Compliance Monitoring

The new Compliance was developed as the next generation of InvestEdge's legacy compliance system. The basis of the new Compliance grew from changes in

our clients' business landscape as well as increased regulatory scrutiny from the SEC and FINRA. Our goal in developing the new Compliance was to solve these

business needs while preserving and improving valuable functionality our clients are currently utilizing in the InvestEdge's legacy compliance component.

InvestEdge's Compliance technology allows you to increase efficiency and lower costs while still meeting all regulatory requirements associated with

Investment and Administrative reviews.

One of the biggest challenges our clients are experiencing today is fee pressure from low cost providers while still being required to conduct the appropriate

compliance activities, such as Investment and Administrative reviews efficiently. The new Compliance enables firms to effectively parse out bodies' of work based on

the individual task's complexity and/or sensitivity to the appropriate team member. In the traditional model, many of our clients are relying on highly

compensated employees to work through fairly mundane tasks, diverting their attention away from directly managing client relationships and investment

strategies as well as bringing in new business. Each moment they are focused on these tasks takes way from time dedicated to supporting and building their book

of business. Through Compliance, firms are able to shift many of these tasks from these employees to more cost effective employees such as middle office

team members while providing the appropriate regulatory oversight to the reviews. This allows you to use your resources more effectively and lower the

expenditure per each completed review.

In the past, Front Office (Advisers, Advisor Assistants, etc.) and Investment Management (Portfolio Managers) team members have been responsible for

completing the reviews and solving exceptions on each account. This includes monitoring each review for alerts and ensuring timely submission to creating and

solving exceptions. The alerts can range in severity and complexity, such as confirming a W-9 is saved in the firm required location to an asset allocation has fallen

outside of the ranges agreed upon in the Investment Policy Statement triggering the need to rebalance an account. Additionally, some flags such as specialty

asset alerts require a specific expertise not found in the front office or the investment management team.

Today our clients also struggle to find a balance between appropriate oversight in relation to the large number of Administrative and Investment Reviews

completed by their firm each year. Compliance has adapted the Quality Control method from the manufacturing industry to solve this business problem.

Using a randomization algorithm, the system flags reviews that are selected for a second inspection by a specialized team based on a percentage assigned by the

firm. Due to the randomization and lack of future knowledge to which review will be chosen, the below benefits will be recognized:

Increase in Quality of the Completed Reviews

- As in manufacturing, when instituting Quality Control in Compliance, firms can expect the quality of work completed on each review to increase. because employees know reviews will be chosen at random for a second level of inspection, studies in manufacturing show an increase in quality across all work produced. This lowers the number of mistakes or inferior product due to an increase in employee mindfulness when completing a task the first time.
- This increase in quality is valuable particularly when working directly with regulators and end clients. As each have a vested interest in the management of
  accounts administratively and from an investment management perspective.

Reduction in Cost

- The increase in quality will also correlate to a reduction in cost due to a lower need in additional work while correcting less mistakes.
- By only selecting a percentage of Reviews for the second level of inspection instead of all reviews, firms can reduce or not increase FTEs as the firm grows.

    Example:

1. Today – Firm A has 5000 Investment Management, 5000 Administrative and an average of 500 Initial reviews each year that need to be completed.
   Each review is going through a second level of inspection by a compliance team before it is considered complete. That is a total of 10,500 reviews annually that are being completed and getting a second level of scrutiny.
2. Compliance MOM – Using quality control, Firm A determines all Initial Reviews should have a second level of inspection by the compliance team, but determines Administrative Reviews need 25% and their Investment Reviews need 35% of the total annual reviews to go to the compliance team for a second level of inspection. Firm A will now perform a second inspection of 500 Initial Reviews, 1,250 Administrative Reviews and 1,750 Investment Reviews. Effectively lowering the number of reviews required to be inspected by the compliance team members by 7,000 reviews a year while increasing the quality of all 10,500 reviews by instituting Quality Control.

Key Features:

Ability to Tranche Work to Different Teams/Team Members

Today, most firms have different teams responsible for different types of work. This could include, but not limited to middle office, front office, investment

management and specialty asset teams. In the new Compliance, the firm will be able to predetermine these groups and the tasks they should complete. After

configuration is completed, the system efficiently disperses out the work and creates an audit log of each action.

Unlimited Number of Review Types

In the past, firms were limited to two traditional review types, Administrative and Investment Reviews. Compliance now provides the firm the capability to build

multiple Review Types that can be based on an unlimited number of characteristics such as account type, risk or the cycle on which the review should be

completed. This increases the firm's ability to streamline work and the management of reviews.

Easy Administration of the System

In response to our clients' need to quickly and easily react to changes in the industry, we have rebuild how the compliance system in administered. We have built

user friendly screens increasing the usability and experience of the User Interface.

Management Screens

The ability for an employee and management to manage an individual or team's workload and progress has been solved by review, alert and exception

management screens. These are easily searchable, including Smart Statuses and traditional search capabilities as well as consumable by individuals and

management.

Changes to Existing Terminology and Processes

The new Compliance adds a number of features that allow for improved workflow and management of the compliance process. However, **most of the functionality in the existing compliance solution is not changing** and clients can continue to use compliance with minimal change to their existing workflow. In order to successfully start using Compliance, there are a few important terminology and process changes which are documented below.

Legacy Terminology Name Changes

Legacy Name	New Name
Flag (stored procedure)	Rule
Global Flag / Watch	Trigger
Triggered Flag	Alert
Account Flag	Account Alert / Warning
Monitored Exception	Review Exception
Due Date	Target Date
Max Due Date (not editable, not visible)	Due Date (not editable, but visible on review)

Updated Functionality - Workflow

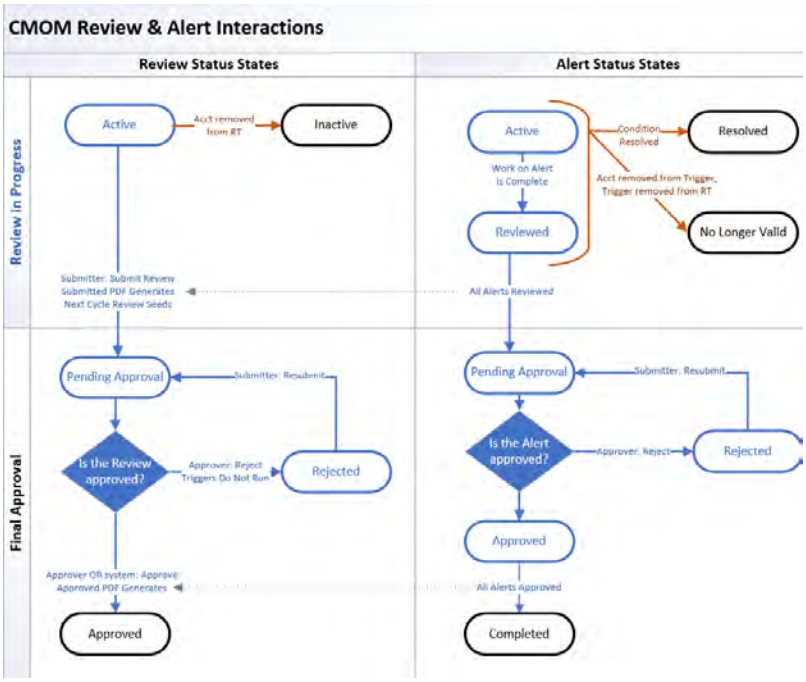
Legacy Functionality	New Functionality	Additional Information
Review Dates in the Account Header	Create an upcoming Reviews Widget or view Acct Admin / Reviews and Roles	This information will no longer display in the account header and can be viewed or managed via widget or the reviews and roles page.
Flag Status 'Reviewed, Follow Up Next Cycle'	Import Comments from Prior Review & Wake Date on Active Alert	On the next cycle active review, users can import alert comments from the prior cycle and add a wake date to the alert to snooze it until they're ready to address it. If exceptions are utilized, users can indicate that an alert needs additional attention or deferment by creating an exception, which will automatically link to the next cycle's alert.
Flag Status 'Reviewed by Second Person'	Create a new Trigger that will generate an Alert for the Secondary Review	A new trigger will need to be created to generate an alert for a secondary reviewer to complete. This can be an 'Admin Review Question' that lists the alerts that need to be reviewed. The submitter can snooze this alert until it's ready to be completed. Please talk to the implementation team about setting up this new trigger.
Leaving pre-defined comments unanswered and only adding a free form comment	Selectable comments must be answered if availabled	If selectable comments are available, at least one answer must be selected in order to complete the alert
Triggered Flag Severity	Alerts can be grouped using widgets for oversight.	Additionally, alerts can be configured with due dates (for example, a Bond Rating alert might need review within 30 days of triggering), or alert groups can be implemented to indicate different priorities / teams who need to work on alerts.
Rejecting a Review with No Alerts	Review must have at least one alert to Reject	A review must have at least one alert in rejected status in order to reject the review. If the review has no alerts, it cannot be rejected. Alerts are individually marked for Rejection. Only alerts marked as rejected will require work before re-submission.
Current Account Overview - Triggered Flags feature	Current Account Overview - Account Alerts feature	This feature only displays account alerts, not review alerts. Widgets should be utilized to monitor review alerts.
Account Triggered Flags	Account Alerts	Account Alerts do not support workflows - this includes the removal of selectable comments and follow up dates on account alerts.
Question Tree - text display	Question Tree - short answer	Question Trees no longer support text display only. Any displayed text requires a short free-form response.
Submitter Self-Reject	No longer supported	Approving and Rejecting are part of the Approver workflow, and only users with the Approver role can perform work on the review while it's in Pending Approval (formerly Submitted).

Edit All Flags / Bulk Status Update	No longer supported - the system will guide users through the alerts in order	Alert status needs to be updated when work on an Alert is complete. When an alert is updated, you can move to the next alert in the list with one click.
Review Due Date Update JIRA Requests	Review Edit Target Date Bulk Action	Target Dates may be updated individually or via the Edit Target Date Bulk Action and cannot be updated via DL/interface. Target Dates will inherit year to year. Note: The legacy Max Due Date (now Due Date) is never editable.
Initial Reviews for Consolidated Accounts	All initial reviews must be completed on Regular Accounts.	• Consolidated accounts will never receive initial reviews and will immediately seed a recurring review once they are eligible. • On conversion, active consolidated initial reviews will go inactive and a recurring consolidated will replace it with identical dates. No impact to existing submitted, rejected, or approved consolidated initial reviews. • Regular accounts will seed an initial review, and once added to the consolidated, the initial will remain open through completion. The recurring review will not seed since it's part of the consolidated. • If regular account seeds a recurring and then is added to consolidated, the regular account's recurring review will go inactive. • Note - Regular account should be added to consolidation after initial review has seeded or initial will not seed
Separate Admin / Investment Search Screens	Unified Search Screens for all Reviews	Now with the possibility to have unlimited review types, there is a single search page for all reviews and you can filter by admin, investment, or other review type (once implemented). • Note - Search by account parameters has been replaced by Dynamic Account group functionality. Local or global dynamic accounts can be created and used in place of search by account parameters.
Separate Admin / Investment Management Reports and Extracts	Unified Management Reports and Extracts with Parameter Selection	Management reports are now unified and the review type can be selected in the parameter configuration when running the report. Note: Post-load extracts now contain all review types.
Separate Admin / Investment Widgets	Unified Widgets with Parameter selection	Widgets are now unified and the review type can be selected in the parameter configuration when setting up a dashboard.

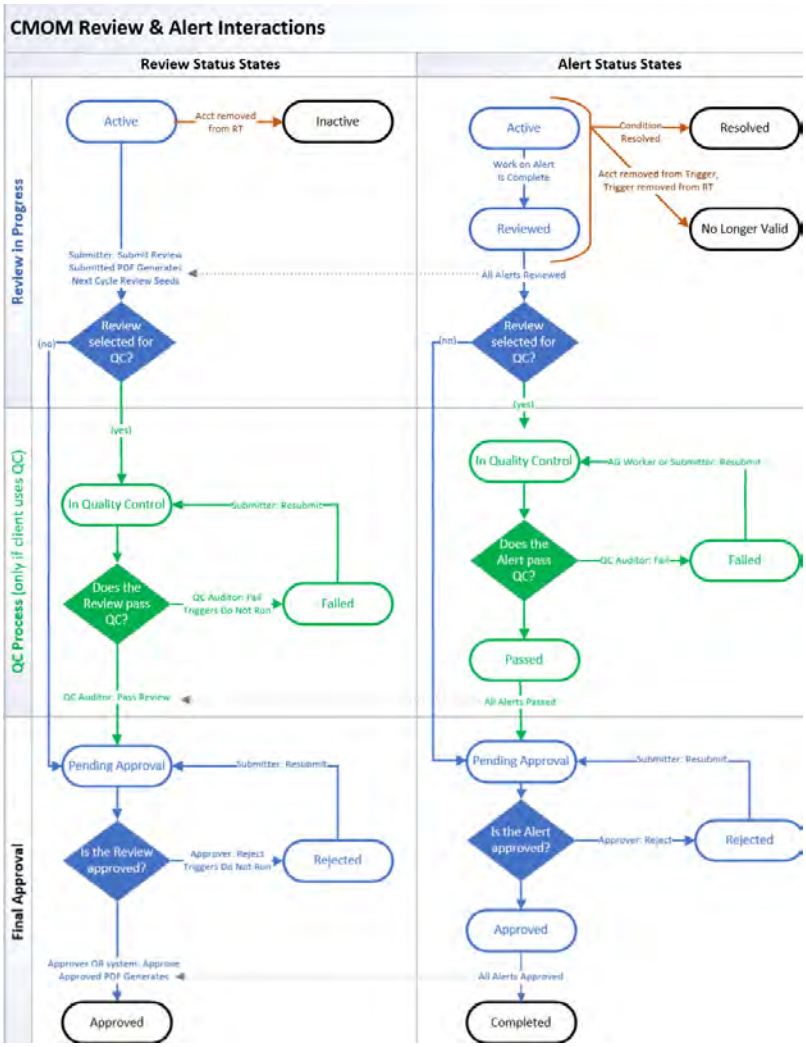
Review and Alert Statuses

Review and Alert statuses closely align and allow for an intuitive workflow.

Review and Alert State Diagram (without Quality Control)



Review and Alert State Diagram (including Quality Control)



Info for Legacy Compliance Users

There have been slight changes to Review and Alert statuses to align Review and Alert workflows. In the case of a client using a middle office to address certain Alerts, this alignment better coordinates and facilitates work on Alerts as independent from work on Reviews.

The most significant change to Alert statuses is the removal of RFUNC and Reviewed by Second Person statuses. These 'holdover' statuses are replaced by Review Exceptions, as Exceptions are the proper indicator that additional work is required on an Alert that cannot be completed this cycle.

Legacy Review Status	New Review Status
Active	Active
Submitted	Pending Approval
Approved	Approved
Rejected	Rejected
Inactive	Inactive

Note: Alert statuses now more closely align to the review status.

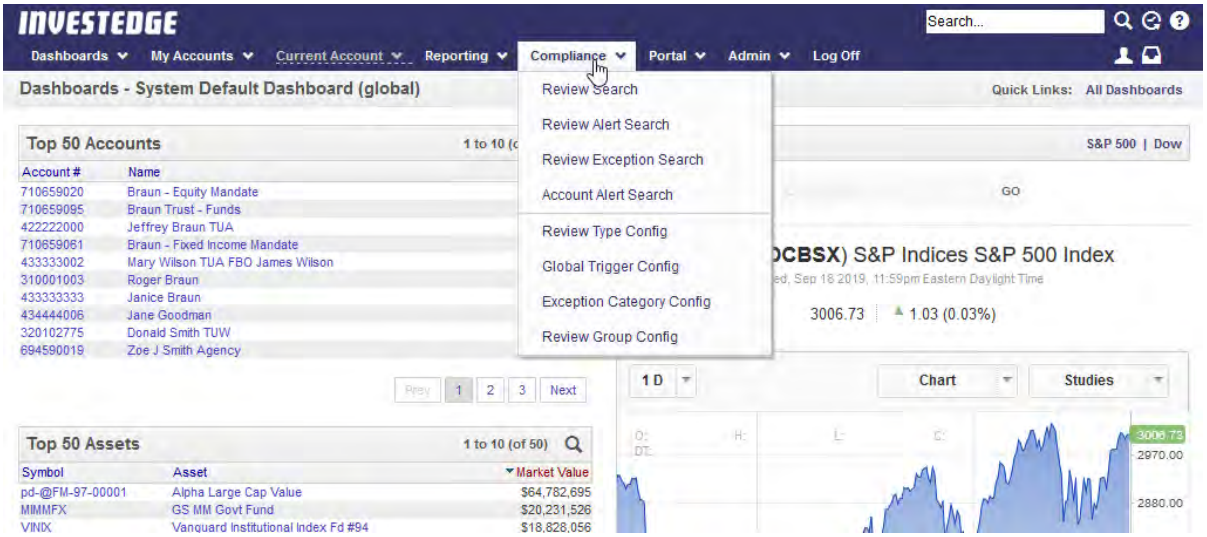
Legacy Triggered Flag Status	New Alert Status
Active	Active
Follow Up	Active (Snoozed)
Reviewed	Reviewed

Reviewed, Follow Up Next Cycle Reviewed By Second Person Reviewed By Second Person, FUNC	Reviewed (if Review Active) Pending Approval (if Review Pending Approval)
Submitted	Pending Approval
Rejected	Rejected
Archived	Approved (if Review Pending Approval) Completed (if Review Approved)
Closed	Condition Resolved
No Longer Valid	No Longer Valid

Compliance on One Tab

Compliance screens reside on one tab (with the exception of the Current Account functionality). This approach allows for easy location of compliance functionality and positions Compliance as a standalone feature.

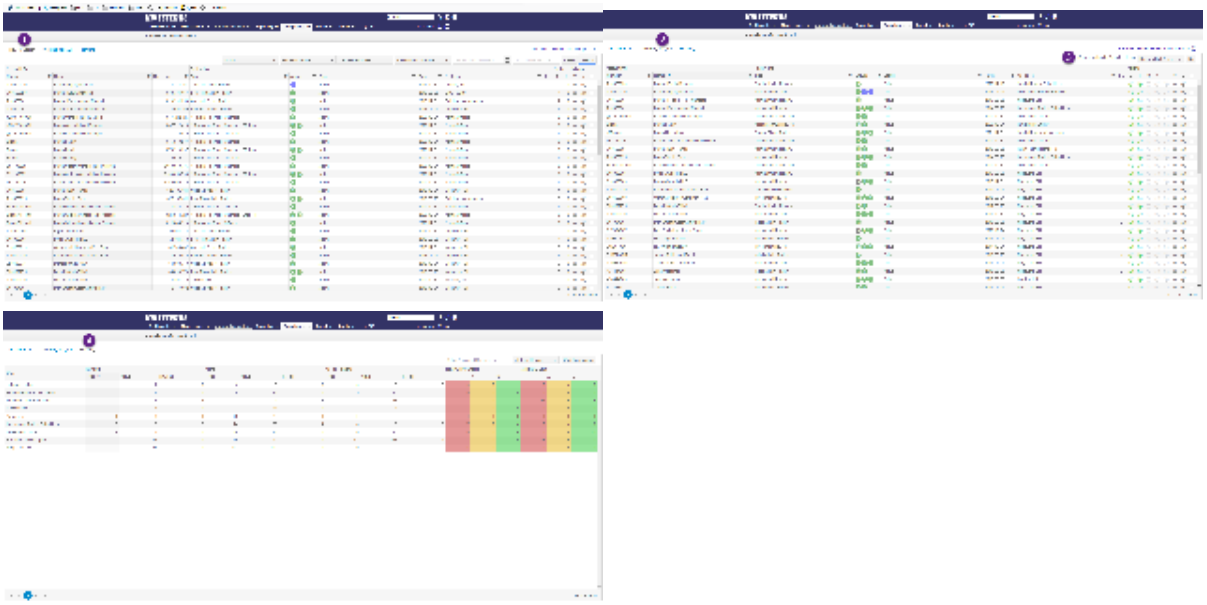
Compliance Tab



Reviews, Review Alerts, & Review Exceptions

These screens use a tabbed interface to facilitate the workflow items below. Example: Reviews

1. Search for reviews, alerts, or exceptions (respectively) of any review type
2. Create a persisting working set of items
3. Perform bulk actions
4. View planning / workload information for assignees of items in the working set



Account Alerts

- Search for account alerts

Configuration / Administrative Screens

- Review Types
- Global Triggers
- Review Groups
- Review Exception Categories

Info for Legacy Compliance Users

Search functionality (My Accounts > Search Tools) now resides in the Compliance Tab

Legacy Page	New Page
Investment Reviews Administrative Reviews	Review Search
Triggered Flags	Review Alert Search
Review Exceptions	Review Exception Search
Triggered Flags	Account Alert Search

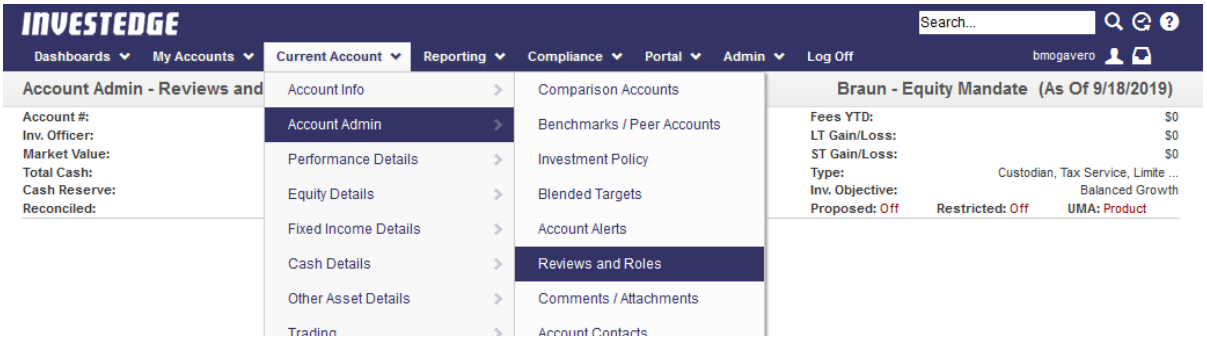
Most administrative functionality (Admin > Compliance) has moved to the Compliance Tab

Legacy Page	New Page
Configurations (for Compliance & Admin Review)	Review Types
Review Cycle Mapping Review Types	Review Types
Global Flags	Global Triggers
Approved Reviews Approved Admin Reviews	Reviews / Bulk Actions: Reject an Approved Review
Review Admin Admin Review Admin	Reviews / Bulk Actions: Edit Target Date NOTE: Edit Date Created & Edit Initial / Annual no longer available
Closed Accounts Flags	Closed Accounts (Admin > Compliance) Rules (Admin > Compliance)
Flag Criteria	Replaced by Dynamic Account Groups (My Accounts > Account Groups)
Parameter Templates	No Longer Available
Remove Triggered Flags	No Longer Available

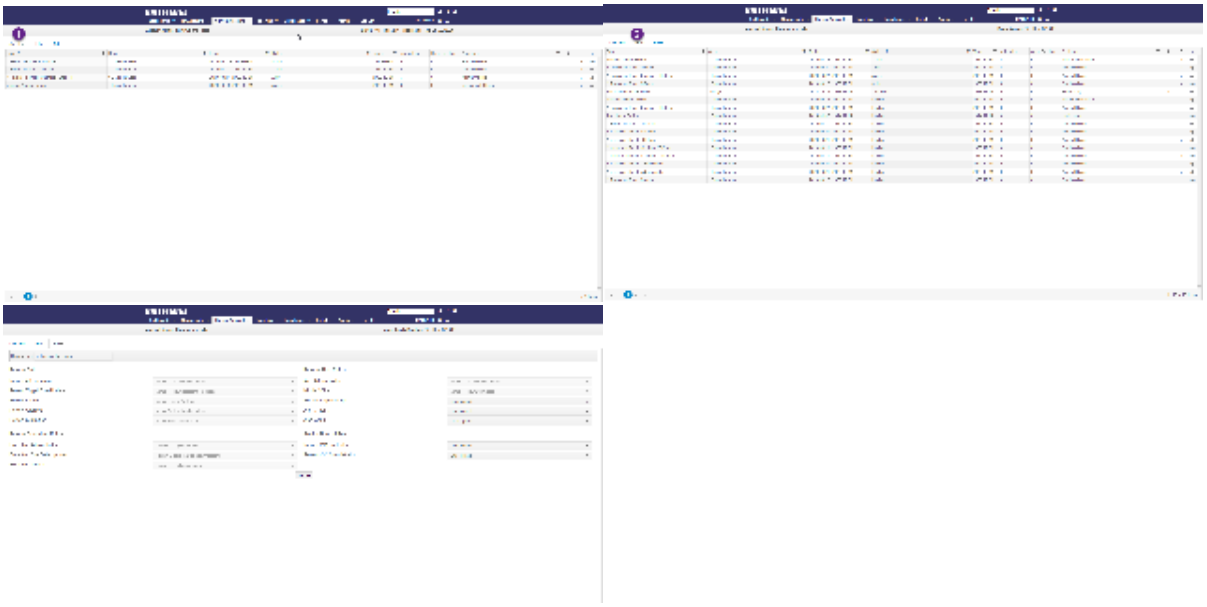
Compliance in the Current Account

In addition to the main compliance pages for Reviews, Alerts, and Exceptions under the compliance tab, compliance information for a single account can be accessed at Current Account > Account Admin. Reviews and review information can be found on the 'Reviews and Roles' page, and Account alert information and configuration are located on the 'Account Alerts' and 'Account Alerts Config' pages.

