FAISapp

SILVERBRIDGE

Digitise, Automate and Streamline your FAIS Fit & Proper and Complaints processes!

About our FAISapp

A powerful tool developed for FSP's that allows for the elimination of manual processes through digitisation and automation. Compliance Officers, Key Individuals, Reps and responsible persons are empowered to maintain and manage internal systems and monitoring mechanisms specific to FAIS Fit & Proper requirements ensuring adherence to BN194/2017.

Our Complaints Management solution is aligned to TCF outcomes and with dynamic reporting capabilities you will always have your finger on the pulse of your business in terms of customer satisfaction.

With over 20 years experience providing technology solutions to the insurance industry across the African continent, SilverBridge offers a FAIS compliance solution available as a SaaS (Software as a Service) application. It's easy to install, access and use.

Our FAISapp enables:

- tracking, monitoring and management of your Fit & Proper workflow processes.

- a single point of entry for all your FAIS and Complaints auditing.

- the creation, maintenance and access to a centralised document universe for all your Fit & Proper templates, Board Notices and Standard Operating Procedures.

- real time recording and tracking of FAIS and other customer complaints.

- adherence to FAIS Fit & Proper requirements.

Record, track, manage & monitor your Complaints, FSP's, KI's and REP's.

Adopt a dynamic technology-enabled approach to **FAIS** compliance management

Create FAIS Admin report	Upload documents	Add a complaint
Setup FAIS Admin	Manage your team members	Create complaint reports
Stay up to date with updates	Upgrade your subscription	Give us feedback
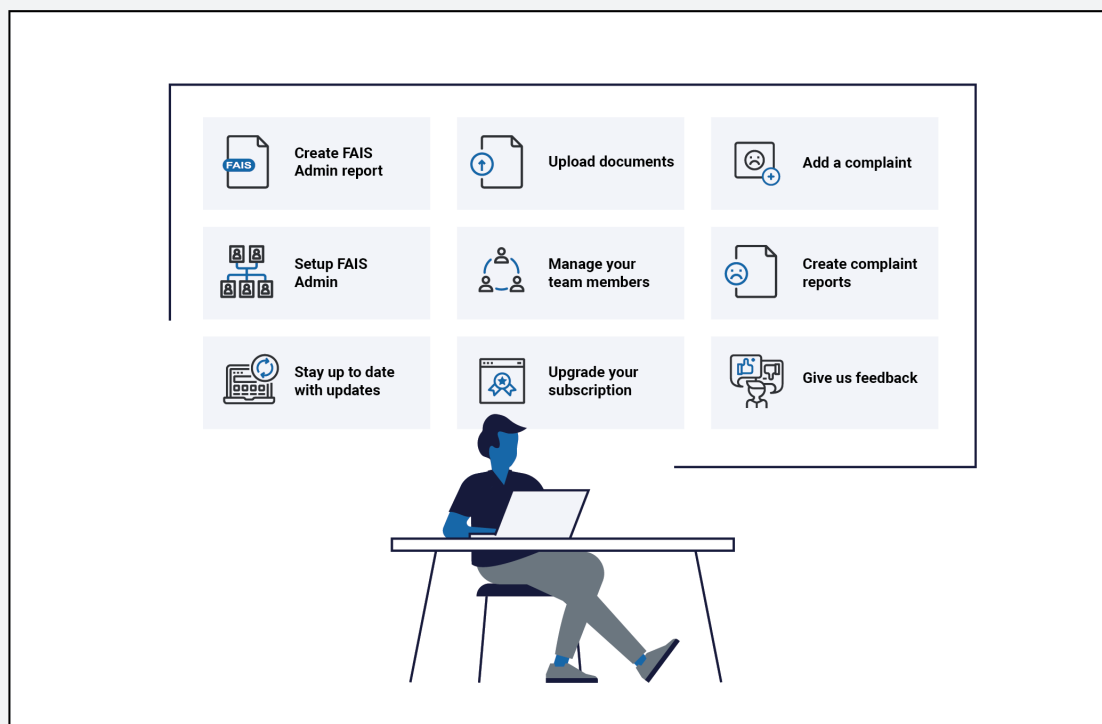
FEATURES

- Single view of your entire operational compliance function accessible anywhere at anytime.

- A single system of record for all your FSP's, Compliance Officers, Key Individuals and Representatives.

- Fit & Proper record for all persons involved in the compliance process who need to be monitored and supervised.

- A single point of entry for FAIS Fit & Proper and Complaints auditing.

- Record, track, manage and report on Complaints.

- Centralised document universe where you can upload and save all documents relating to Board Notices, Standard Operating Procedures and Document Templates.

- Extract custom FAIS and Complaints reports.

BENEFITS

- 24/ 7/ 365 – You have your finger on the FAIS Fit & Proper pulse of your business.

- View your Compliance structure real time, any time.

- Immediately know who is reporting into who and under which FSP.

- Easily view and update the status of a complaint.

- Keep track of all communication with the complainant.

- Link complaints back to the Representative.

- Rest easy knowing all data and documents are maintained and accessible in a single place, from anywhere at any time.

- Measure and report on complaints by TCF outcomes.

- You can create and extract your own FAIS and Complaints reports using your own personal filters for download, analysis and review in MS Excel.

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