



Markets in Financial Instruments Directive - MiFIDII

Improve transparency and client experience with call recording

The Markets in Financial Instruments Directive II comes into effect on 3rd January 2018. The regulation affects dealing, broking, asset management and financial advisory services provided by banks and other service providers. The regulations stipulate that businesses providing financial advice over the phone must record and store calls for up to 7 years. See <https://www.fca.org.uk/markets/mifid-ii> for more information.

1

Who said what and when to whom...



Capture every detail

Oak's secure call recording integrates with your existing communications infrastructure to record internal and external calls. Custom flags, tags and marks make it easy to sort and search recordings.

2

Safely stored with secure access...



Comply with industry standards

Secure recording is enabled through 256 bit encryption. Calls can be stored for up to 7 years in line with MiFIDII requirements. Mask payment card details to meet PCI DSS requirements.

3

Protect your business...



Resolve disputes

Oak makes it easy to verify client instructions are followed accurately. Call recording evidence protects your integrity, strengthens client relationships and helps avoid costly dispute escalation and pay-outs.

4

Invest in sales and service skills...

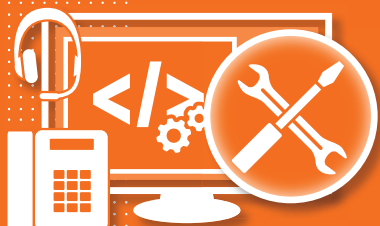


Improve performance

Use Quality Measurement to evaluate performance and improve service. Integrate with back office systems to offer personalised service and simplify client data management.

5

Solutions designed for you...



Customise your solution

Tailor your system to support individual business needs with rules based recording options, automated processes, exceptions, privacy settings and permission levels.

Want to know more about compliance?

call us **0800 9889 625** or visit oak.co.uk
contact us via sales@oak.co.uk