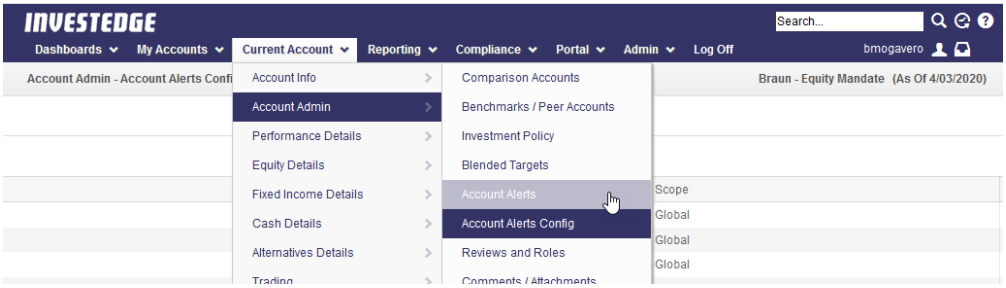
Reviews and Roles



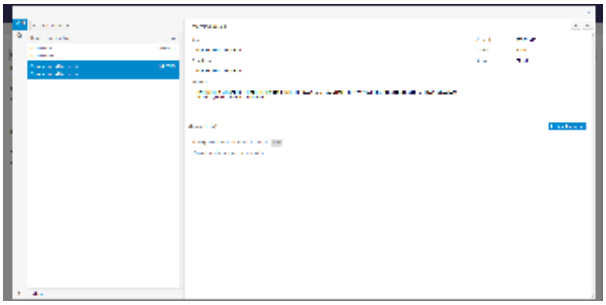
- Overview Tab - List of current (Active, Rejected, and Failed) reviews on the current account
- History Tab - List of all current and historical reviews on the current account
- Roles Tab - Configure account-level roles at the review type level
    - This allows users to set a default assignee for the Review, Alerts, and Exceptions at the account level
    - Note: Review Type must be set to 'Inherit from Account'



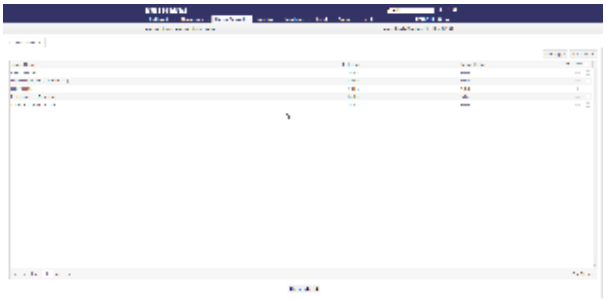
Account Alerts & Account Alerts Config



- Account Alerts - List of all account alerts on the current account



- Account Alerts Config - List of all global account triggers and local account triggers on the current account
  - This allows users to create a local account trigger for the current account only



Info for Legacy Compliance Users

Legacy compliance functionality remains in the same section under Current Account / Account Admin, but on different pages:

Legacy Page	New Compliance Page
Investment Reviews Admin Reviews Review Configuration	Reviews and Roles
Account Flags	Account Alerts
Account Flags - Config	Account Alerts Config

Compliance Configuration

Compliance configuration is performed within the Compliance Tab in the following pages.

- Review Type Config - configure settings for all Review Types (Initial & Recurring, Admin & Investment)
- Review Group Config - configure Review User Groups to give users roles for each Review Type
- Global Trigger Config - configure Global Review and Account Triggers
- Exception Category Config - configure Exception Categories to use when configuring Exceptions on Triggers

Below is information for existing clients converting from legacy compliance. New clients do not need to reference the information below.

Compliance Configuration for Existing Clients

Existing compliance clients will have configurations automatically scripted as part of the conversion process and there will be minimal manual setup.

Review Type Configuration

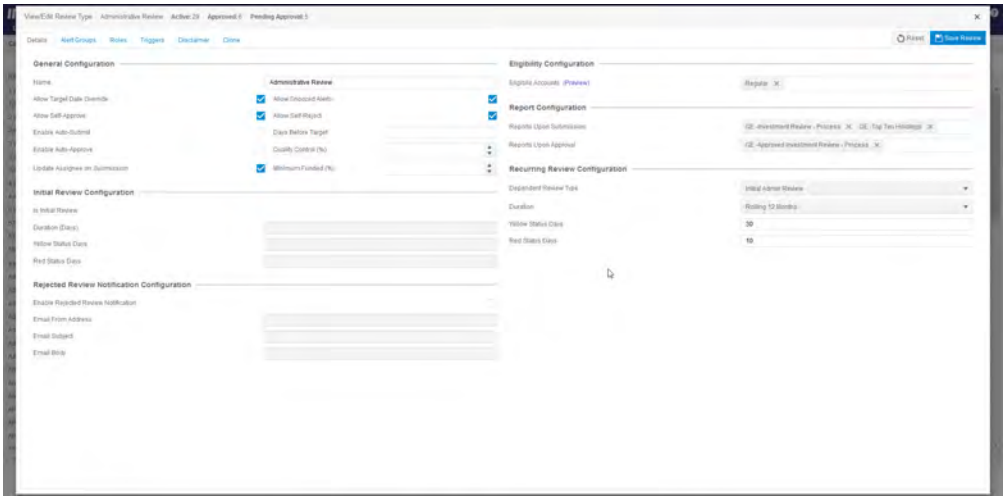
- There will be 4 Review Types if the client uses both Admin and Investment Reviews
    - Initial Admin Review
    - Admin Review
    - Initial Investment Review
    - Recurring Review
- Configuration will be scripted from Platform Admin / Configurations / AdminReview & Compliance
    - Includes disclaimers, submitted & approved reports, auto-submit/approve, etc.
- Dynamic account groups will be created from existing DL seeding logic and attached to the Review Type
- Triggers will be attached to review type based on old Type (Admin / Inv / Both) and Initial Review Criteria
- Review Type Roles will be set based off of existing rights
    - System Admin Rights and Roles may require additional configuration

Trigger Configuration

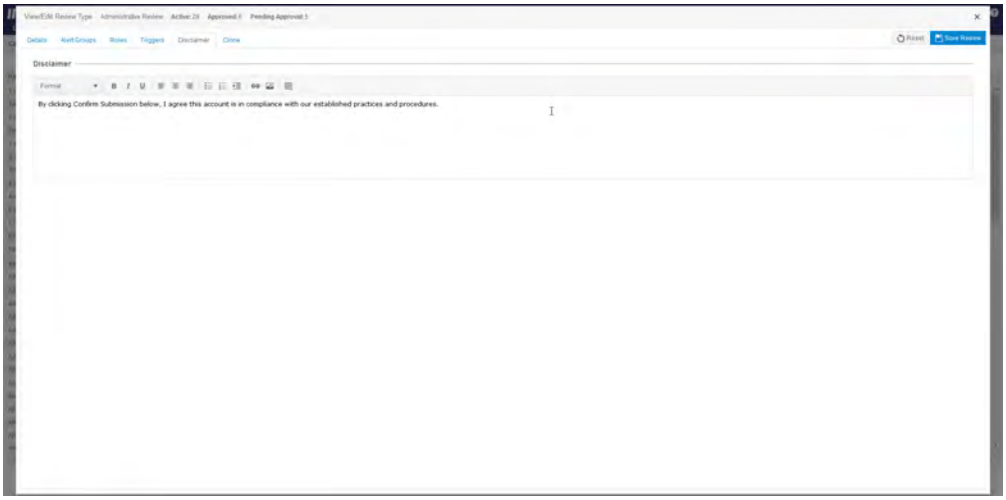
- There are no major changes to Triggers (formerly Global Flags / Watches)
- Dynamic account groups will be created from existing Watch Criteria and attached to the Trigger
- Exception Categories - a default category will be used for all existing exceptions

Review Type Attributes & Disclaimer

Review Types are now configured under Compliance / Review Type Config. Each Review Type (for example, Admin Review, Investment Review, IRA Trust Review, etc.) is separately configurable. Review Type attributes are configured on the Edit tab for each Review Type, and changes to this configuration can impact both currently seeded and future reviews.

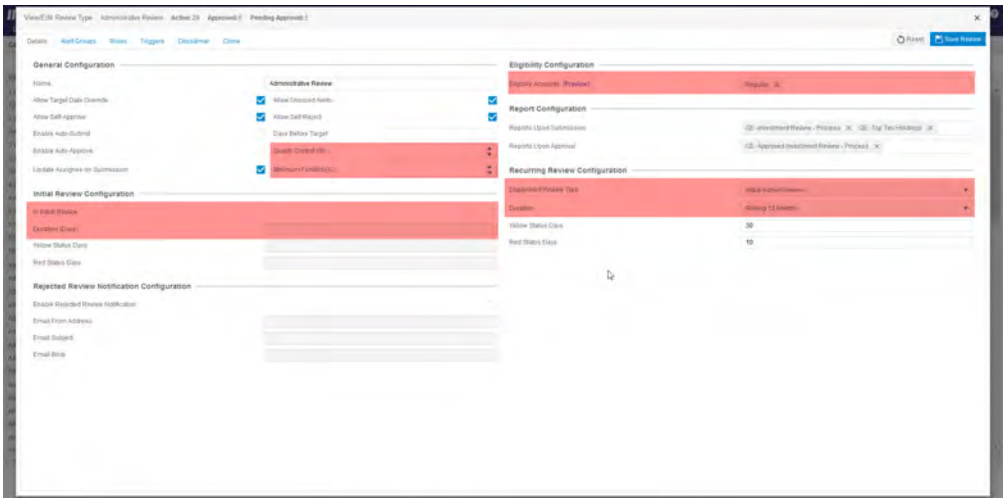


There is also a disclaimer tab, where you can specify language to display when a user is submitting a review.



What can I change with minimal impact?

- **General Config**, with the exception of QC and funded %
  - These configuration changes will impact all reviews and workflows immediately
  - QC and Funding changes should be discussed with implementation team
- **Report Config**
  - Report changes will impact all active reviews immediately. Existing submission & approval reports will not be impacted (note: if a review is re-submitted, submitted report generates again)

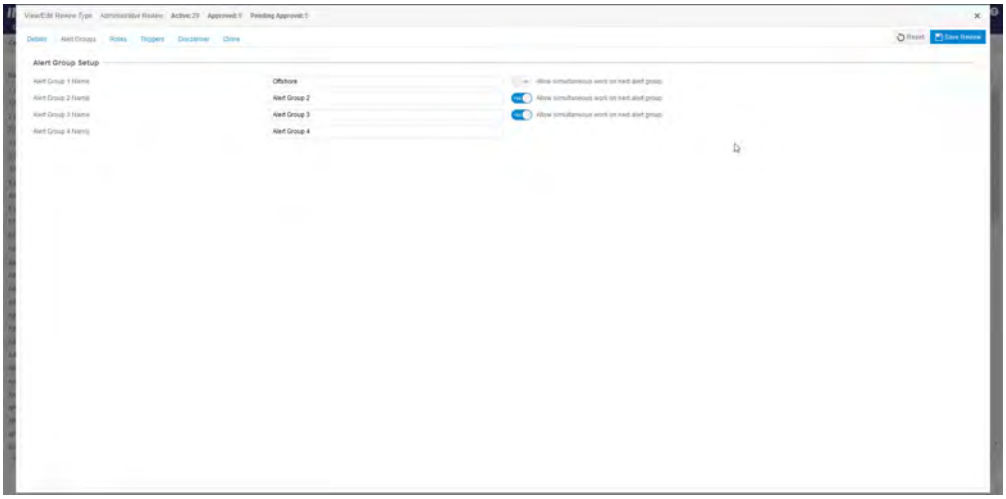


What should I refrain on changing or refer to the implementation team?

- **Quality Control**
  - QC allows users to specify a percentage of reviews that will be randomly selected for a second Quality Control review after submission. Changes to this percentage do not impact existing reviews, so implementation activity may be required.
- **Funding Percentage**
  - This specifies when an account is considered funded and ready for a review. Analysis of existing review and accounts without reviews should be performed prior to changing.
- **Eligible Accounts**
  - This configuration determines which accounts will get reviews, and should be considered an implementation activity.
- **Initial / Recurring Review Config**
  - There are now separate Review Types for initial and recurring reviews
  - These configurations determine timing, cycle, and dependency logic for review types. Existing reviews are not impacted by these configurations. Typically, it is recommended that these not be changed and a new Review Type be created instead.
  - Note: Yellow and Red status days can be changed with minimal impact as these only impact RAG status display on search screens and in the review

Review Type Alert Groups

Alert Groups are a new feature in CMOM. These can be used to group Alerts so that different teams, such as an Offshore or Middle Office Team, can perform work on different Alerts.



Minor edits to **Alert Group** names are fine to make, but adding or significantly changing **Alert Group** names should be referred to the implementation team.

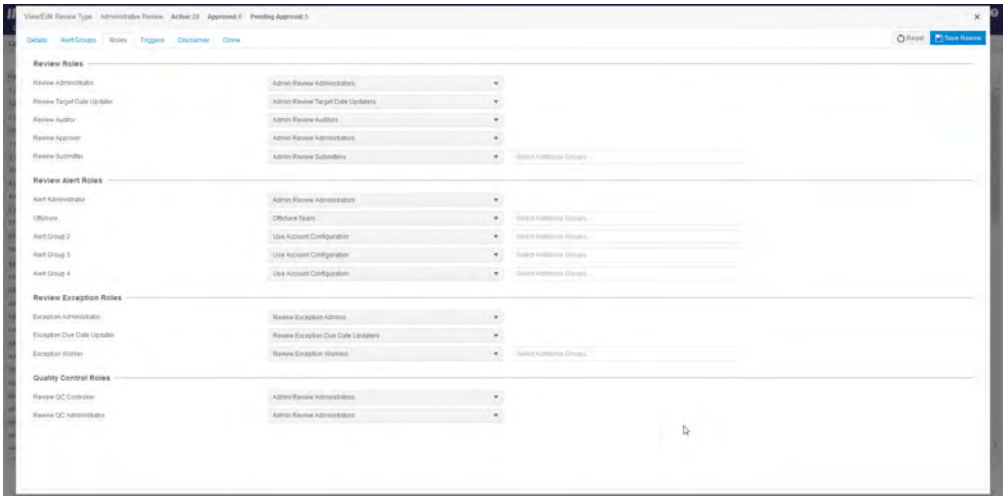
Simultaneous work on Alert Groups can be allowed or prevented. For example, if the Middle Office Team needs to complete all of their Alerts prior to the Trust Team Managers starting work on their Alerts, the user would set 'Allow simultaneous work on next alert group' to NO. This configuration has significant workflow impact.

Review Type Roles

Review Type Roles Configuration

User security is now highly configurable individually for each Review Type, and is set up via the Review Group Config page and the Review Type Roles Page. Some of the roles allow for selection of more than one group. For these roles, the default selection will become the assignee for the Review/Alert /Exception.

Changes to roles should be referred to the implementation team as there is significant workflow impact.



1. You can select to use 'Account Configuration' for any role and complete the configuration at the Account Level under Current Account / Account Admin / Reviews and Roles. This designation is best for roles that allow additional review groups (Submitter, Alert Group 1/2/3/4 Workers, and Exception Workers) so that global permission can be granted in addition to the account level permission.
2. You can select to use a Review Group, which is configured under Compliance / Review Group Config.

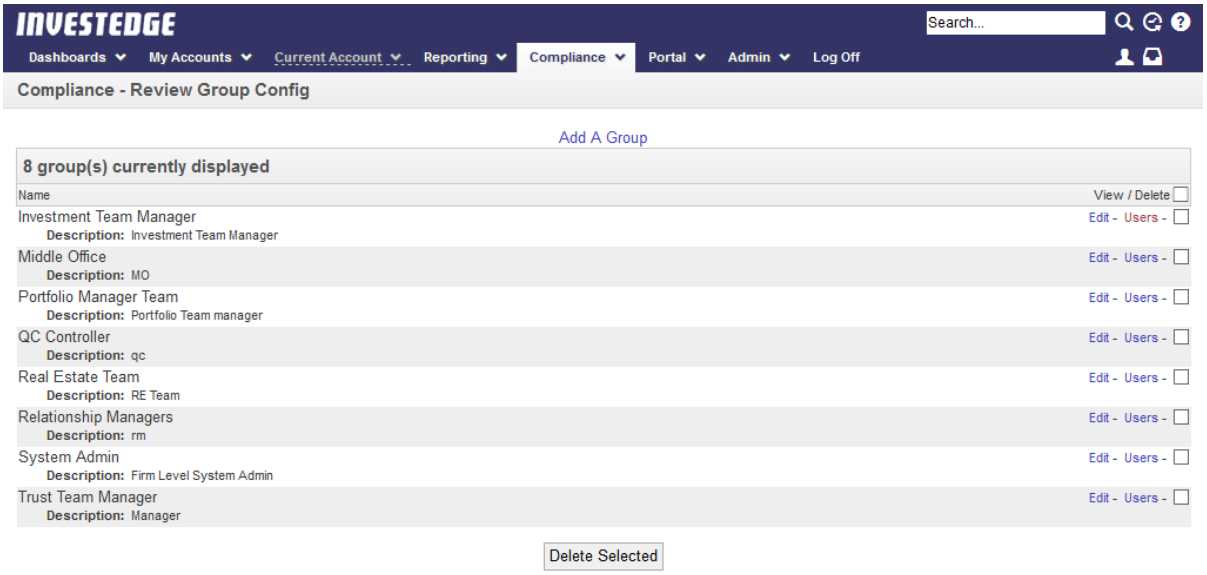
Role	Description
No Review Type Role NOTE: Compliance Viewer System Role required to see Compliance Screens	View reviews for any accounts with at least Read access.
Review Roles	
Review Administrator	Ability to change a review assignee and comment on reviews.
Review Target Date Updater	Ability to edit target date on an Active, Rejected, or Failed review and comment on reviews.
Review Auditor	Ability to add a comment everywhere on an Approved Review and edit, or delete own comment.
Review Approver	Ability to Approve or Reject Alerts and the Review, and comment everywhere.
Review Submitter	Ability to submit an active, rejected, or failed review; respond to all alerts; respond to all exceptions; and comment everywhere. The default submitter will be the Review Assignee.
Alert Roles	
Alert Administrator	Ability to change an alert assignee and comment everywhere.
Alert Group 1/2/3/4	Ability to respond to, change status of, and generate exceptions (if configured) on an Alert in this Alert Group; and comment on Alerts in this Alert Group and their Exceptions. The default Alert Group Worker will be the Alert Assignee.
Exception Roles	
Exception Administrator	Ability to change exception assignee and close exceptions in bulk.
Exception Due Date Updater	Ability to edit due date on an open exception
Exception Worker	Ability to change exception category; change exception status, add, edit or delete a comment on an Open or Awaiting Validation Exception. The default Exception Worker will be the Exception Assignee.
QC Roles	

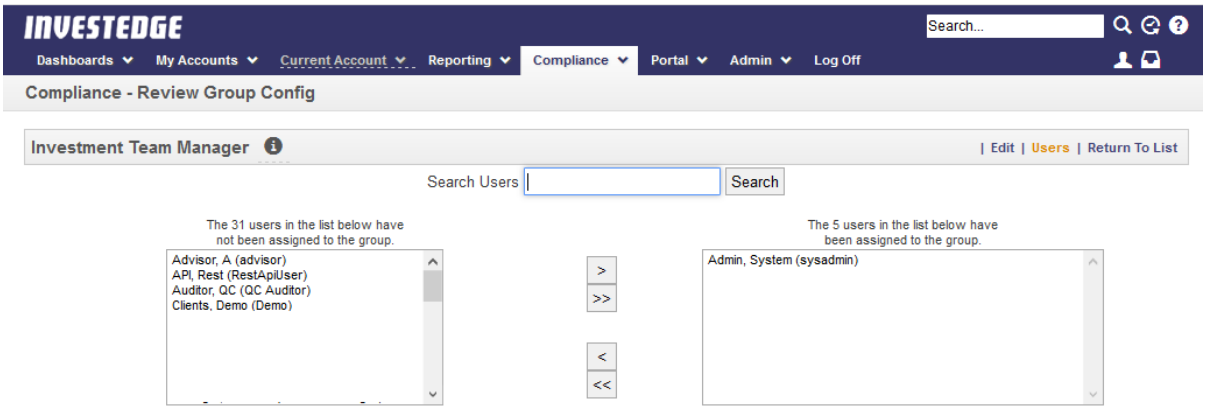
Quality QC Controller	Ability to work reviews and alerts 'In Quality Control' and add comment.
Quality Administrator	Ability to mark a review for QC. Ability to search/view QC smart statuses on the Reviews Search Screen.

