



Communications Compliance

Know Your Employee (KYE®)

Reduce the risk of non-compliant communications with comprehensive surveillance and archiving solutions

The constant barrage of recent enforcement activity has sent a clear message that employee communications surveillance and recordkeeping should be top priorities for firms of all sizes.

It's a regulatory imperative that firms monitor the electronic communications that employees are sending—and a core part of an effective employee compliance program. Failure to implement policies and procedures that include off-channel communications, failure to monitor and enforce those policies or failure to properly archive communications in accordance with recordkeeping requirements will continue to result in costly regulatory actions.

What makes communications surveillance even more challenging is the constant evolution of communications channels and practices. Every firm should be taking a close look at their communications surveillance processes to ensure that they are keeping pace with both regulatory expectations and rapidly changing communications technology.

What are the areas firms need to be looking out for around communications compliance? It comes down to a three-step process of prevention, monitoring and archiving.

MCO's communications compliance solutions enable firms to streamline surveillance, identify the highest areas of risk and stand up to books and records scrutiny.

REVIEW eComms to understand the areas of greatest risk

eComms Review enables firms to monitor communications efficiently and effectively

Managing the risk of electronic communications is a core part of employee compliance. And just monitoring company email isn't enough. Firms need policies and procedures that include multiple channels along with processes to monitor adherence to policy and efficient ways to identify and eliminate false positives and identify the highest areas of risk.

MCO's eComms Review provides compliance teams with a streamlined solution to identify and manage the employee communications that pose the highest levels of risk to the firm.



- Risk score and classify communications according to policy with a unified inbox that threads messages and surfaces red flags for immediate attention
- Prioritize messaging for efficient supervisory review with easy-to-use workflows
- Uncover the greatest areas of risk using intuitive analytics and dashboards

KEEP eComms in a single archival location

eComms Keep stores messages according to firm retention policies for easy search and audit across all historical communications

Regulations around the globe require that firms capture and retain employee communications. It's equally critical that firms can organize and search stored communications to understand areas of risk, respond to inquiries from regulators and senior management and provide proof of compliance.

MCO's eComms Keep solution provides firms with a consolidated repository that archives messages from multiple communication channels in one place for demonstrable compliance with regulatory recordkeeping requirements. Cross-channel reporting and analysis plus robust search capabilities facilitate expedient research and e-discovery.

- Store all messages in a single, easily searchable location
- Simplify research with rapid search and threaded messaging
- Capture and retain communications for a specific time period to meet regulatory and firm requirements
- Manage e-discovery via case management and collective records
- Archive data from numerous sources including email, text, Bloomberg, Reuters, ICE Chat, Skype, WhatsApp, Signal, SMS, Teams and others



GUIDE employees to stay within eComms surveillance policy

eComms Guide ensures compliant communications across all channels—even unknown ones

The informal and ad hoc nature of eComms makes it easy to hit send without much forethought and breach standards of conduct even inadvertently. MCO’s eComms Guide reminds employees of policy as they type, ensuring compliance rules are front and center when it matters most: in the moment.

MCO’s eComms Guide is installed on employee desktops and provides training prompts as individuals type across both approved and unapproved communications channels. Users are notified of potentially non-compliant language as they work and are given information about why it is risky. Compliance teams can analyze communications across the firm with intuitive dashboards and data and share reporting with leadership and board members.

- Use off-the-shelf lexicons to monitor for non-compliant language and alert employees plus create custom lexicons based on company policy
- Customize training prompts with links to internal educational materials
- Leverage analytics for insight into risk trends, use of unapproved channels and compliance effectiveness



The SEC and CFTC have charged multiple financial services organizations with widespread recordkeeping failures, handing down staggering penalties in excess of 2.5 billion dollars. All firms—including smaller ones—should only expect that the aggressive enforcement will continue.

“The time is now to bolster your record retention processes and to fix issues that could result in future misconduct by firm personnel.”

—Sanjay Wadhwa
SEC Deputy Director of Enforcement

Reduce the risk of non-compliant communications with comprehensive monitoring, analysis and archiving solutions.

eComms Guide, eComms Review and eComms Keep provide comprehensive communications monitoring and archiving management. Choose the solution that best fits current needs or implement all three for end-to-end eComms surveillance and communications archiving coverage.

- ✔ Quickly understand areas of risk
- ✔ Streamline communications surveillance and reduce review time
- ✔ Detect unapproved channels of communication and suspicious activity
- ✔ Reduce false positives
- ✔ Analyze patterns of communications behaviors across multiple channels and the firm
- ✔ Comply with firm and regulatory recordkeeping requirements
- ✔ Scale compliance and maximize efficiency

Part of a Complete Employee Compliance Solution

MCO's communications compliance solutions are part of the Know Your Employee (KYE®) suite. Know Your Employee enables firms to effectively manage personal trading, outside business activities, gifts and entertainment, attestations and certifications and other areas of employee compliance.

Integrated Compliance Management

Know Your Employee is part of the MyComplianceOffice integrated platform that automates compliance programs for supply chain and third-party operations (Know Your Third Party® KYTP®), transaction surveillance compliance (Know Your Transactions KYT®) and compliance oversight (Know Your Obligations® KYO). These interconnected suites with a centralized data center comprehensively and cost-effectively minimize the risk of misconduct and conflicts of interest while providing evidence of regulatory compliance.

With offices and support across the United States, Europe and Asia Pacific, we help firms of all sizes ensure compliance and meet evolving regulatory needs quickly and affordably. Contact us today to learn more.

To learn more about how MCO offers firms end-to-end communications compliance protection as part of a comprehensive compliance program, contact us today.

MCO (MyComplianceOffice)® provides compliance management software that enables companies around the world to reduce their risk of misconduct and effectively oversee regulatory obligations.

Our powerful platform lets compliance professionals demonstrate they are proactively managing the regulated activities of the company, employees and third-party vendors and provide evidence of regulatory compliance. Available as a unified suite or à la carte, our easy-to-use and extensible SaaS-based solutions get firms up and running quickly and cost-efficiently.

