty.

To get up and running quickly, the bank had a trainer onsite to help configure the solution to meet their specific business goals as well as to assist staff during the transition. The onsite training went so smoothly that Tina Willman, a loan processor at CSB Bank, found ComplianceOne almost “too good to be true.”

“I'm an analytical thinker, so as I started working with the solution, I kept wondering if I was missing something because ComplianceOne was so easy to use,” said Willman. “But, I wasn't missing a thing...it is just that intuitive and user-friendly.”

But, when questions do arise, Hopkins isn't worried. She appreciates the responsiveness that comes from partnering with a provider who values customer service as much as they do.

“The personalized attention we receive is unparalleled,” said Hopkins. “In fact, if we can’t reach someone in customer support for whatever reason, we were given a direct number to call for immediate assistance. It doesn’t get better than that.”

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

About Wolters Kluwer Financial Services

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