Review Group Configuration

Review User Groups can be configured via the Review Group Configuration Screen. These user groups are exclusively for use within the Review Type Roles Configuration and users can easily be added and removed. However, creating and deleting review groups should be referred to the implementation team.

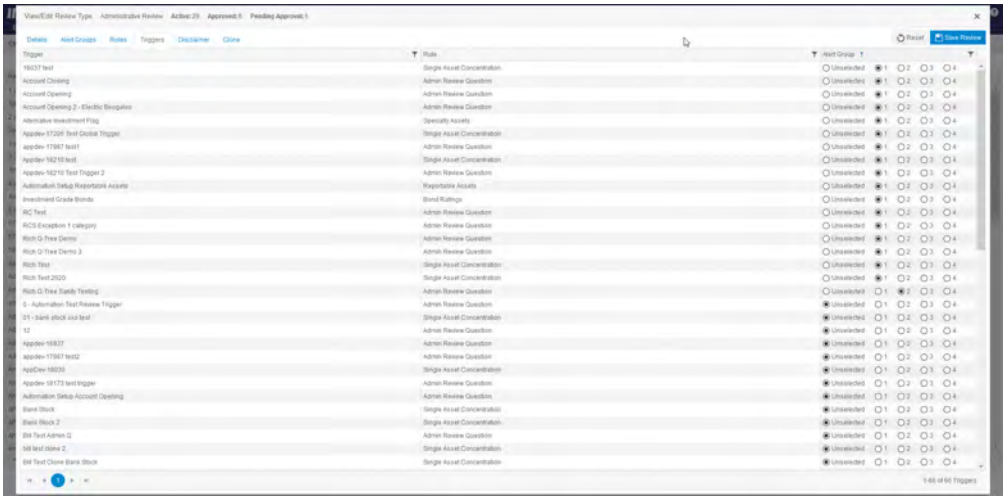
Users can also be added to Review Groups when adding a user or via Admin/Security/Users. Users only need to be added to the Review Group once to gain all of the role privileges associated with that Review Group.





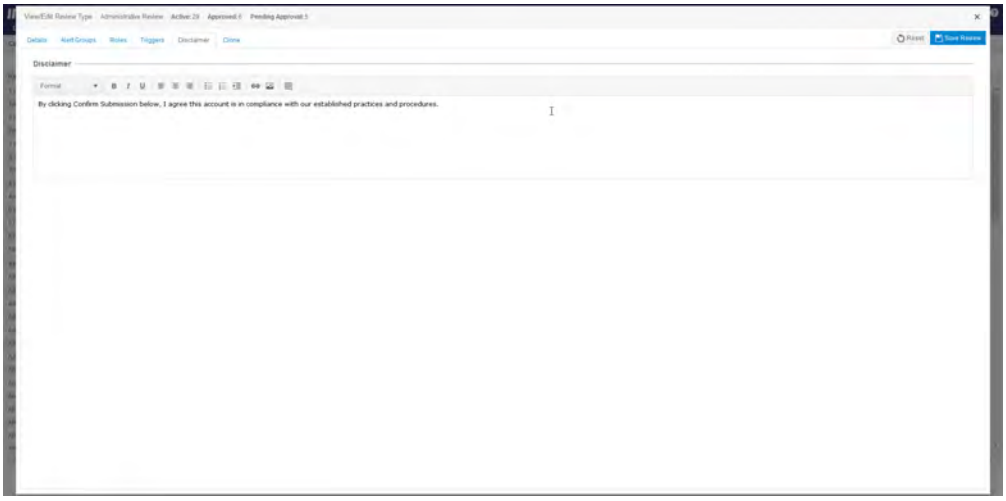
Review Type Triggers

Triggers are configured on each Review Type to determine which Alerts will generate. Configurations on this page will impact all active reviews when the next DL runs, and any changes should be referred to the implementations team. The right-most column indicates if a trigger is selected for an alert group or unselected.



Triggers (formerly Watches)

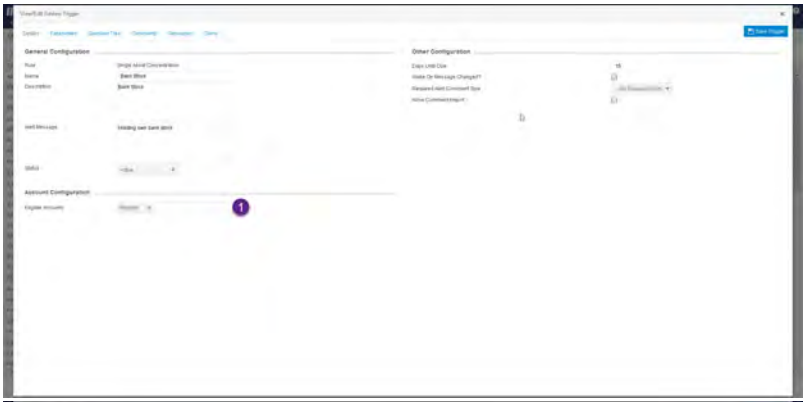
Trigger configuration is now located under Compliance / Global Trigger Config. Most of the configuration is similar to legacy configuration, with a few exceptions noted below. Triggers can be viewed and edited by clicking the eye icon.

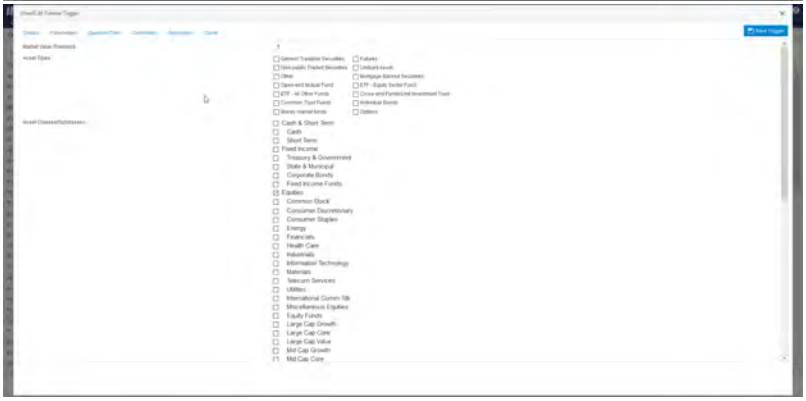


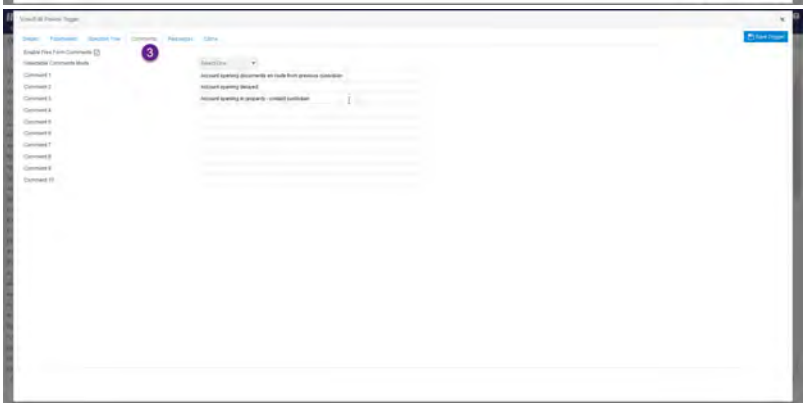
New Features:

1. **Eligible Accounts** are selected for a Trigger by selecting Dynamic Account Groups. This replaces legacy watch criteria, and all watch criteria are converted to dynamic account groups as part of the conversion script.
2. The **Question Tree** has a new look, and Exceptions can configured to automatically generate when a certain answer is selected. This tab auto-saves. Clients may be interested in combining Triggers to make use of this functionality, which will require implementation / migration activity.
    a. **Exception Categories** are configured via Compliance / Exception Category Config.
3. **Comments:** Free-form Comment allows the users to comment on an Alert. Users can leave multiple rich-text comments with attachments. It is recommended that this be turned on. Selectable comment allows users to choose from a list of pre-configured comment.
4. **Resources**: Provide a web link to internal documentation to help complete the alert.

Add/Edit Trigger Screens







Exception Categories

A **Review Exception Category** allows you to effectively group **Review Exceptions.**

- Categories can be added and edited, and descriptions can be added
- These categories can be used to group Review Exceptions, and are configured on the Trigger or selected by the Alert Worker

Compliance - Exception Category Config

Add an Exception Category

7 exception categories currently displayed

Name ▲	Status	Edit / Delete
Account Closing	Active	Edit -
Account Synopsis	Active	Edit -
Annual Meeting	Active	Edit -
Beneficiary Info	Active	Edit -
Critical	Active	Edit -
Documents	Active	Edit -
Fees - Trustee	Active	Edit -

Delete Selected

Compliance User Administration

Additional configuration is required for new compliance users after the release of Compliance Middle Office Management (2020 Q2).

Overview

A few updates have been made to user administration for compliance middle office management. These changes are all handled within the 'Security' section of user administration.

- Rights have been updated for compliance - these now represent access to the compliance menu items
- Roles have been added to identify users as being able to view compliance information
- Review Groups are utilized to determine which actions a user can take on which review types (admin v. investment)
- Security Groups include Rights but not Roles or Review Groups - these will need to be configured separately from the security groups
- Account-level access is slightly modified:
    - Any user who does not have any permission to read/comment/write/etc. an account will not see that account in any compliance screens (this is the same as existing)
    - Any user who has at least read permission on an account can see that account in compliance screens AND perform actions on the review based on their assigned Review Groups.

Conversion Notes

- All page rights, system roles, review groups, and security groups have been assigned based on existing legacy rights in InvestEdge - on day 1 user access will be the same as it was pre-conversion. No configuration will be required for day 1.

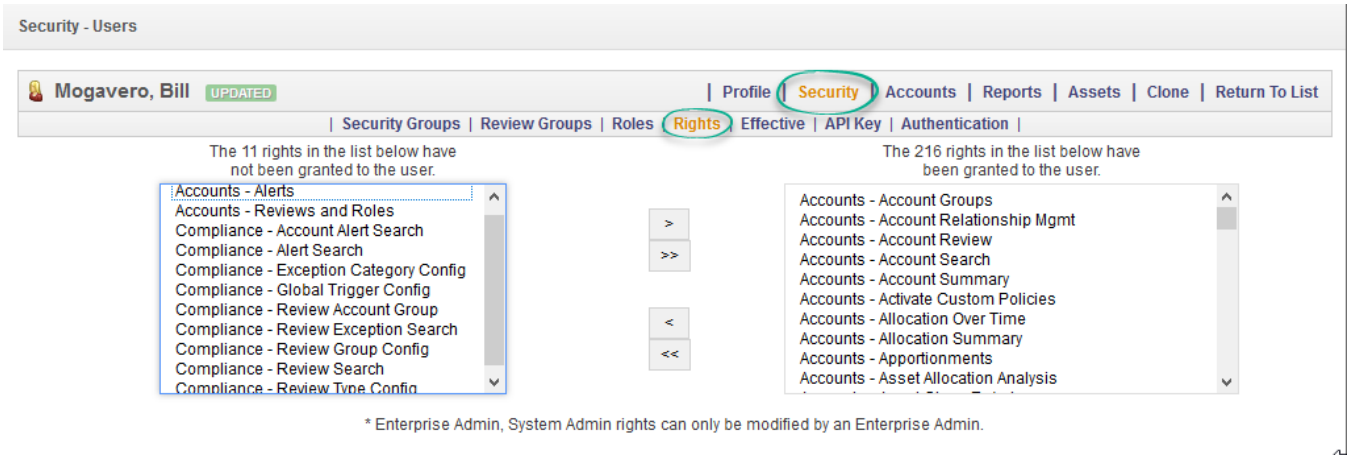
Page Rights - Updates

In order to view compliance pages, page rights will need to be granted in order for the menu item to appear.

- These rights now give access to the menu item. Please see the roles and review groups sections below for instructions on how to configure functionality.
- Page Rights are still a part of security groups

1. Within the Current Account
    a. Accounts - Alerts
    b. Accounts - Account Trigger Config
    c. Accounts - Reviews and Roles
2. Compliance Workflow Pages
    a. Compliance - Alert Search
    b. Compliance - Review Search
    c. Compliance - Review Exception Search
    d. Compliance - Account Alert Search

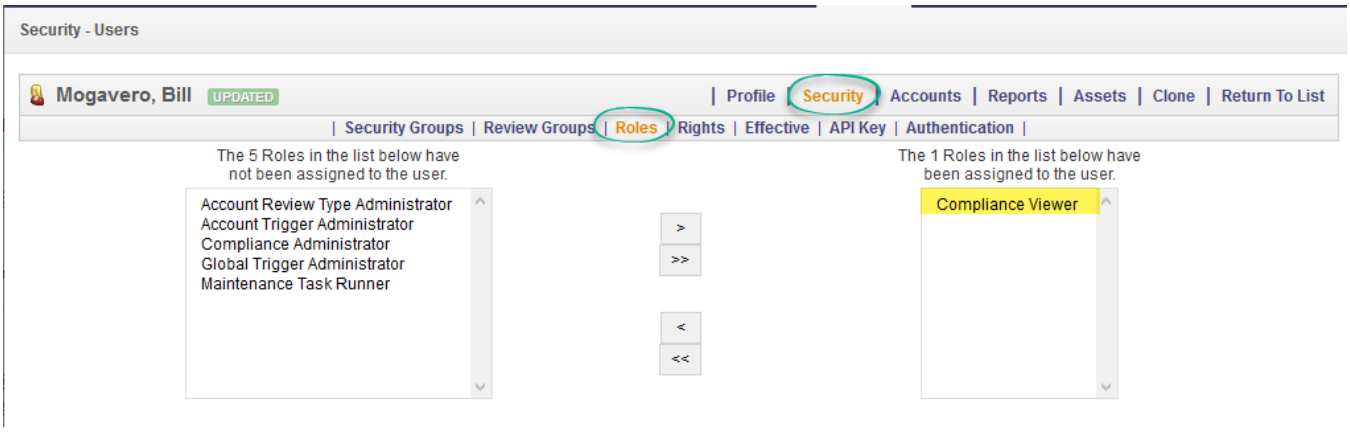
Please note - there are rights available for Config pages, but these should not be granted as this administration will be performed by InvestEdge. Please reach out to your client services representative if you have any questions.



New - Roles

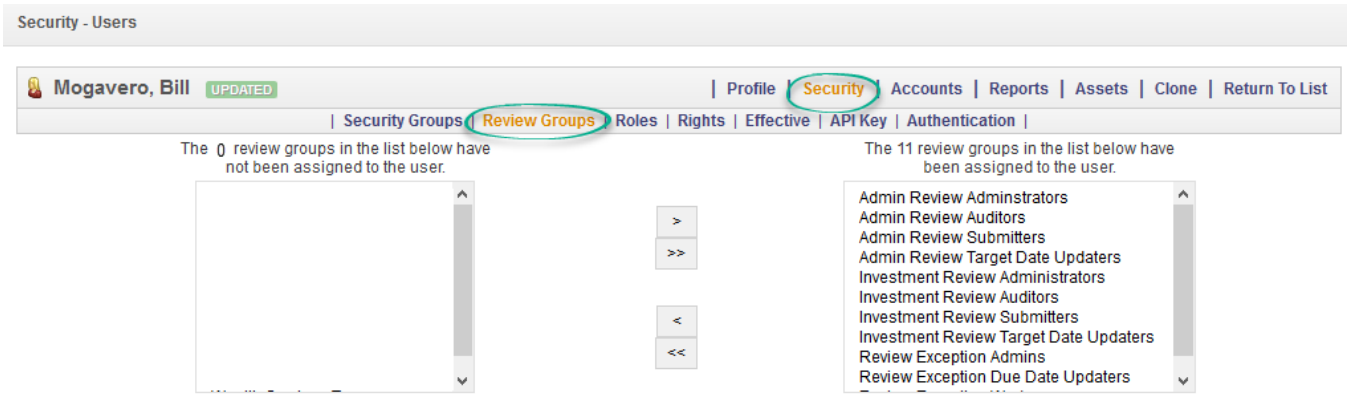
New system roles have been added to user administration to facilitate the compliance experience.

1. In order to view or perform any work on compliance screens, the user will need to be assigned **Compliance Viewer**
2. In order to view or perform work on account (non-review) alerts, the user will need to be assigned **Account Alert Viewer**
3. All other administrative roles should not be granted as this administration will be performed by InvestEdge



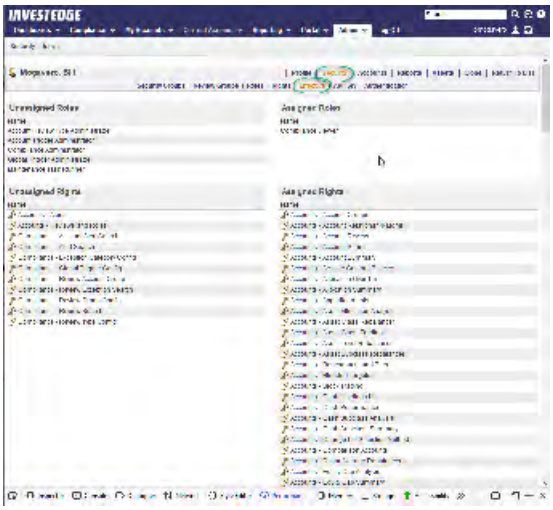
New - Review Groups

Another new concept in Compliance MOM are review groups. These allow users to perform specific tasks on specific review types. The review groups available upon conversion are named identically to the legacy compliance rights that they replace and directly correspond to which actions a user can take on the review.



Effective - Updated

The list of effective rights now includes system roles.



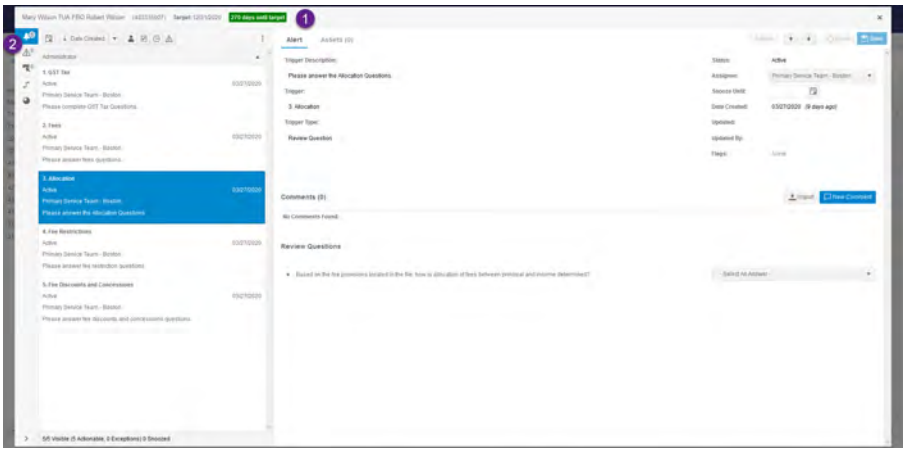
Working on Active Reviews

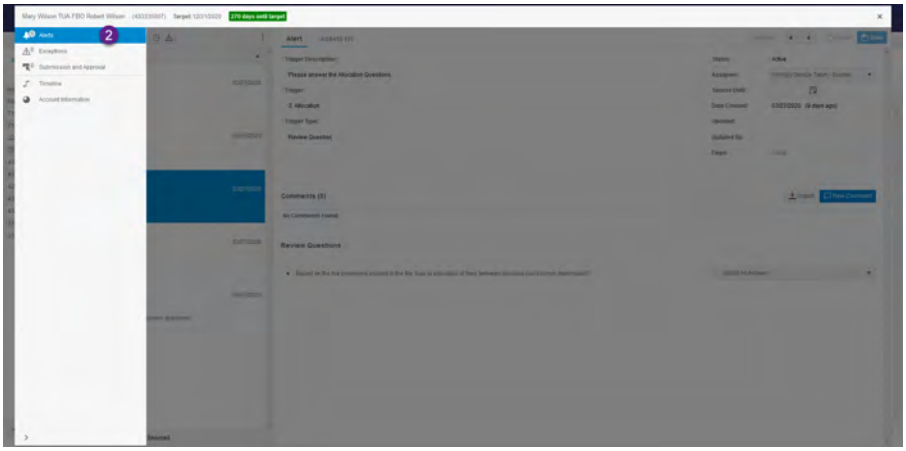
Topics covered on this page:

Overview of the Review

Navigating the Review Modal

The Review is now it's own popup modal window containing all of the Alerts, Exceptions, Review Information, Audit Trail, and Account Information in a drawer for easy access. The review will look the same whether accessing via the search, current account, or from a dashboard.





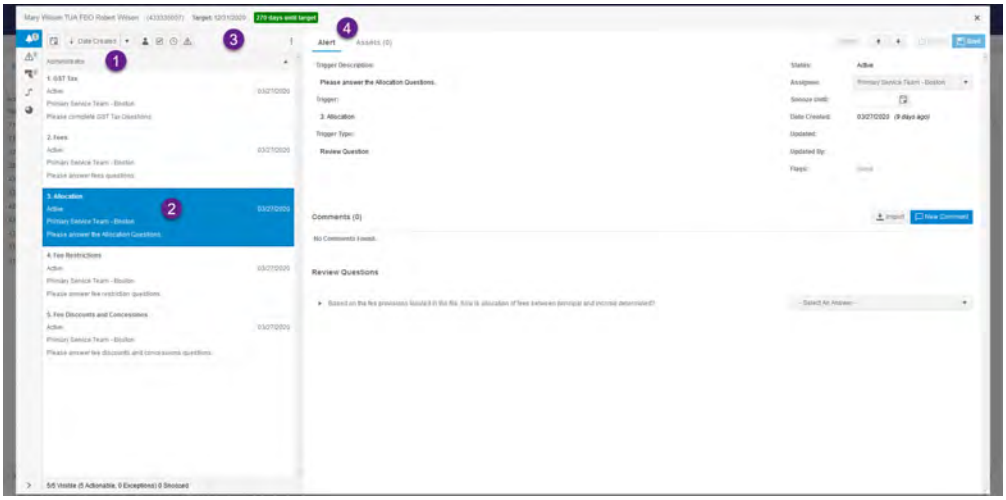
1. Header - this displays key information about the Review, including account name and code, target date, RAG indicator, and days until target
2. Drawer - You can click on any icon within the drawer to go to that section. The drawer can be expanded by clicking the arrow at the bottom left hand side of the review, and clicking on any item within the drawer will auto-collapse the drawer and go to that item
    a. Alerts - view and edit alerts on the review
    b. Exceptions - view and edit exceptions created on this review and exceptions that were not closed on prior reviews
    c. Submission and Approval - view review information, make review comments, and submit, reject, and/or approve review

d. Timeline - view an audit trail of the review
e. Account Information - view account information including target account, sub-accounts, and account parameters if configured

Working on an Alert

Alert Drawer - Overview

Alerts are worked withing the Alert Drawer of the review.



