

## Case Study



### National Bank

#### AML Manager Automates Compliance Processes for Texas Bank

Challenged by manual processes and paper reports, National Bank sought an easier way to monitor transactions and suspicious activities. The bank needed an efficient solution to help it comply with the USA PATRIOT Act and satisfy OFAC and FinCEN requirements.



At National Bank, complying with anti-money laundering regulations used to involve “mountains of paper,” says Tammie Clover, who is responsible for assisting with Bank Secrecy Act compliance. Implementing AML Manager for Precision® changed that. “Now, all transactions are centralized for us,” she notes. The solution consolidates information into one location and simplifies risk analysis.

#### Continuous Transaction Monitoring

“We like how AML Manager provides continuous monitoring, which wouldn’t be feasible if we did this manually,” states Clover. The Fiserv solution provides efficient and intelligent transaction monitoring based on behavioral profiling and peer group analysis and rules. The software creates alerts for only those transactions with the highest degree of risk, minimizing the number of false positives.

In response to an alert, the team at National Bank can quickly drill down for more detailed information to reveal possible suspicious networks or associations. “The investigation and link-analysis tools enable us to get a complete picture of the business dealings of a particular client, which is helpful,” notes Clover.



#### Client Profile

Gatesville, Texas, is home to \$467-million National Bank, formed in 1886 to meet the financial needs of farmers, livestock producers and business people.

At the bank’s seven convenient locations, “Trust means everything.” The TRUSTPlus brand of service results from 120 years of leadership as a central Texas community bank, and reflects the bank’s commitment to being an excellent community business partner. The organization believes community banks are the lifeblood of a stable economy. Leadership is local, available and involved. National Bank is owned by National United Bancshares, Inc.

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## Customizable Workflow and Case Management

An end-to-end best-practice workflow can be tailored to the bank's specifications, and includes checklists, alert assignments and routing. According to Clover, "The customizable workflow also enables us to see where more or less monitoring is required, which further increases our efficiency."

With the solution's built-in case management system, suspicious cases can be easily tracked, prioritized and managed. The system automates reporting and records an audit trail with a case history and detailed log of actions taken and reports filed. Clover says, "The automation is great—from the OFAC and 314(a) FinCEN checks, to keeping a timeline of suspicious activities, to generating currency transaction reports (CTRs) for automatic filing. And as a result of electronic filing, we've seen fewer errors during audits and CTRs."

## Flexibility, Integration and Support

Because regulation and risk often change, the software's flexibility is also extremely important. The bank can easily adjust to changing rules and business practices. Integration with other Fiserv solutions such as Integrated Teller is another feature the team at National Bank values.

Finally, the personalized training and support they receive from Fiserv has been outstanding. "The representatives have been absolutely wonderful. As a result, we've learned about many valuable aspects of the software," adds Clover. "They are very responsive and helpful with any questions we have."

## Challenge

Faced with manual, paper-based processes, National Bank wanted to simplify compliance with financial crime reporting requirements. The bank sought an anti-money laundering solution that would efficiently organize the monitoring, investigating and reporting of suspicious activities.

## Solution

The bank selected AML Manager for Precision, which uses powerful prevention and detailed tracking tools to cover a range of anti-money laundering compliance processes. The solution monitors all customer and account data, as well as OFAC and other watch lists, delivering accurate and prioritized desktop alerts. Advanced drill-down and link analysis can uncover suspicious networks and associations.

## Proof Points

National Bank experiences many benefits from using AML Manager:

- Time savings stemming from automation
- Enhanced monitoring of transactions
- Increased efficiency as a result of centralized data, a customizable workflow and fewer paper reports
- Reduced errors due to electronic filing
- Flexibility to accommodate new risk areas and rules
- Integration with other Fiserv solutions
- Outstanding training and support provided by Fiserv professionals

## Connect With Us

For more information about AML Manager for Precision, contact us at 605-362-1260 or visit [www.precision.fiserv.com](http://www.precision.fiserv.com).