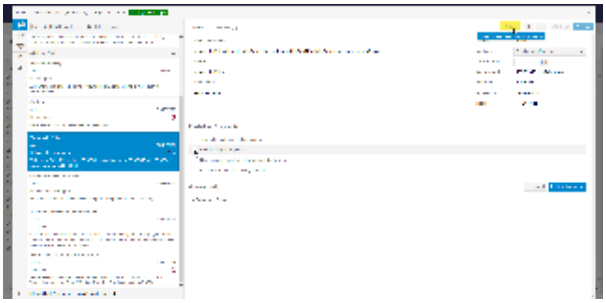
1. Alerts are grouped by Alert Group. Only people with appropriate role can edit an alert
2. Alerts are listed on the left hand side, and the selected alert will be blue. Information for the selected alert will display on the right hand side
3. Alert counts are listed at the bottom of the left hand side
    a. Visible - count of currently visible alerts and total alerts (non-visible alerts are present on the review but excluded by filters described in (4))
    b. Actionable - count of visible alerts that require action
    c. Exception - count of exceptions on visible alerts
    d. Snoozed - count of all alerts that are snoozed (including alerts that are not visible)
4. Alert filters
    a. Calendar icon - include snoozed alerts (hidden by default)
    b. 'Date Created' - sort by date created, name, date due, and status
    c. Person icon - only show alerts assigned to me
    d. Checkbox icon - only show actionable alerts
    e. Clock icon - only show overdue alerts
    f. ⚠️ icon - only show alerts with exceptions
    g. Filter icon - filter on selected status
5. Alert detail - this contains the detailed alert information and response area

Completing Required Work on the Alert

In order to complete work on an Alert, the user must address all of the questions / prompts for the Alert, which may include any or all of the following. Please note that Administrative Alerts typically only have a question tree or selectable comments, and only specialty or reportable assets alerts have individual asset review.

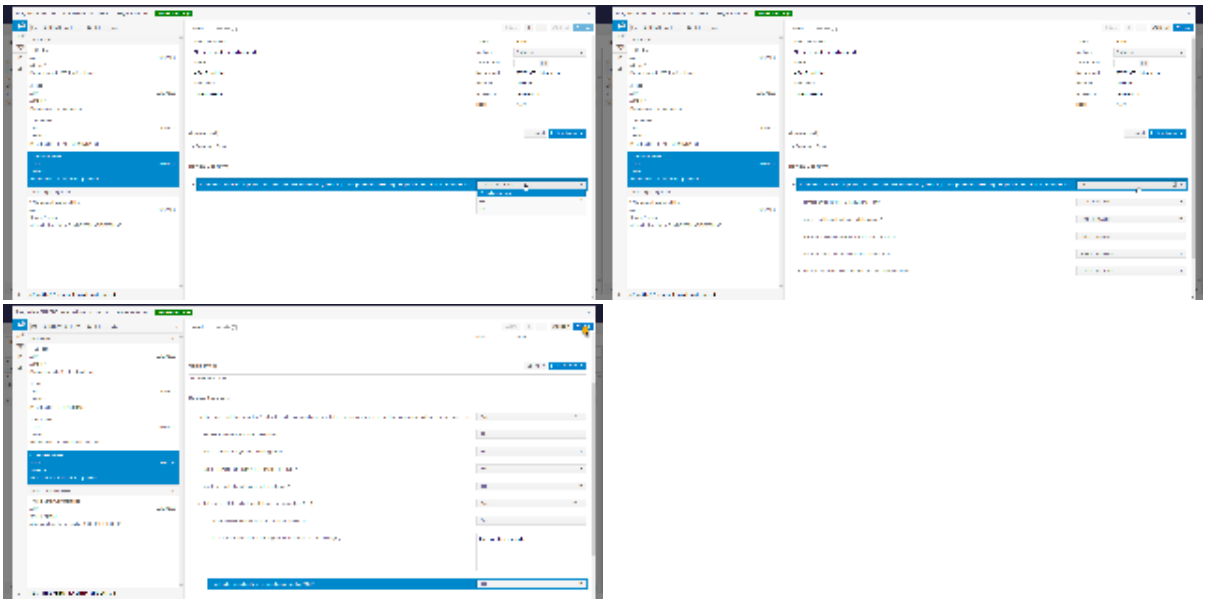
1. Answering selectable comments
2. Adding a free-form comment of a required type
3. Completing the question tree
4. Addressing individual assets in the Assets Tab

To see what is required on any alert, you can hover over the 'Submit' button to see which items are required and incomplete.



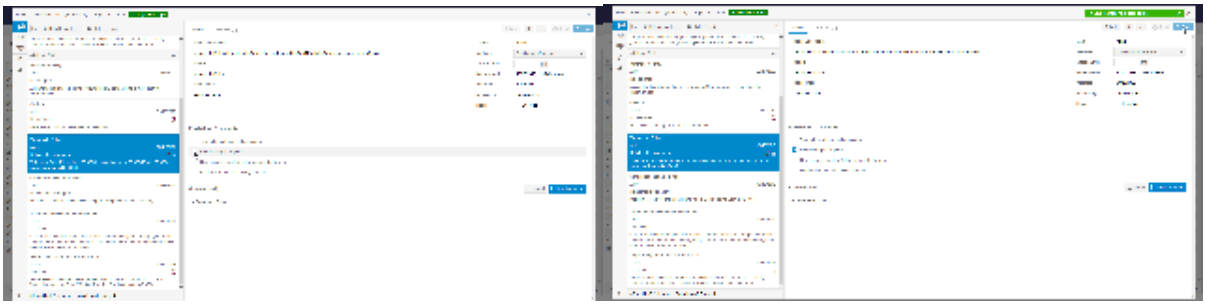
1. Completing the Question Tree

- The question tree is a list of questions that will dynamically display new questions based on prior responses
- If an answer has the question mark icon, this indicates the answer will require follow-up questions
- All visible questions must be completed in order to finish the alert
- Note: If you utilize review exceptions, or follow-up items, these are created directly within the question tree (please see "Adding Review Exceptions" below)
- When you have answered all of the questions, click "Save" to save your work



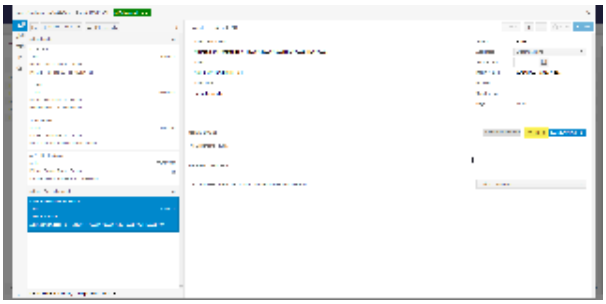
2. Answering selectable comments

- If only one answer is allowed, each option will be displayed with a radio-button, and selecting one answer will de-select another answer
- If multiple answers are allowed, each option will be displayed with a checkbox
- At least one answer must be selected to complete the alert
- When you have selected your answer(s), click "Save" to save your work

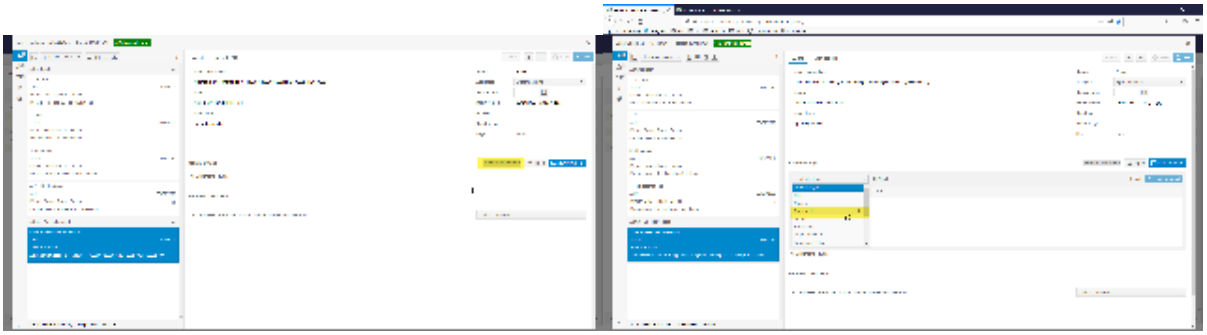


3. Adding a free-form comment of a required type

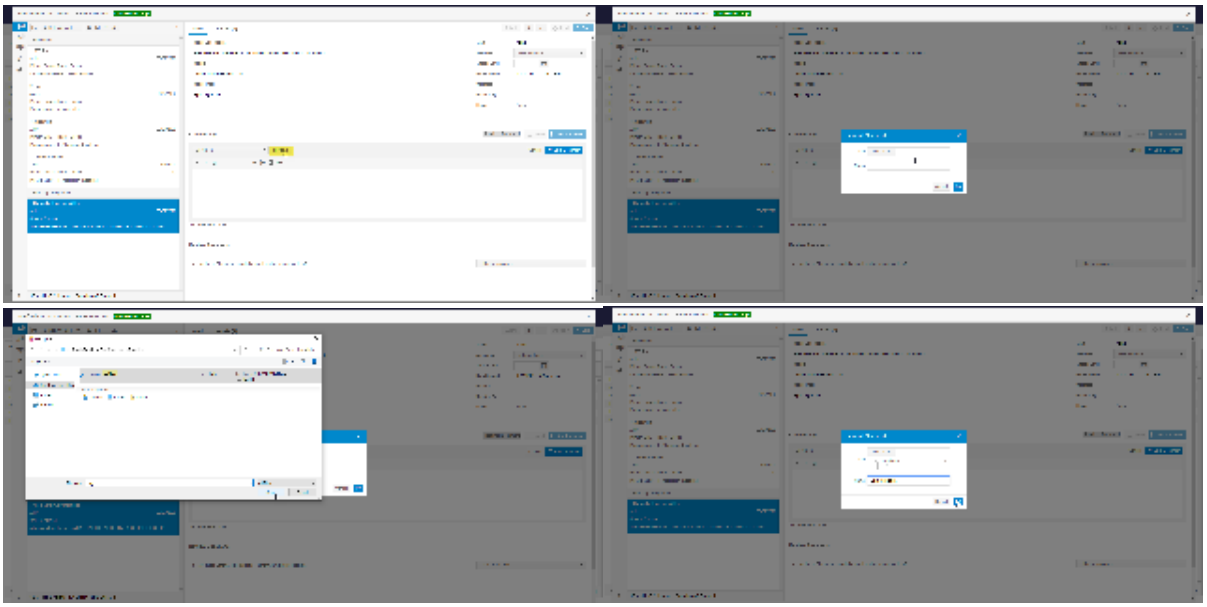
- Free form comments can be added to any alert
- Additionally, if enabled, comments can be imported from the prior review cycle

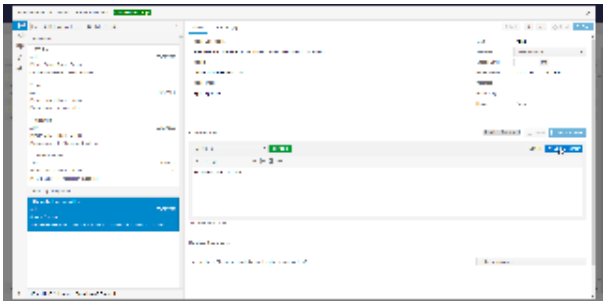


- Some alerts require a comment of a certain type, and these will display an indicator next to the new comment button
- An alert comment can be added by clicking 'New Comment', and the comment entry box will appear
- Comment type and text are required, and the required comment type will be indicated within the list

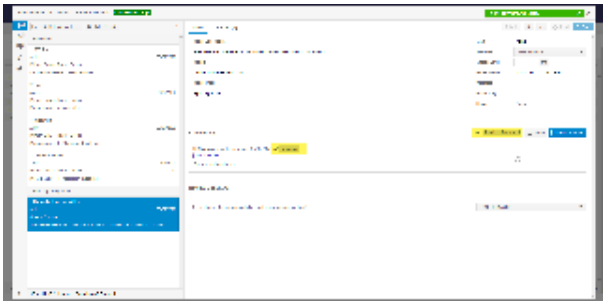


- You can click 'Attach' to upload an attachment if necessary
- When you are done, click 'Save Comment' to save your comment





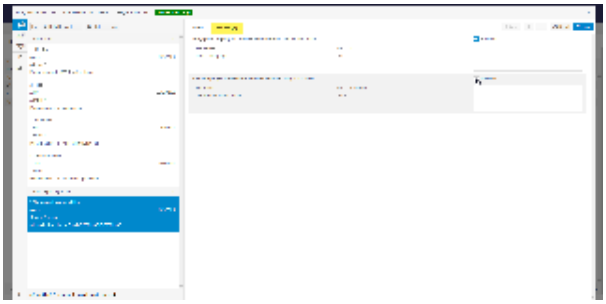
- The comment will now appear inline under the comments section, and you can edit or delete the comment
- You will see an indicator that the required comment type is complete



4. Addressing individual assets in the Assets Tab

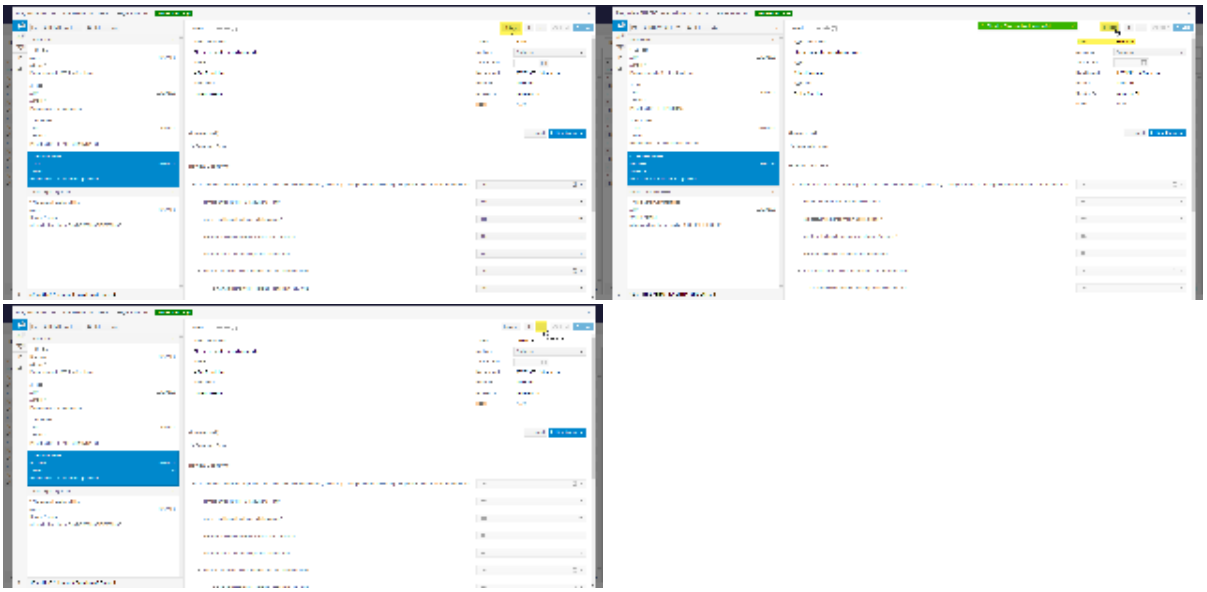
- If the alert is related to specialty or reportable assets, an individual asset review may be required
- Asset-specific information can be found on the "Assets" tab of the alert, and the number of assets will be indicated

- If individual asset review is required, you must click the checkbox 'Reviewed?', and leaving a comment is optional
- When you have finished updating the individual asset(s), click "Save" to save your work



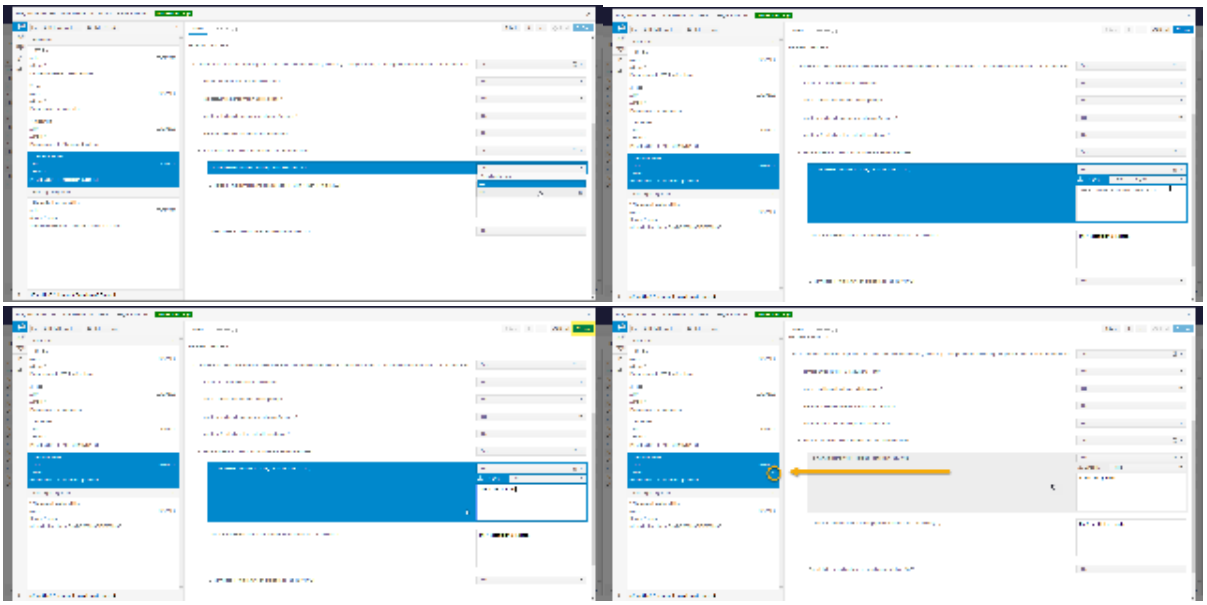
5. Completing the Alert

- Once all required components on the alert are complete, the 'Submit' button in the upper right hand corner will become active
- Click this button to complete the alert and mark as reviewed
- After an alert is reviewed, the alert cannot be edited
- In order to edit or update a reviewed alert, you must click 'Reopen' to send the alert back to Active status, make any edits or fixes, then re-submit the alert
- Once work on the alert is complete, you can use the down arrow to navigate to the next alert

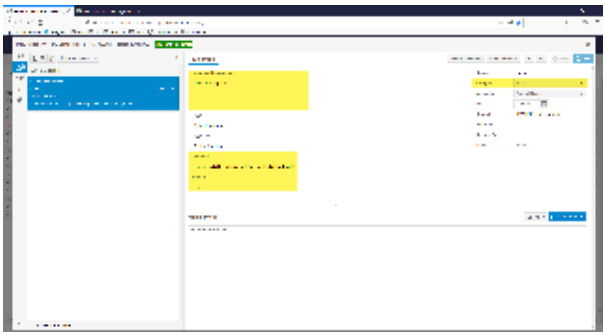


Adding Review Exceptions

- Review exceptions are added directly from the question tree
- If an answer will generate a review exception, it will show the exception icon (⚠) next to the answer
- To create the exception, choose an exception category (one may be defaulted if configured) and provide a description
- If you choose an exception-generating answer, you must complete the fields to create the exception
- The exception will be created after you have complete the exception fields and click "Save"
- Once the exception is created, the alert will show the exception icon ⚠



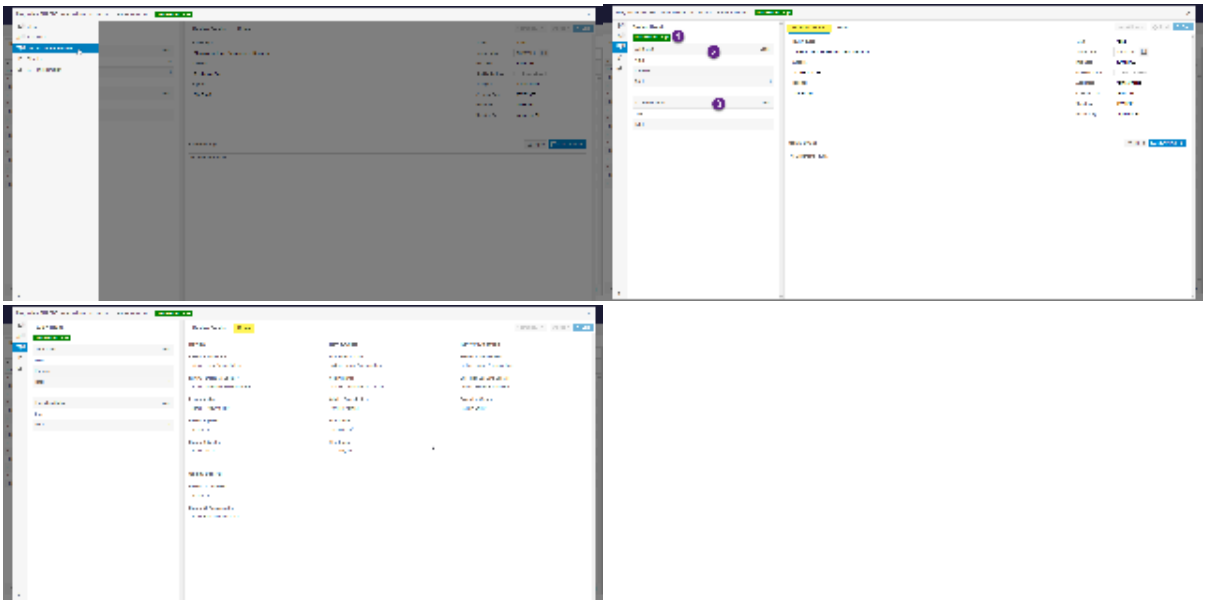
- The exception can be viewed in the exceptions tab of the review, where the Category, Description, and Question/Answer will be displayed.



Completing the Review

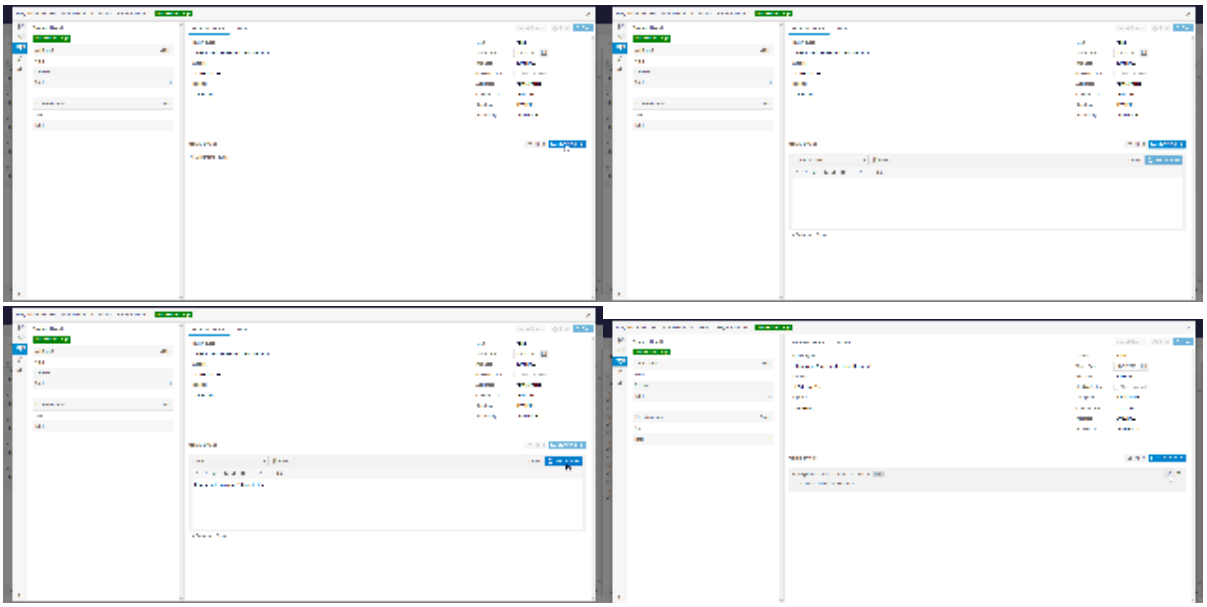
Viewing Review Information

- Review information can be found on the 'Submission and Approval' tab
- On the left hand side, you can view the review health
    1. Days until target and RAG indicator
    2. Count of alerts by status
    3. Count of exception by status
- On the right hand side, there are two tabs - 'Review Details' and 'Roles'
- Review Details contains relevant review information including Review Type, Duration, Status, Target and Due Dates, and Assignee
- Roles contains the primary group that can perform each role



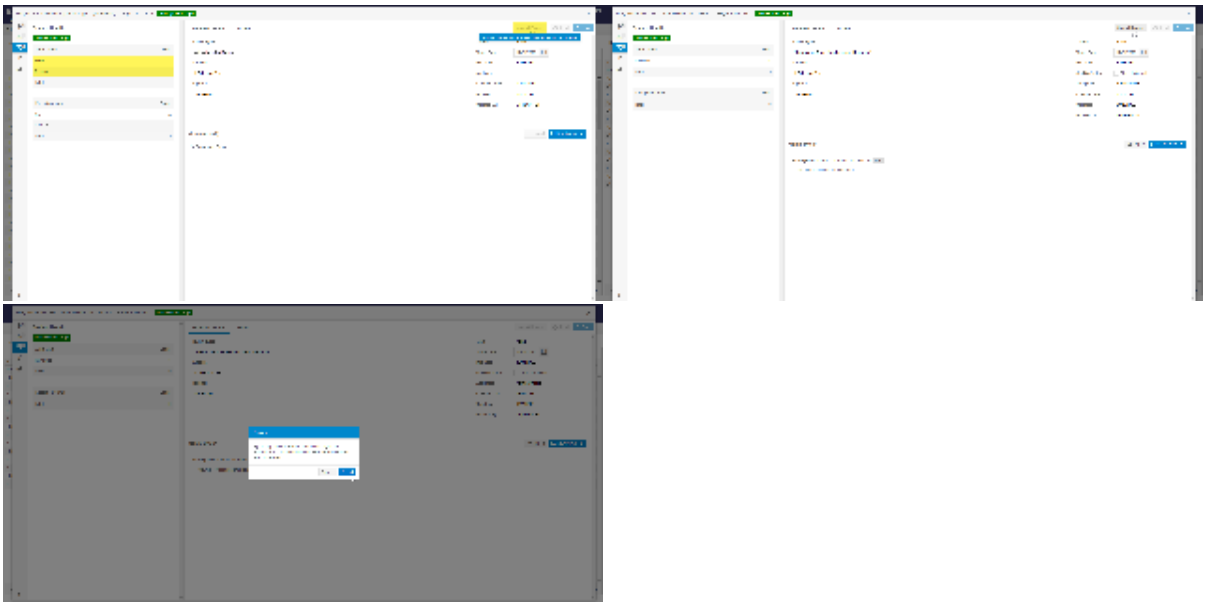
Adding Review Comments

- A review comment can be added by clicking 'New Comment', and the comment entry box will appear
- Comment type and text are required. You also have the option to add an attachment
- When you are done, click 'Save Comment' to save your comment
- The comment will now appear inline under the comments section, and you can edit or delete the comment

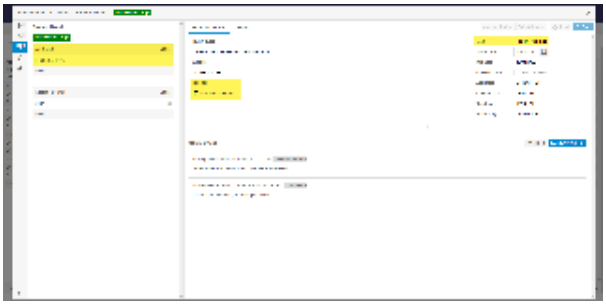


Submitting the Review

- Prior to completing all alerts, you will not be able to submit the review, and you will receive a message when hovering on 'Submit Review'
- Once all Alerts are complete, 'Submit Review' becomes available, and clicking this brings up a Health Check popup to review key information before submitting.

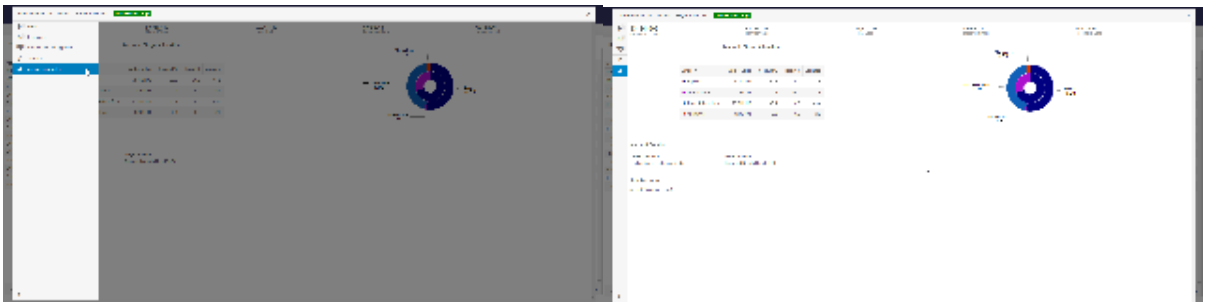


- Once Submitted, both the Review and all Alerts move to 'Pending Approval' status
- If a Submitted report is configured, that report will generate (it will take a minute for the report to generate, and you will need to re-open the review to have submitted report display)
- After submission, a new active review will seed for the account



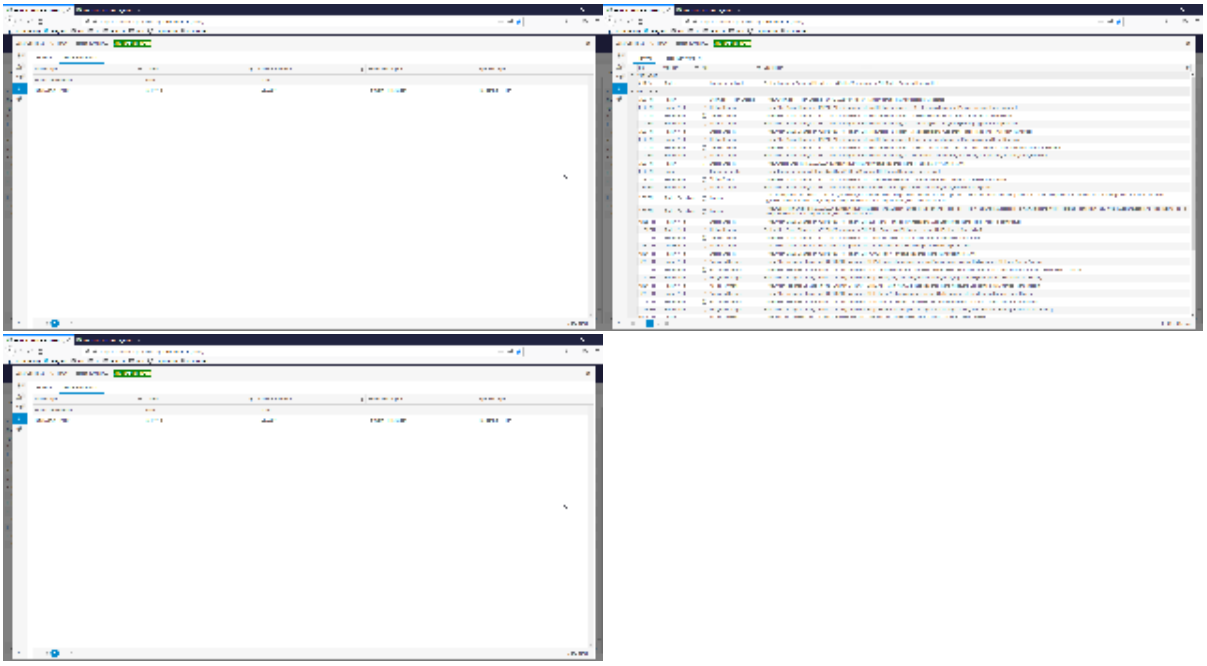
Additional Account Information

- The Account Information Tab contains additional information about the account



Timeline & Prior Reviews

- The Timeline Tab contains two sections:
  - Review History: An audit trail of actions on the current review
  - Prior Reviews: Access to submitted and approved reports on prior reviews



Who can work on a Review?

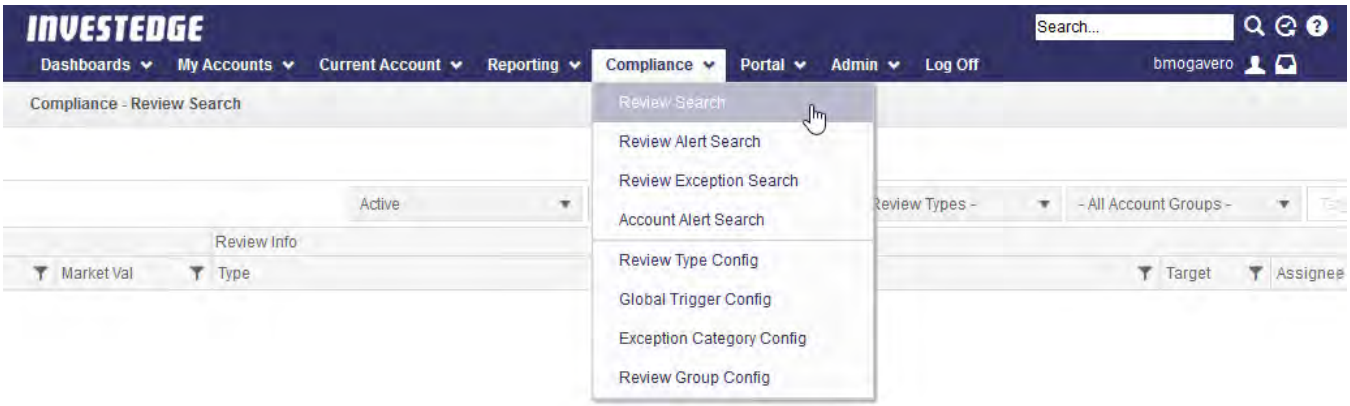
Only users with the Role of Submitter and Alert Group 1/2/3/4 Workers can work on Alerts on an Active Review, and only the Submitter can submit the Review. If you do not have correct permission, you will be able to see the Alert, but will not be able to edit anything.

The Review Assignee is an individual or group that is ultimately responsible for the completion of the Review. The Review Assignee is not the only person who can work on the Review - any user with the role of Review Submitter can perform work on Alerts and Submit the Review.

The default Assignee is determined by the Review Type Role or Account Role Configuration. The assignee can be changed by the Review Administrator via the Reassign Review bulk action.

Searching for Reviews, Alerts, and Exceptions

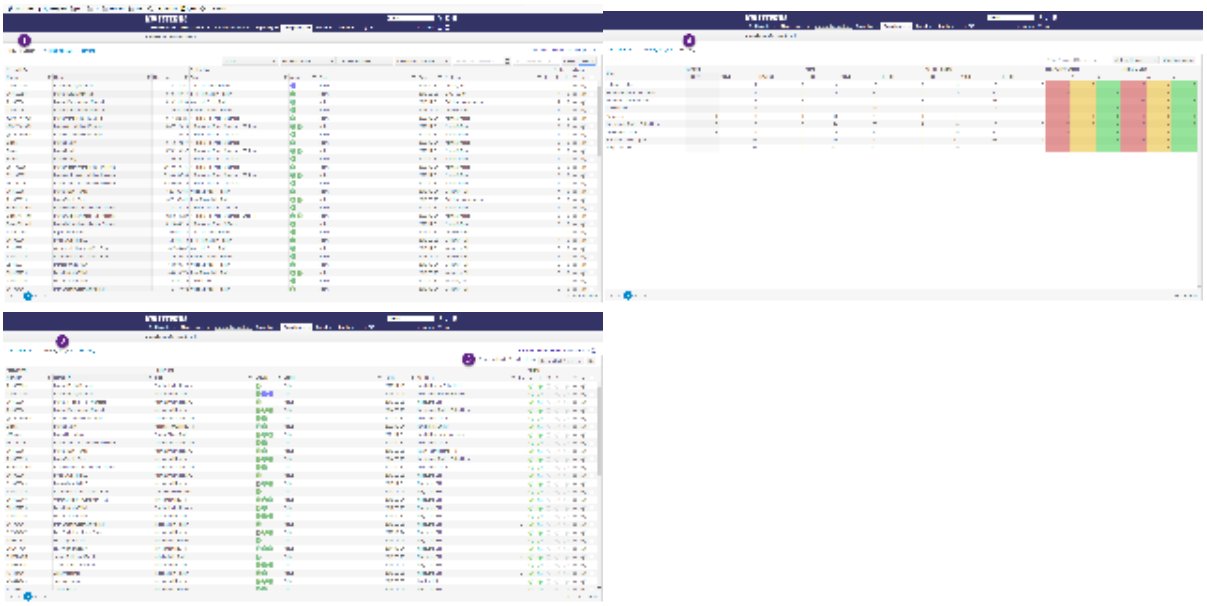
Reviews, Alerts, and Exceptions can be accessed via Compliance / Review Search (or Review Alert Search, Review Exception Search, respectively). Search and management functionality is similar across these screens, so the Review Search will be used as the default example.



Overview

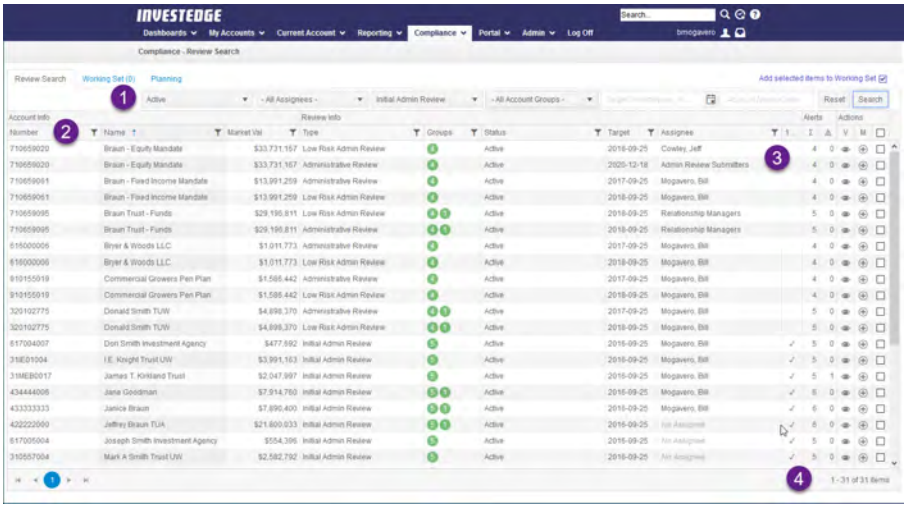
Each Search screen contains 3 sections - Search, Working Set, and Workload

1. Search allows users to search for Reviews
2. The Working Set allows users to create a persisting set of Reviews that will not clear when the user logs out
3. Bulk actions can also be performed from the Working Set
4. The Workload shows the workload status of all users who are Assignees of Reviews in the Working Set

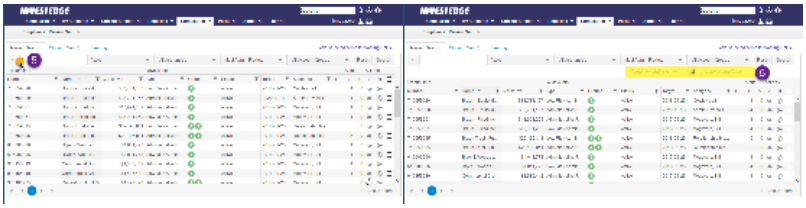


Search Criteria and Results - Reviews

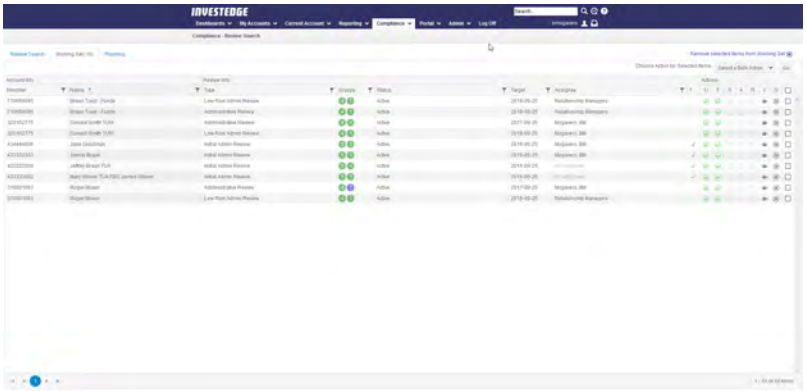
The first tab is the **Review Search** tab



1. **Search Criteria** are used to determine which reviews to search for
    a. Status - defaulted to Active, this includes smart statuses such as 'Ready to Submit'
    b. Assignee - includes individual users and groups. After submission, the assignee is the person who submitted the review
    c. Review Type - i.e. Initial or Recurring, Admin or Investment (or other Review Type such as Specialty Asset)
    d. Account Group - search by account group, including dynamic account groups
    e. Target Date - the date the review should be completed (enter start and end dates)
    f. Account Name / Code
    g. Reset Button - reset the search criteria (note: if you came to the page via 'Recent Search,' reset will go to that search criteria instead of the blank search criteria)
    h. Search Button - click this button or press the enter key to perform a new search
2. **Search Results**
    a. Results include information about the review and account
    b. Results can be sorted by clicking on a column header (arrow will display next to the name if results are sorted by this column)
    c. Results can be filtered by clicking the filter icon on a column header (filter icon will be highlighted in blue if there is a filter on this column)
    d. Groups - this indicates the alert count in each alert group (note - if only one circle present, then there's only 1 alert group)
        i. Green - at least one alert is active
        ii. Red - at least one alert is rejected / failed
        iii. Blue - all alerts are reviewed
        iv. Grey - all alerts are pending approval / approved
        v. Note - filtering on this column filters on Alert Groups with at least one alert (i.e. if you filter on an Alert Group, all reviews with no alerts will be excluded)
3. **Result Indicators and Actions**
    a. '1st' (initial review) - has a checkmark if this is an initial review
    b. (total alerts) - count of all alerts on the review
    c. ⚠ (total exceptions) - count of all review exceptions on the review
    d. V (view) - view / edit the review
        i. Note - if you edit a review (i.e. change status), this change will not be reflected until you perform a new search
    e. M (move to working set) - click the ⊕ to move the review to the working set
    f. (checkbox) - select multiple or all results, then click 'Add Selected Items to Working Set'
4. **Count and Paging (results grid footer / bottom of page)**
    a. 100 results will display per page, and you can use the arrows (lower left hand side of footer) to navigate to the next page of results
    b. Count of all search results is at the bottom right hand corner of the screen
    c. If there is a filter on the results, count will only reflect visible results
5. **Additional Search Criteria (see below)**
    a. If your screen is not wide enough to display all search criteria, some of the criteria will be hidden and an down-arrow icon will appear
    b. Click the down-arrow icon to expand and view all search criteria



Working Set



Search results can be added to the working set. The working set will hold items added until they are manually removed. The items in the working set will persist when you leave the screen or logoff, so when you come back to the review search you will have the same items in your working set.

- If edits are made to a review/alert/exception in the working set, the working set will automatically refresh and show the most current statuses and counts
- For a user who owns and monitors a fixed set of reviews during the year, these reviews can be moved into the working set
- For an admin who performs bulk actions, items must be moved to the working set to perform bulk actions

Review Alert Search

The review alert search is similar to the review search, but with slightly different criteria and results information

1. **Search Criteria**
    a. Status - defaulted to Active, this includes smart statuses such as 'Snoozed'
    b. Assignee - includes individual users and groups
    c. Review Type - i.e. Initial or Recurring, Admin or Investment (or other Review Type such as Specialty Asset)
    d. Trigger - search by Alert name
    e. Account Group - search by account group, including dynamic account groups
    f. Due Date - the date the alert should be completed (enter start and end dates)
    g. Created Date - the date the alert was created (enter start and end dates)
    h. Account Name / Code
    i. Reset Button - reset the search criteria (note: if you came to the page via 'Recent Search,' reset will go to that search criteria instead of the blank search criteria)
    j. Search Button - click this button or press the enter key to perform a new search
2. **Search Results, Indicators, and Actions**
    a. '1st' (initial review) - has a checkmark if this alert is on an initial review
    b. (total exceptions) - count of all review exceptions on the alert
    c. V (view) - view / edit the alert (alert will open within its containing review)
    d. M (move to working set) - click the ⊕ to move the alert to the working set
    e. (checkbox) - select multiple or all results, then click 'Add Selected Items to Working Set'
3. **Show Alert Details**
    a. Click the arrow at the beginning of a result row to expand and show alert description and message

Review Exception Search

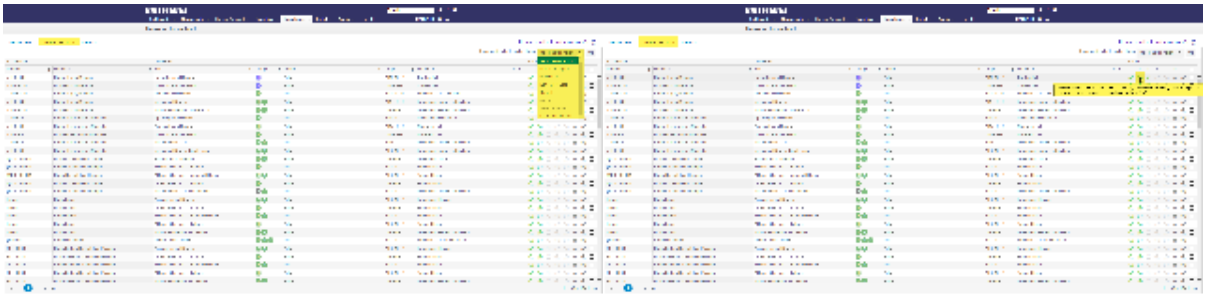
The review alert search is similar to the review search, but with slightly different criteria and results information

1. **Search Criteria**
    a. Status - defaulted to Open
    b. Exception Category
    c. Assignee - includes individual users and groups
    d. Trigger - search by Alert name
    e. Review Type - i.e. Initial or Recurring, Admin or Investment (or other Review Type such as Specialty Asset)
    f. Account Group - search by account group, including dynamic account groups
    g. Due Date - the date the alert should be completed (enter start and end dates)
    h. Account Name / Code
    i. Reset Button - reset the search criteria (note: if you came to the page via 'Recent Search,' reset will go to that search criteria instead of the blank search criteria)
    j. Search Button - click this button or press the enter key to perform a new search
2. **Search Results, Indicators, and Actions**
    a. '1st' (initial review) - has a checkmark if this alert is on an initial review
    b. V (view) - view / edit the alert (alert will open within its containing review)
    c. M (move to working set) - click the ⊕ to move the alert to the working set
    d. (checkbox) - select multiple or all results, then click 'Add Selected Items to Working Set'
3. **Show Exception Details**
    a. Click the arrow at the beginning of a result row to expand and show additional exception info

Compliance Management - Bulk Actions

Review Bulk Actions

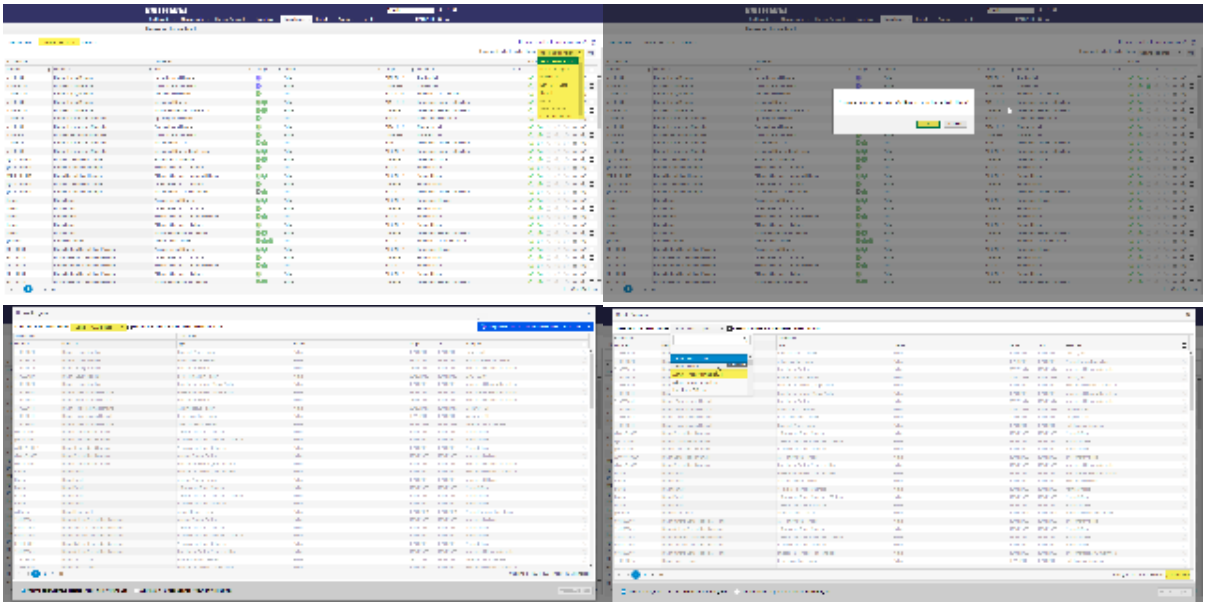
- On all search screens, items can be added to the working set to retain that list of reviews after logging out, and to perform bulk actions
- Bulk actions are listed in the working set grid under the 'Actions' section and indicate whether the action can be taken on that item. The following bulk actions are available for Reviews

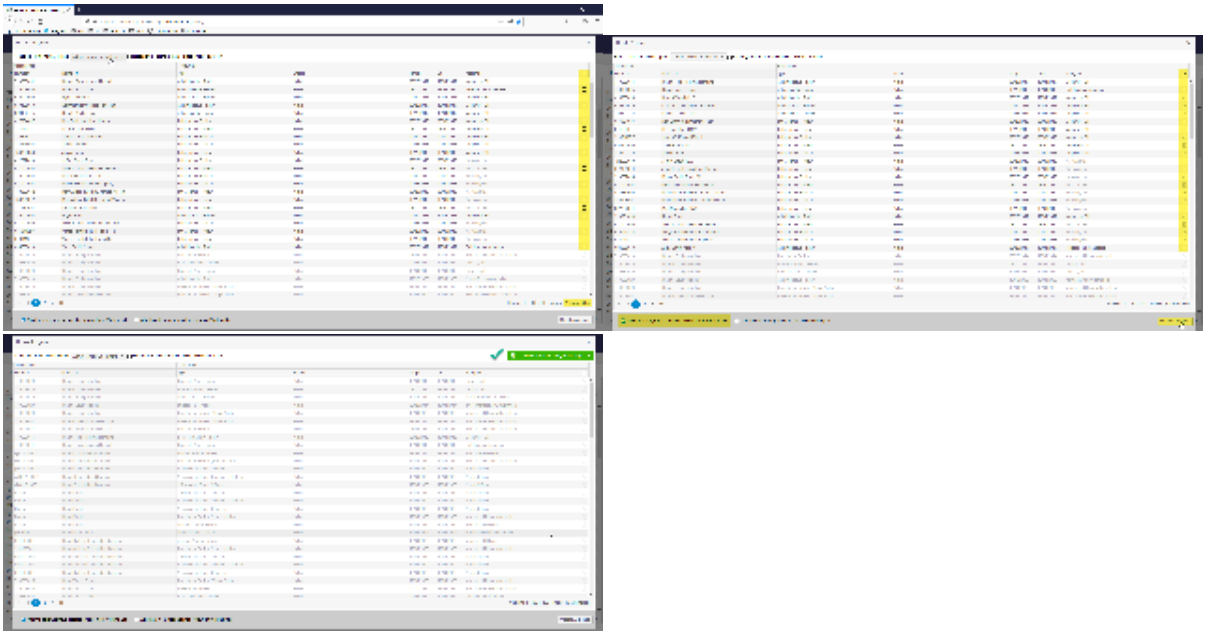


- **U - Bulk Update Assignee** (on active, rejected, or failed reviews)
- **T - Bulk Edit Target Date** (on active, rejected, or failed reviews)
- **S - Bulk Submit Reviews** (on active, rejected, or failed reviews that are eligible for (re-)submission)
- **A - Bulk Approve Reviews** (on reviews pending approval with no rejected alerts)
- **R - Bulk Reject Approved Reviews** (on reviews approved less than 60 days ago)
- **(N/A) - Mark for QC** - this bulk action is not shown in the working set as it is only applicable to the QC Administrator
- V - View Review (not a bulk action)
- D - Remove Review from Working Set (not a bulk action)
- Note: If no items are selected in the Working Set, all items will be chosen for Bulk Action by default

Example Bulk Action - Bulk Update Assignee

- Select Bulk Action and click Go
- If no items are selected, the system will prompt on whether to include all
- Bulk Update Assignee requires selection of an Assignee
- The list of Assignees will include any user or group that is eligible to be assigned items in the grid
- Once an Assignee is selected, eligible Reviews will be enabled and selected by default
- Any ineligible reviews will remain disabled
- Set Working Set Behavior - determine how the working should behave once the bulk action is complete.
    - After the action, removed updated reviews from working set (any reviews not updated remain in working set)
    - After the action, keep updated reviews in the working set (do not remove any reviews from the working set)
- After action is complete, you can reassign more reviews or close the bulk action





Alert & Exception Bulk Actions

Available Alert Bulk Actions:

- **U - Bulk Update Assignee** (alerts on active, rejected, or failed reviews)

Available Exception Bulk Actions (for open and awaiting validation exceptions):

- **U - Bulk Update Assignee**
- **C - Bulk Close Exceptions**
- **D - Bulk Change Due Date**

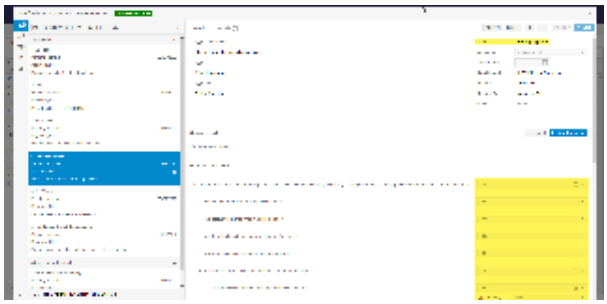
These bulk actions follow the same workflow as the review update assignee bulk action above.

Working on Reviews Post-Submission

Workflow topics covered on this page:

Rejecting a Review (Approver Workflow)

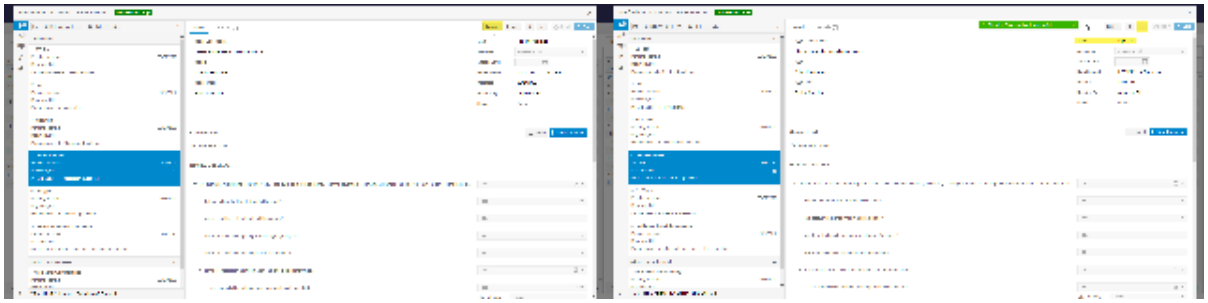
- Once a Review is submitted, it moves into 'Pending Approval' status, as do all Alerts
- While alerts are in Pending Approval, they are not editable, but a comment can be added



- Each alert must be marked as either approved or rejected
- If there are one or more alert in rejected status, the user must reject the review
- When the review is rejected, alert statuses remain in rejected or approved and the submitter must only resubmit alerts in rejected status

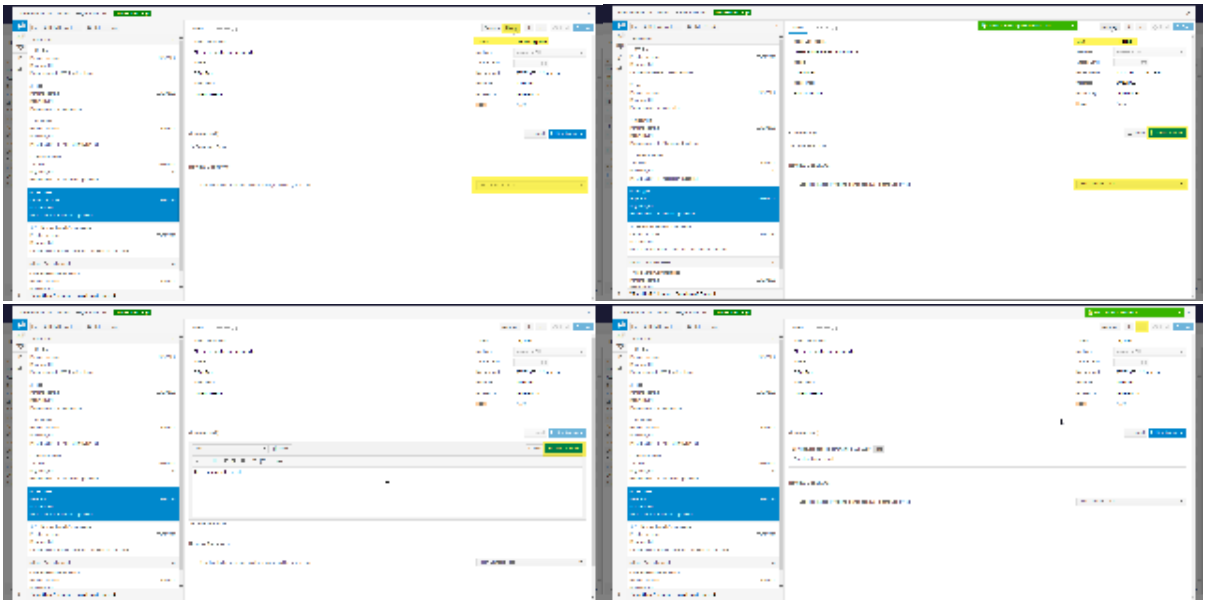
Approving an Alert

- To approve an alert, click 'Approve' and the alert will display a status update message
- You can leave a comment if necessary (comment will only display on approved report, not submitted report)
- You can click the down arrow to move to the next alert
- If you approve an alert by accident, you can simply click 'Reject' to reject the alert



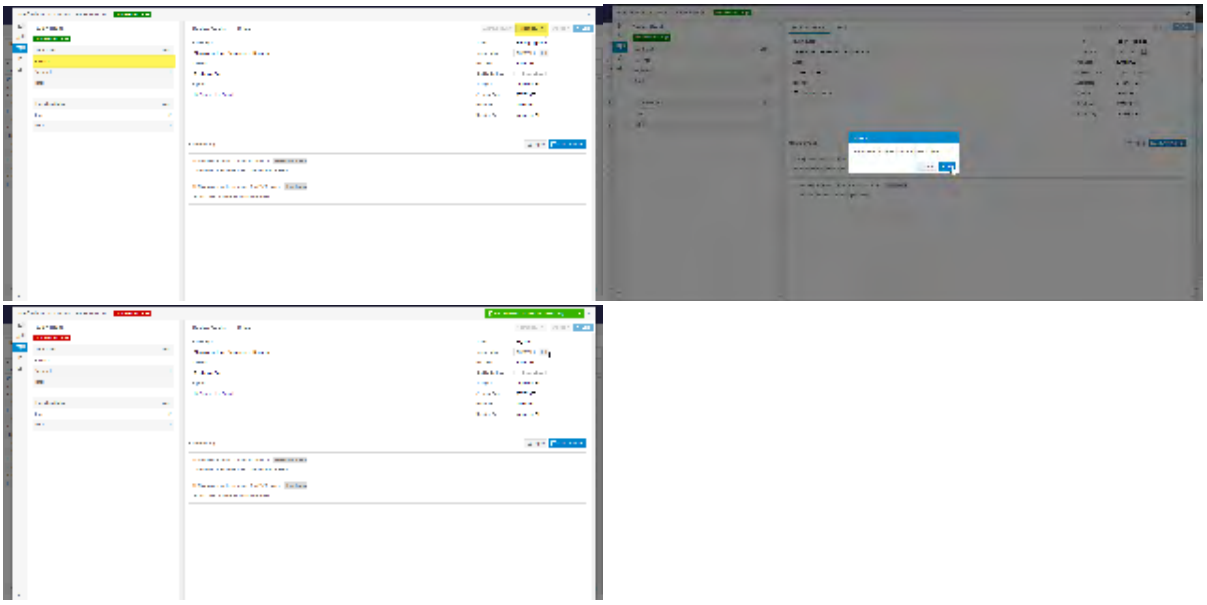
Rejecting an Alert

- To reject an alert, click 'Reject' and the alert will display a status update message
- Add a comment to indicate why the alert was rejected
- The alert is now editable, and you can make edits to the alert immediately, or wait to reject the review and have the submitter address the issues
    - NOTE: You will need to reject and resubmit the review for any comments or changes to show on the submitted report. All changes will be captured in the approved report
- You can click the down arrow to move to the next alert
- If you reject an alert by accident, you can simply click 'Approve' to approve the alert



Rejecting the Review

- Once all Alerts are Approved and Rejected (none remain in Pending Approval), if there is at least one Rejected Alert, the Review must be Rejected.

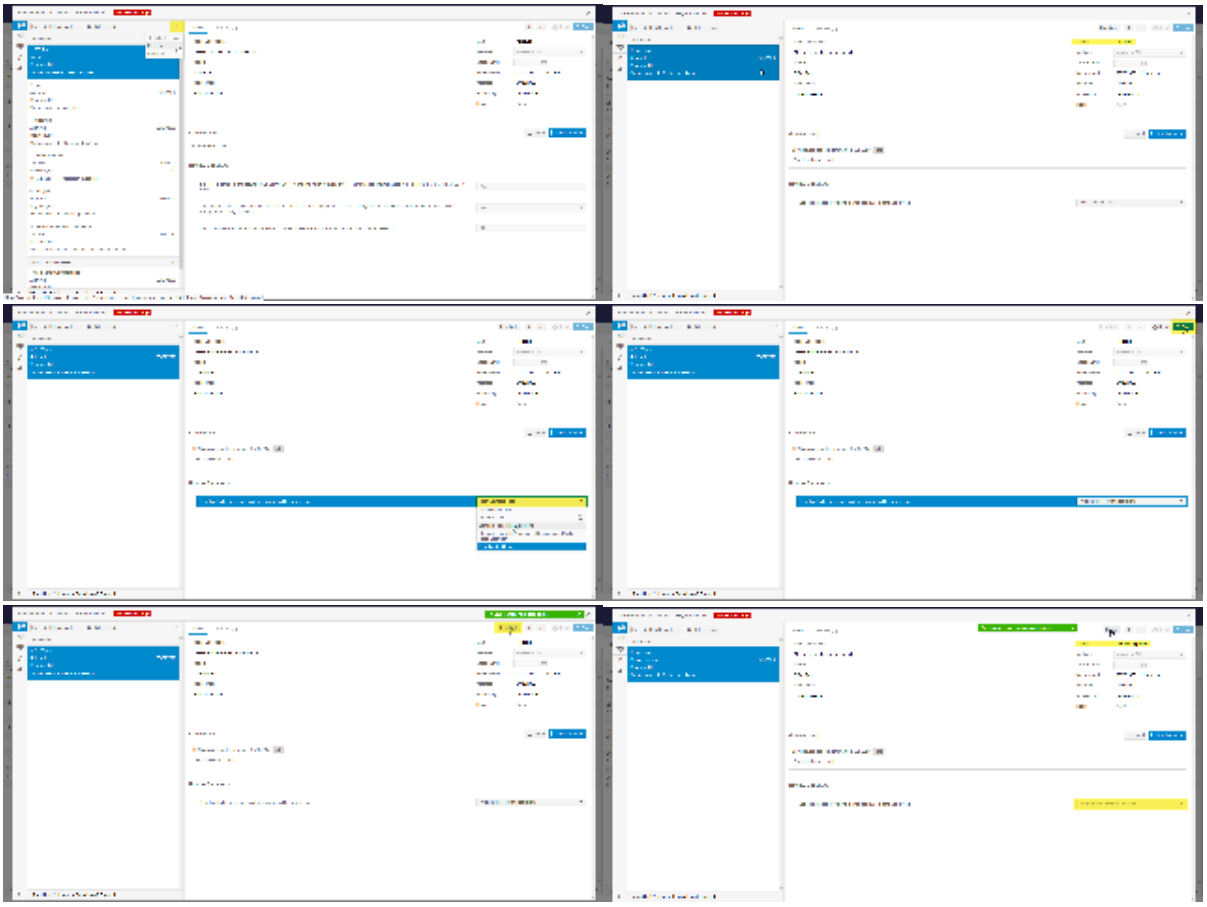


Resubmitting a Review (Submitter Workflow)

Once a Review is Rejected, the Submitter must only address any Alerts that were Rejected during the Approval process

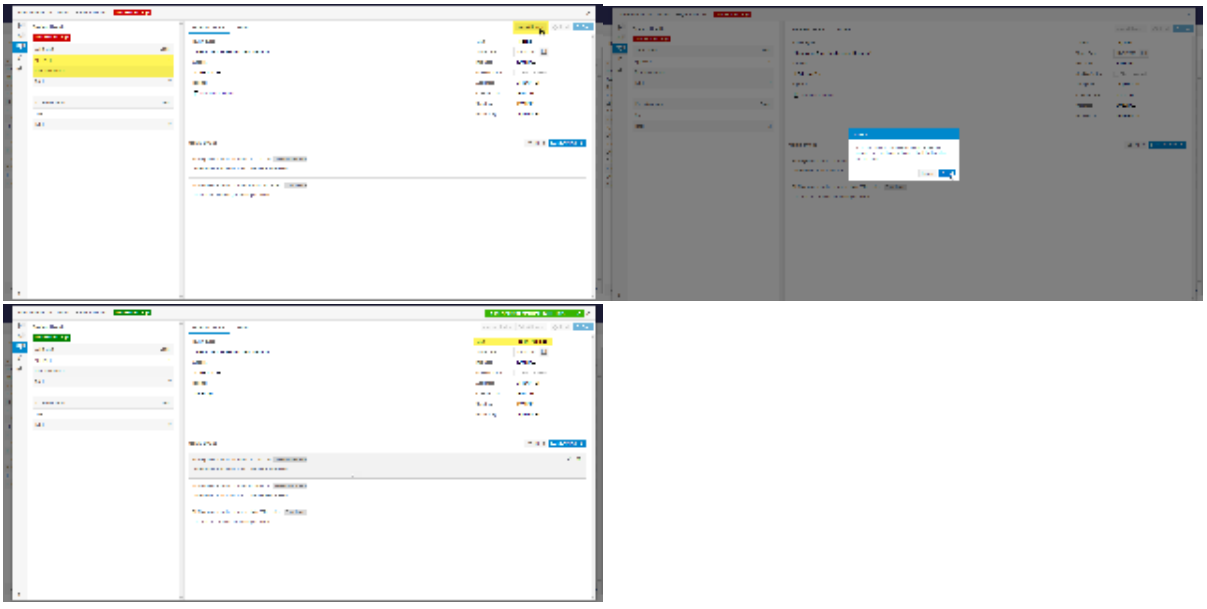
- Click the filter icon to filter on rejected alerts
- Within the rejected alert, fix the issue indicated by the approver and click 'Save' to save changes. You can also add a comment if necessary.
- Once the alert is fixed, click 'Resubmit' to resubmit the alert and change the status to Pending Approval
- The alert in pending approval will not be editable - but if you made a mistake, you can reject the alert again to continue work before resubmitting the review
- You can use the down arrow to move through and address all of the rejected alerts

Addressing Rejected Alerts

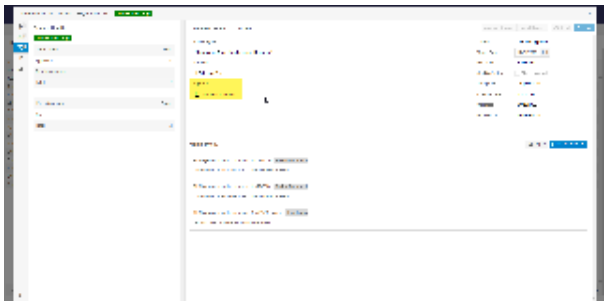


Resubmitting the Review

- When all Rejected Alerts are moved to Pending Approval, the review can be Resubmitted

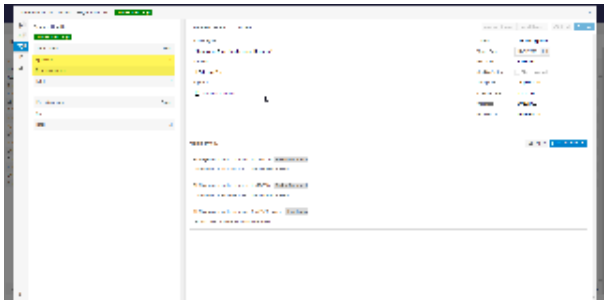


- A new submitted report will generate, but it will take a minute to process, so you will need to close the review and re-open if you'd like to see it immediately

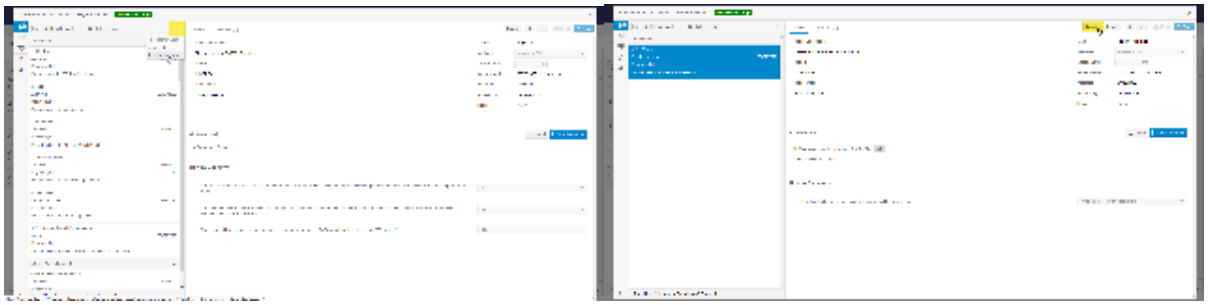


Approving a Review (Approver Workflow)

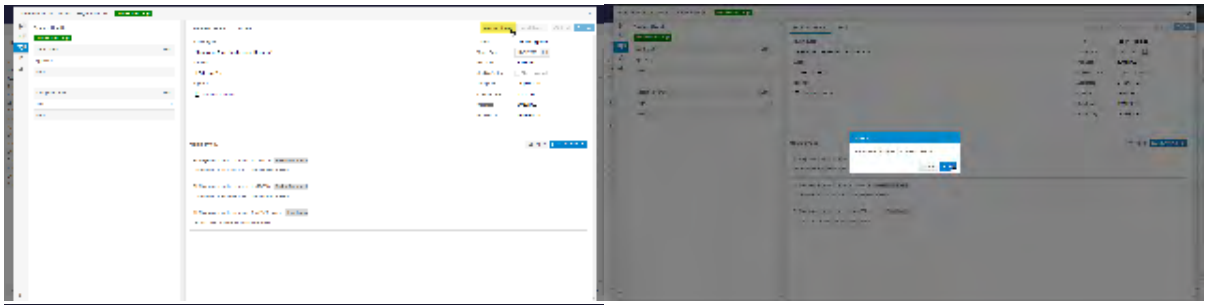
- If the review was previously rejected and resubmitted, the alerts which had been resubmitted are now in pending approval, and any alerts which were already approved prior to the rejection are still marked as approved and do not require additional review
- If the Review was Submitted for the first time, all Alerts will be in Pending Approval and require Approval (see Approving an Alert above)

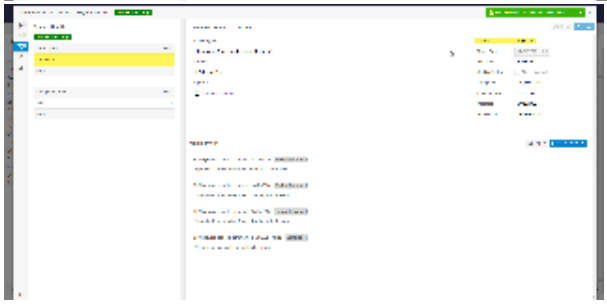


- After a re-submission, click the filter icon to filter on 'pending approval' alerts
- On each alert, if the work is correct, click 'Approve'
- You can use the down arrow to navigate between alerts

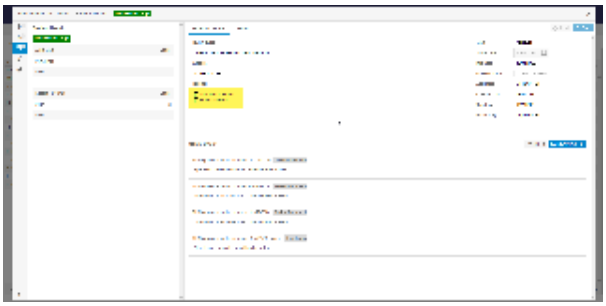


- Once all Alerts are Approved, the review can be Approved, and all Alerts move to Completed





- If configured, an approved report will generate, but it will take a minute to process, so you will need to close the review and re-open if you'd like to see it immediately

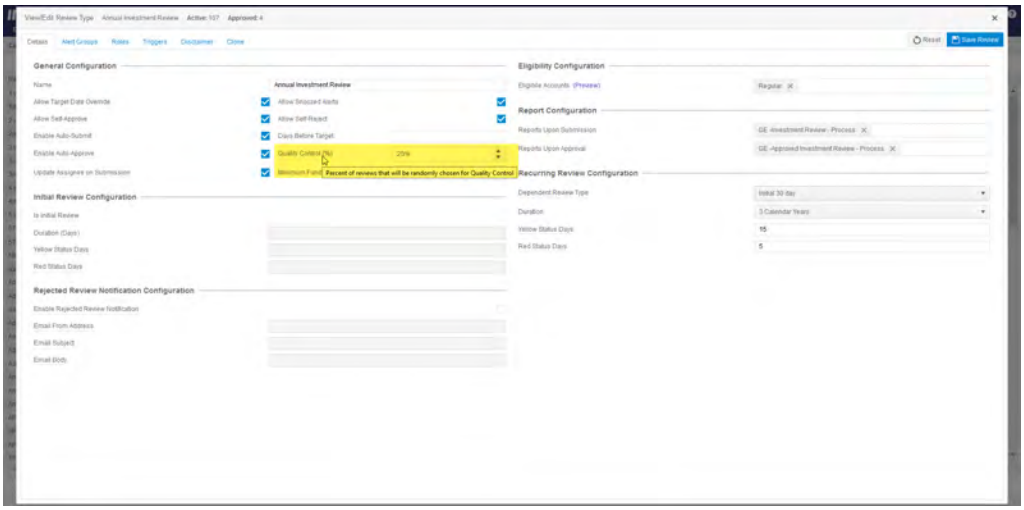


Quality Control

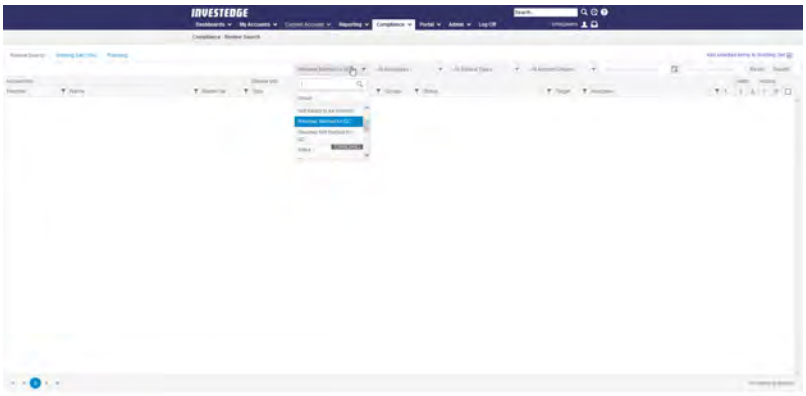
Quality Control is a new process that allows the firm to have a random percentage of all reviews of a certain review type go through a second review process.

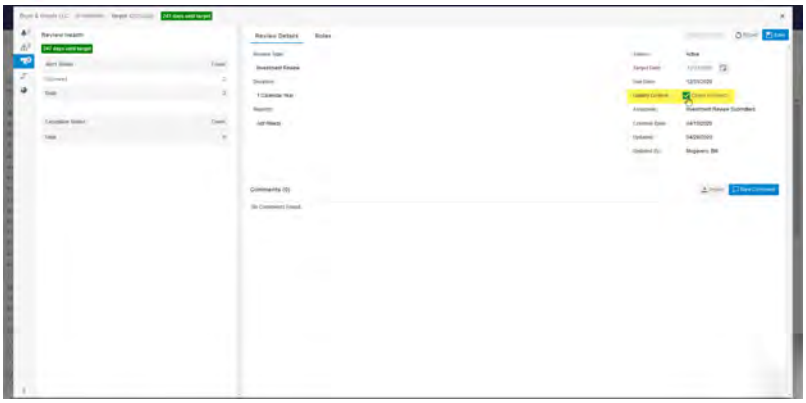
Managing Quality Control

- Quality Control is configured on the Review Type Config screen within a review type
- Reviews are selected for quality control upon seeding, but this status is not visible to users until the review is submitted
- The selected percentage will apply to all future seeded reviews and will not impact currently seeded reviews



- The Quality Control Administrator has special search options to view Reviews that are or are not marked for QC, and may mark additional reviews for QC via bulk action
- The Submitter may also mark a Review for QC at the time of Submission





QC Workflow

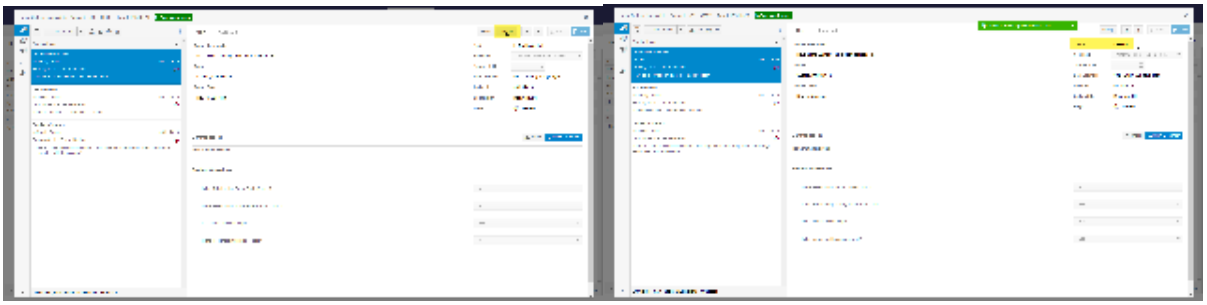
- Once a Review is submitted, if it has been marked for QC, instead of moving to 'Pending Approval' status, it will move to 'In Quality Control' Status
- The Quality Controller workflow directly mirrors the Approver workflow (with 'In Quality Control', Failed, and Passed in place of 'Pending Approval', Rejected, and Approved, respectively)

Failing a Review (QC Workflow)

- Once a Review is submitted, if marked for QC, it moves into 'In Quality Control' status, as do all Alerts
- While alerts are In Quality Control, they are not editable, but a comment can be added
- Each Alert must be marked as either Passed or Failed
- If there are one or more Alert in Failed status, the user must Fail the Review
- When the Review is Failed, Alert statuses remain in Failed or Passed and the Submitter must only Resubmit Alerts in Failed status

Passing an Alert

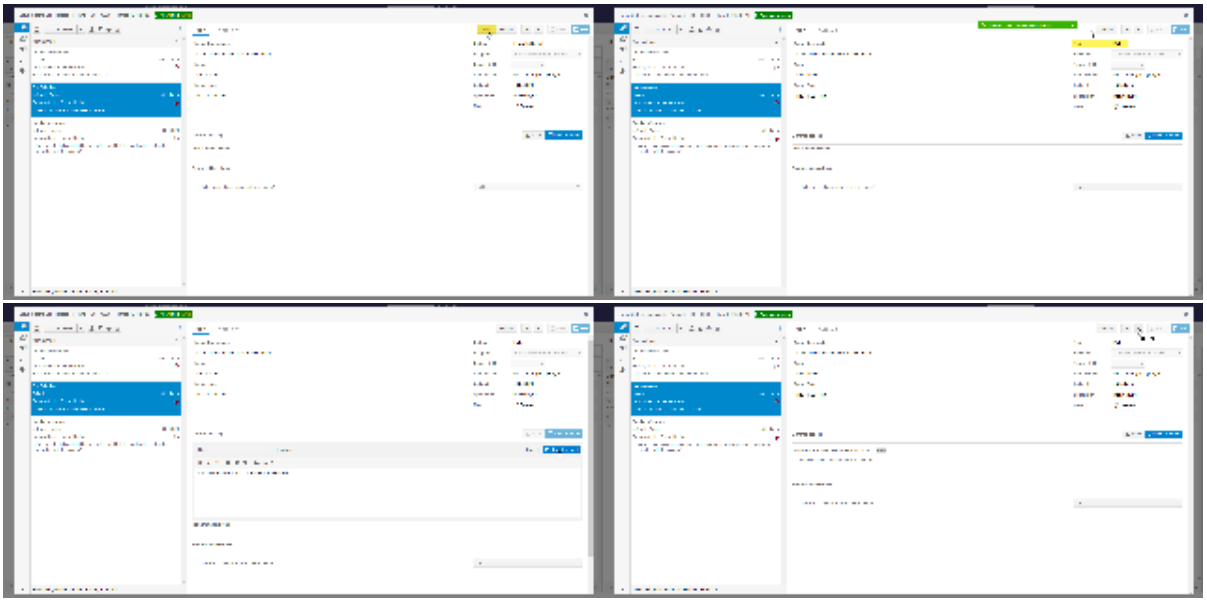
- To pass an alert, click 'Pass QC' and the alert will display a status update message
- You can leave a comment if necessary (comment will only display on approved report, not submitted report)
- You can click the down arrow to move to the next alert
- If you pass an alert by accident, you can simply click 'Fail QC' to fail the alert



Failing an Alert

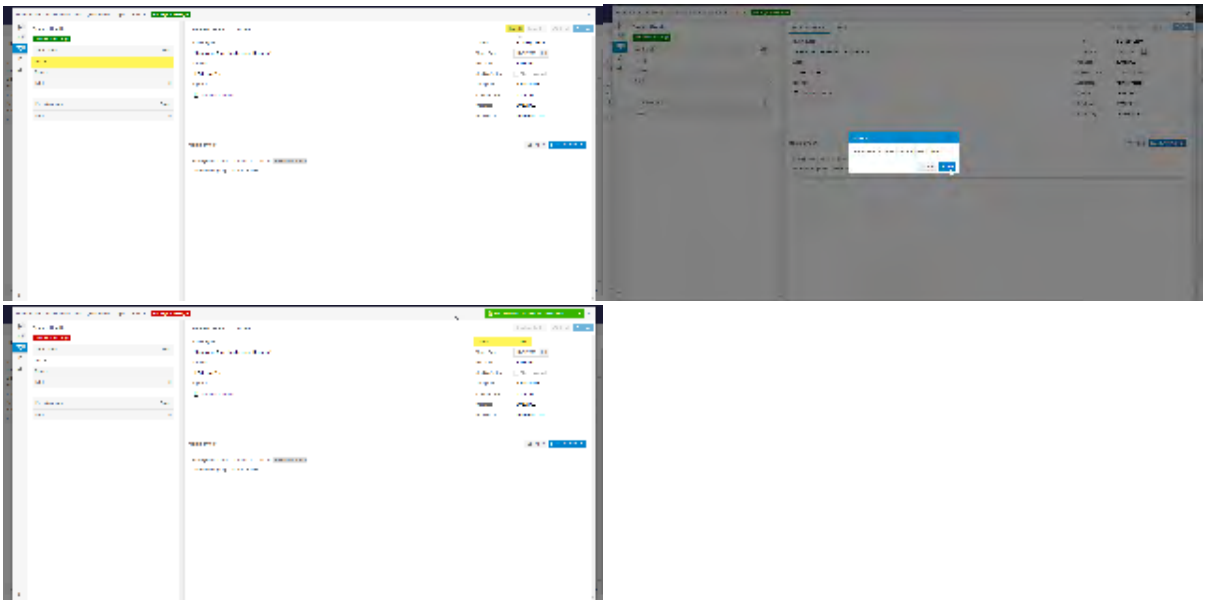
- To fail an alert, click 'Fail QC' and the alert will display a status update message
- Add a comment to indicate why the alert was failed
- The alert is now editable, and you can make edits to the alert immediately, or wait to fail the review and have the submitter address the issues
    - NOTE: You will need to fail and resubmit the review for any comments or changes to show on the submitted report. All changes will be captured in the approved report

- You can click the down arrow to move to the next alert
- If you fail an alert by accident, you can simply click 'Pass QC' to pass the alert



Failing the Review

- Once all alerts are passed and failed (none remain 'In Quality Control'), if there is at least one failed alert, the review must be failed.
- In the Reviews tab, click 'Fail QC' to fail the review

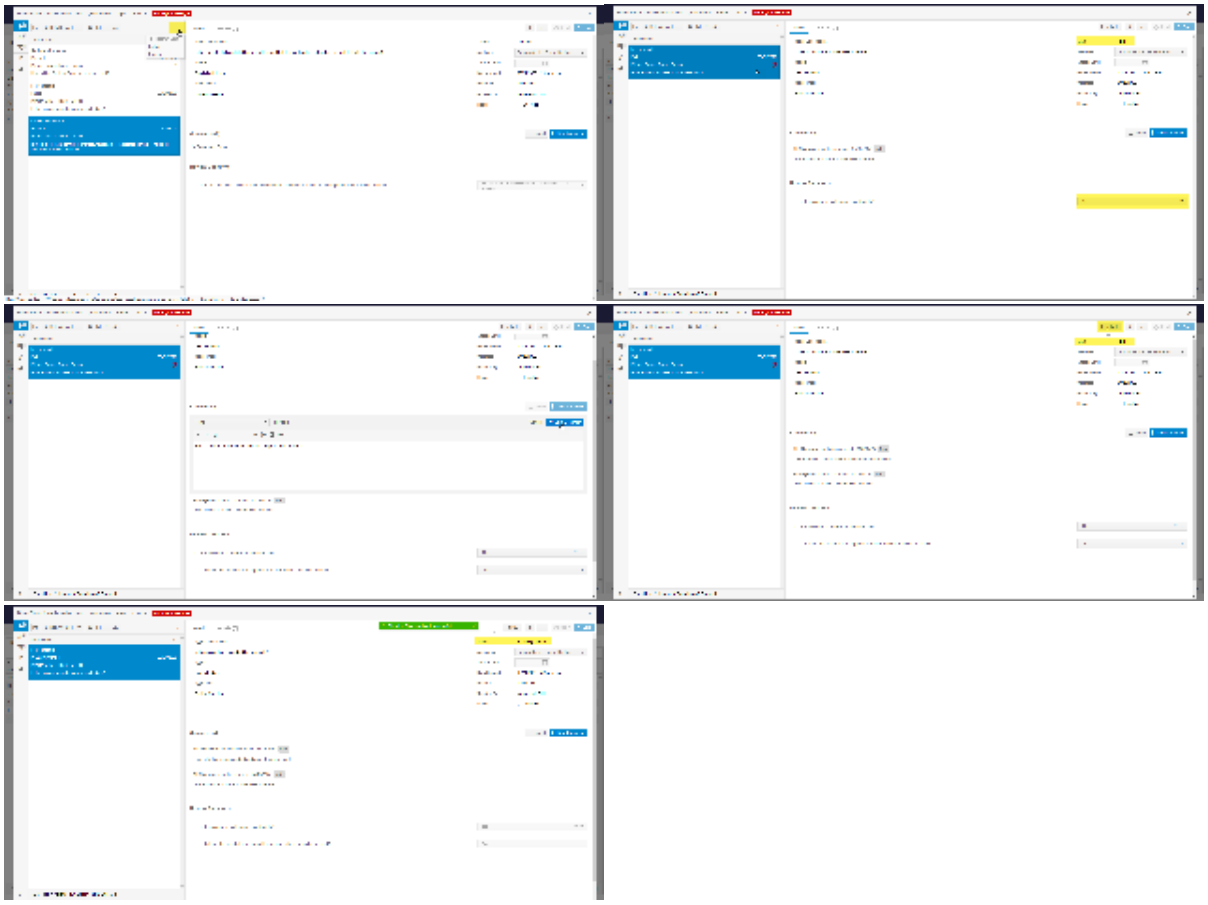


Resubmitting a Review (Submitter Workflow)

Once a Review is failed, the Submitter must only address any alerts that were failed during the quality control process

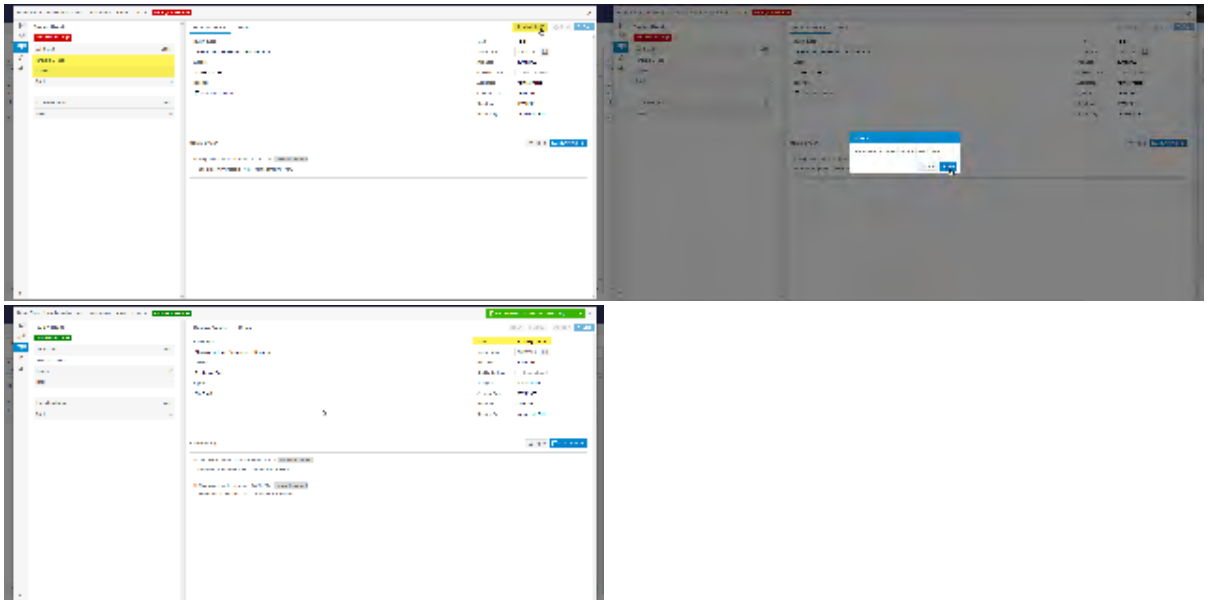
Addressing Failed Alerts

- Click the filter icon to filter on failed alerts
- Within the failed alert, fix the issue indicated by the quality controller and click 'Save' to save changes. You can also add a comment if necessary.
- Once the alert is fixed, click 'Resubmit' to resubmit the alert and change the status to 'In Quality Control'
- The alert in quality control will not be editable - but if you made a mistake, you can fail the alert again to continue work before resubmitting the review
- You can use the down arrow to move through and address all of the failed alerts

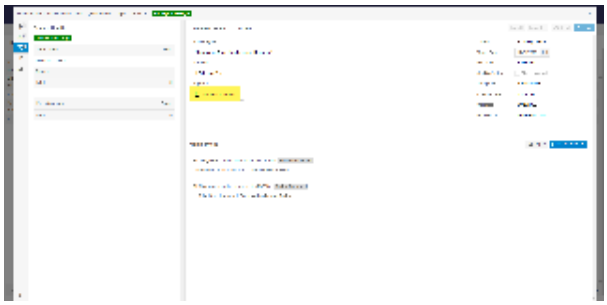


Resubmitting the Review

- When all failed alerts are moved to 'In Quality Control', the review can be Resubmitted

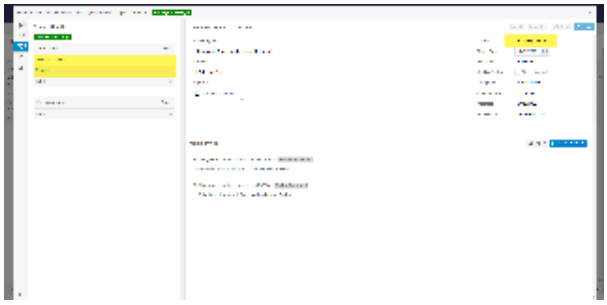


- A new submitted report will generate, but it will take a minute to process, so you will need to close the review and re-open if you'd like to see it immediately

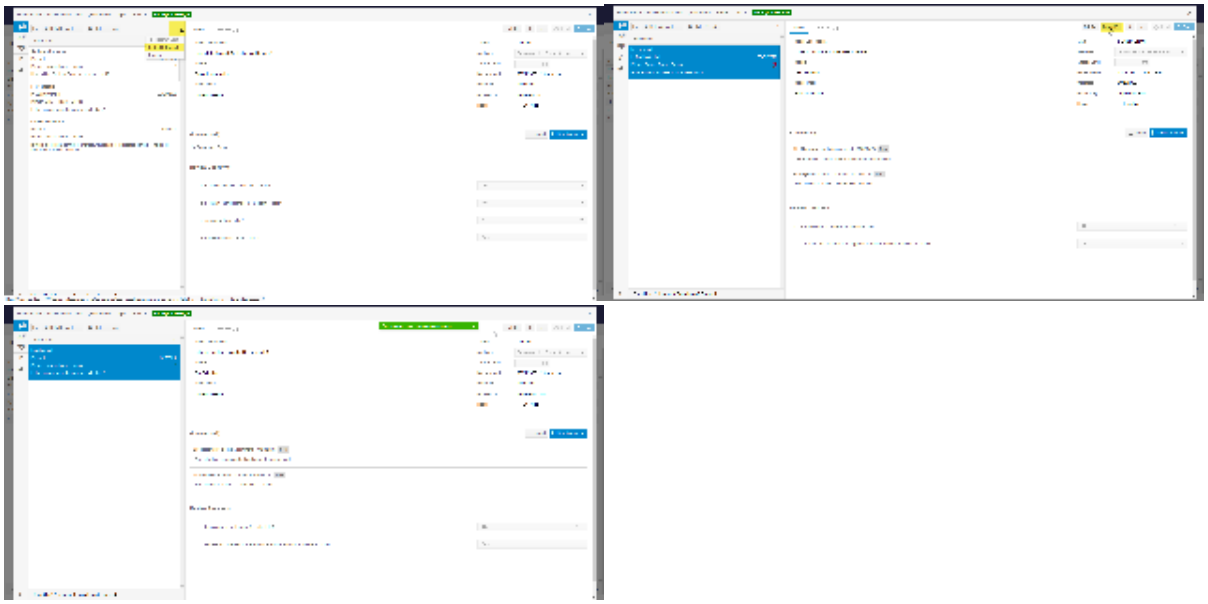


Passing a Review (QC Workflow)

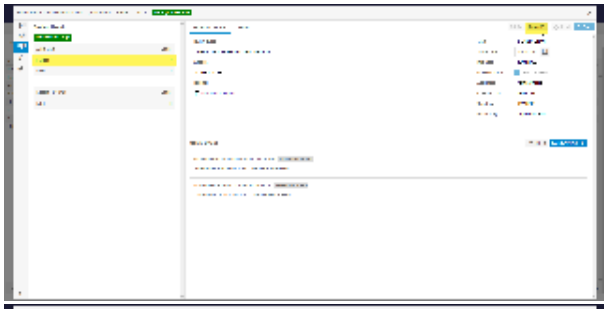
- If the review was previously failed and resubmitted, the alerts which had been resubmitted are now in quality control, and any alerts which were already passed prior to the failing are still marked as passed and do not require additional review
- If the review was submitted for the first time, all alerts will be in quality control and require passing (see passing an alert above)

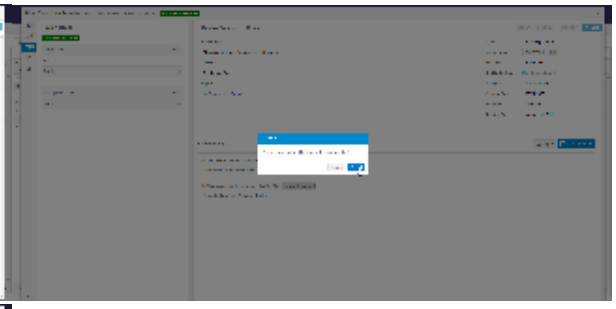


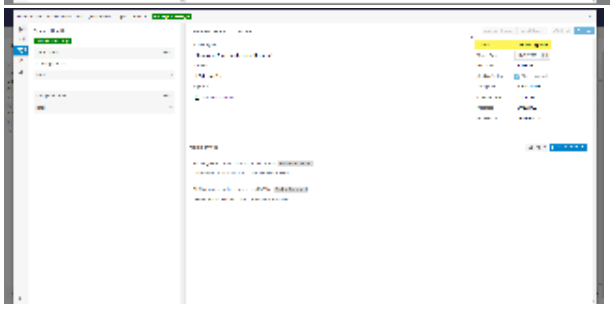
- After a re-submission, click the filter icon to filter on 'pin quality control' alerts
- On each alert, if the work is correct, click 'Pass QC'
- You can use the down arrow to navigate between alerts



- Once all Alerts are Passed, the review can be Passed, and the review and all alerts move to pending approval
- No additional report will generate upon the completion of QC. If configured, the review may auto-approve after QC and an approved report will generate at the time of approval







Working on Review Exceptions

Creating Review Exceptions

Review exceptions are created as part of the alert workflow during review completion. Please see Adding Review Exceptions on the active review workflow page.

General Information about Review Exceptions

Workflow Information

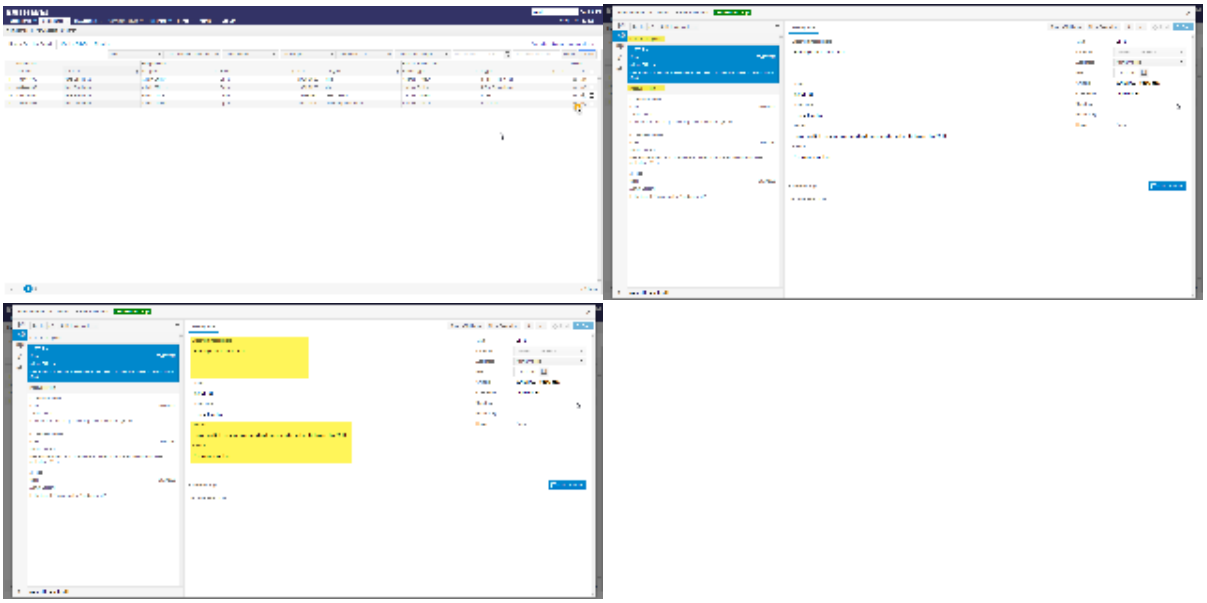
- Review exceptions are created from alert questionnaires, and the exception is tied to the specific alert, question, and answer on which it was created
    - If an alert question is answered in the same way two years in a row, there will be two review exceptions, one that ties to the first year's alert, and one that ties to the second year's alert
    - If an exception is created from an alert, question, and answer, and then the same question is answered differently the following year, this does not close or update the existing exception
- Please note that it is a good practice to always review the exceptions prior to submitting or approving a review

Display Information

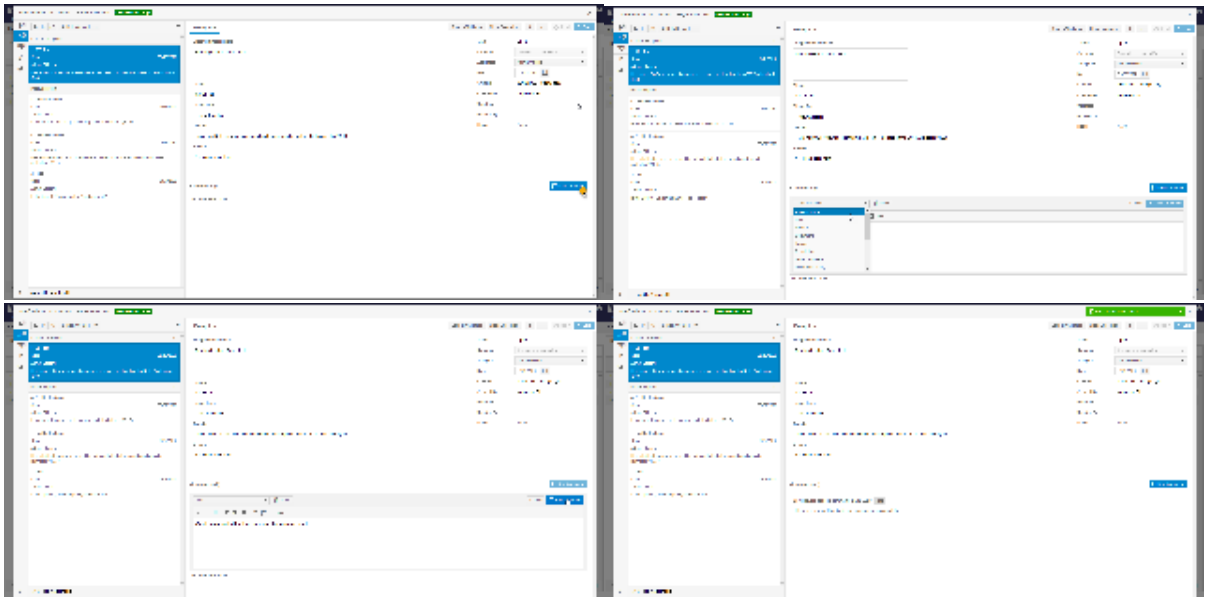
- The exceptions are found under the exceptions drawer in the review modal, and clicking the eye icon from the exception search will navigate you to the exception you selected
- Exceptions are displayed in two groupings:
    - Current Exception - exceptions created during the current review cycle
    - Past Exception - exceptions created during the a prior review cycle
- All past exceptions will display in the review modal, including closed exceptions. However, closed past exceptions will not appear on the submitted report

Working on Review Exceptions - Exception Worker

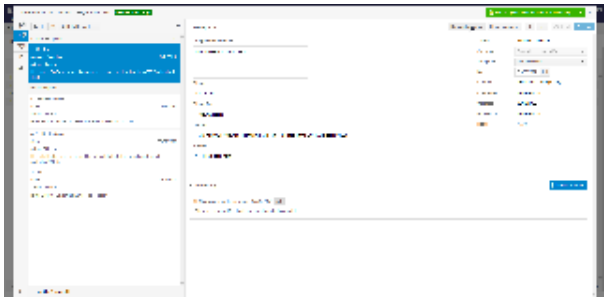
- You can search for exceptions on the 'Review Exception Search' screen under the compliance tab, and clicking the eye icon will open the exception in the Active Review
- The exceptions are found under the exceptions drawer in the review modal, and clicking the eye icon from the exception search will navigate you to the exception you selected
- Important exception information including the Q&A and description will carry forward from the alert upon exception creation



- In order to complete work on the alert, add a comment with any relevant information or attachments

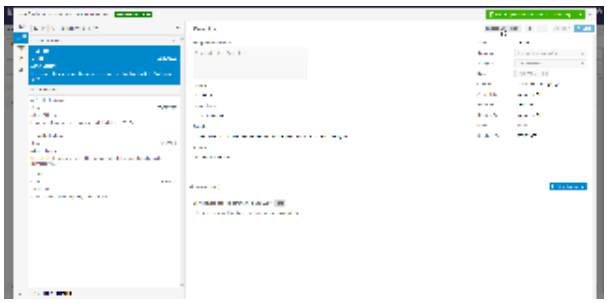


- Once the appropriate documentation is complete, click 'Send to Validation' to send the exception to 'Awaiting Validation'
- The exception can be re-opened by clicking 'Re-open Exception'



Working on Review Exceptions - Exception Administrator

- Once the exception is in 'Awaiting Validation', an Exception Administrator must close the exception
    - This can also be performed via bulk action
- Once the exception is Closed, only the Exception Administrator can re-open the exception

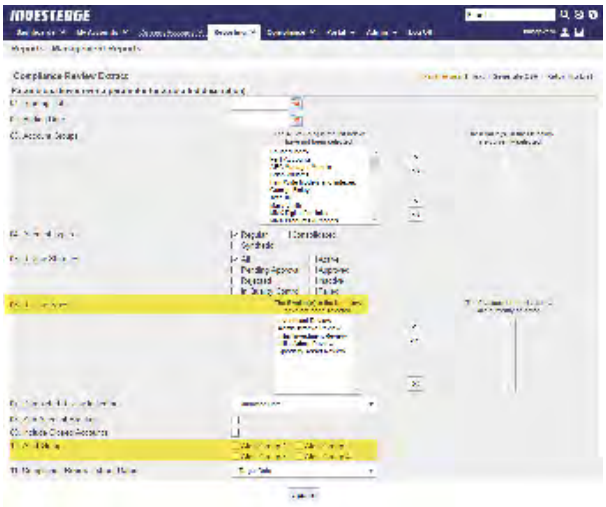


Reporting & Oversight

Management Reporting

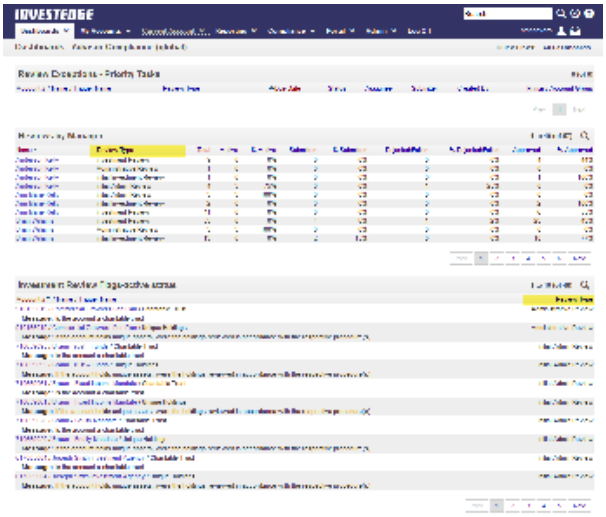
There are now 4 standard compliance management reports available as Excel spreadsheets. These reports remain in Reporting / Management Reports and have been updated with parameters to select which Review Types to use when running the report.

- Compliance Review Extract
- Compliance QC Extract
- Compliance Alert Extract
- Compliance Review Exception Extract



Dashboards

Widgets have been updated to account for Review Types, which is now a parameter across all Compliance Widgets and can be configured in the Admin section. The existing Admin/Investment versions of each Widget have been combined into a single Widget with Review Type as a parameter. On the Dashboards, the major difference is that Review Type now displays on each Widget.



Glossary

This table defines CMOM terms and notes the legacy compliance term if the name has changed. This chart is in alphabetical order by CMOM term.

Term	Description	Legacy Name
Alerts	An Alert is a task on a review. On administrative-style reviews, these are questions or sets of questions to be answered on each review. On investment-style reviews, these are triggered when an account breaks a configured investment trigger, such as an asset allocation variance, over-concentrated positions, or holding bonds below investment grade.	Review Triggered Flags
Account Alerts	Account Alerts run separately from the Review process and are *not* associated with a review. An example is the New Account Alert, which identifies accounts that do not yet have a review.	Account Triggered Flags
Alert Group	An Alerts Group is simply a group of alerts, or tasks, that allows you to combine alerts to be worked on by different Teams within your firm. For example, you may have an alert group for relationship manager tasks, an alert group for middle office tasks, and an alert group for specialty asset review.	N/A
Review Target Date	The target date can be used by firms for workload balancing and can be anytime between review creation date and regulatory due date. On initial reviews, this date is set a certain number of days from when the review seeds (typically 30-90 days), and on annual reviews, this date carries forward year-to-year. Firms can update the target dates using the bulk action functionality or update it on a single review.	Due Date
Review Due Date	The regulatory due date of a review. This is typically the end of the year on all calendar-year duration reviews (i.e. 1 year, 2 year, etc.) For an initial review, this date is the end of the month of the target date. This regulatory due date cannot be changed.	Max Due Date
Dynamic Account Group	Dynamic Account Groups allow you to define a list of criteria that must be met for an account to automatically be included or excluded from the group. These account groups are maintained by the system and updated nightly when the system is offline. Dynamic Account Groups can be added to a review type or a trigger to indicate that the accounts in that group are eligible for the review or alert, respectively.	Review Seeding Dataload Logic & Watch Criteria
Initial Review	An Initial Review occurs when a new account eligible for reviews meets funding criteria (if applicable). The initial review is typically 3-90 days in duration. Consolidated accounts do not seed initial reviews.	N/A
Quality Control	Quality Control allows for a streamlined approval / second reviewer process. On each review type, you can specify the percentage of reviews to be randomly selected to receive a Quality Control approval. For example, on low risk reviews, only 10% may need to receive secondary approval, but on high risk reviews, 100% should get a second look. The Quality Control algorithm will pick reviews for a second look, and the algorithm uses true randomization, so people completing the review will not know if their review will be selected, regardless of if it was selected last year.	N/A
Recurring Review	A recurring review is seeded when an initial review is submitted. This is often synonymous with the annual review, but may be on a longer cycle such as a 2-year or 3-year cycle. The target date is set to one year after the initial review's target date (for annual reviews). Consolidations will seed their first recurring review when at least one sub-account is eligible to receive a review.	N/A
Review Exception	A review exception is a record in the system used to force follow-up of open issues from an alert. Review exceptions will generate when the question tree is answered in a way configured to require an exception. The user can choose a category and provide a description, and then the exception can be monitored either as part of, or independently of the review. Exceptions will carry forward to the next review cycle if they are not closed prior to review submission.	Monitored Exception
Review Group	A group of users with the same or similar roles that are responsible for a similar task. Review groups are used to assign a specific piece of work in the review to a group of users.	N/A
Review Type	Review Types can be used to configure different types of Review based on business needs. Typical business decisions around Reviews could be the duration of the review (Calendar Year, 2-year, etc.), the content of the review (Administrative v Investment), or based on different account types (Irrevocable, Revocable, Custody, etc.). You can configure the alerts, or tasks, that are associated with the review to ensure that users only see relevant tasks on each review.	N/A
Review Type Role	On each review type, Review Type Roles are used to specify which review (user) groups can perform which actions on the review. These roles are specific to a review type - for example, you can configure one review group to be the admin review submitters, and a different review group to be the investment review submitters.	System Rights - limited to Admin and Investment configuration
Smart	Smart Statuses are a pre-determined filter that enables you to more easily narrow your search results without having to select multiple search filters. These are available for Reviews and Alerts.	N/A

Statuses		
Triggers	The configuration to trigger an alert on a review is, unsurprisingly, called a trigger. Triggers provide you with the ability to set pre-configured parameters that can be used to monitor different account conditions or generate administrative tasks. Triggers are run every night and update the review alerts with the latest information (on admin alerts, there are typically no updates).	Global Flags /Watches