CLIENT STORY

Australian Financial Firm

InMoment Reduces Non-Compliance Risk for Australian Financial Services Firm

The Australian government mandates that financial Statements of Advice (SoAs) include disclosures covering conflicts of interest, own product recommendations, and more. Financial services providers doing business in Australia use SoA templates and frequent spot-checks to make sure that their advisors aren't modifying or deleting key disclosures.
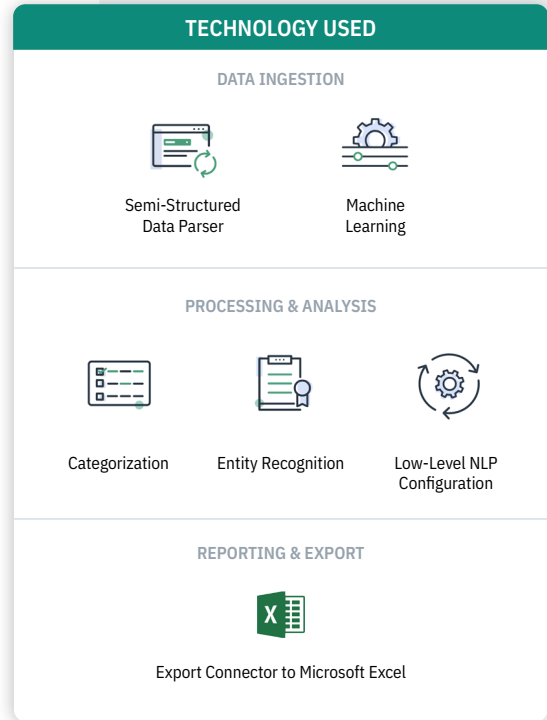
The problem is that an average-sized firm produces hundreds of pages of SoAs each week. Manual review is costly and unreliable—and exposes the firm to high non-compliance risk. One such firm, unable to find an existing contract analysis tool that could solve this exact problem, turned to InMoment for help.
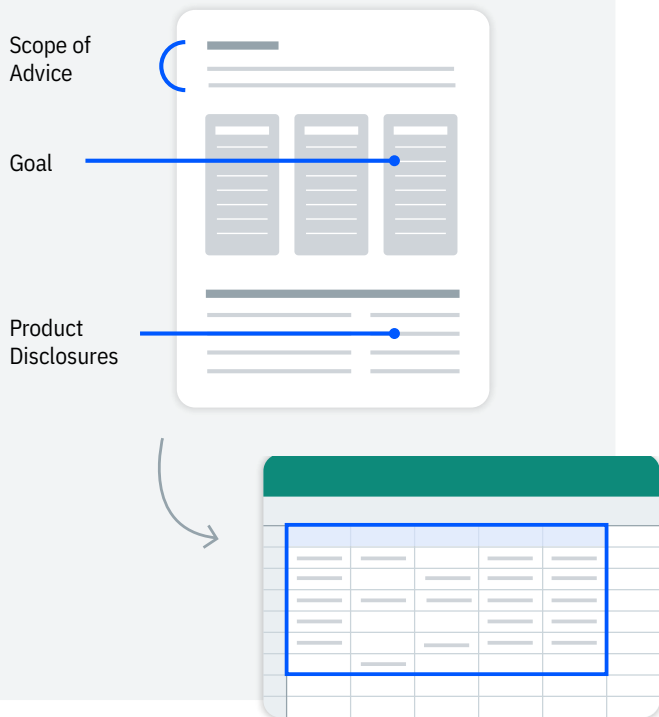
Rather than building a high-cost, high-risk "AI for disclosure compliance," InMoment focused on improving the firm's existing audit process. First, we trained our semi-structured data parser with machine learning to understand the underlying structure of the Statement of Advice document, such as where Scope of Advice and Duty of Disclosure sections begin and end.

Then, we built a custom natural language processing configuration to extract and analyze entities and other text elements, including recipients, needs, goals, product recommendations, risk attitude, and the actual disclosure statements. For this customer, we then structure and export the resulting data into a simple spreadsheet.

The firm's auditors can see at a glance whether proper disclosures were made across hundreds of documents, and even where an advisor's recommendations may go against their client's stated goals and risk attitude. For other clients, we build more complex outputs, including complete end-user applications to integrate into their workflows.
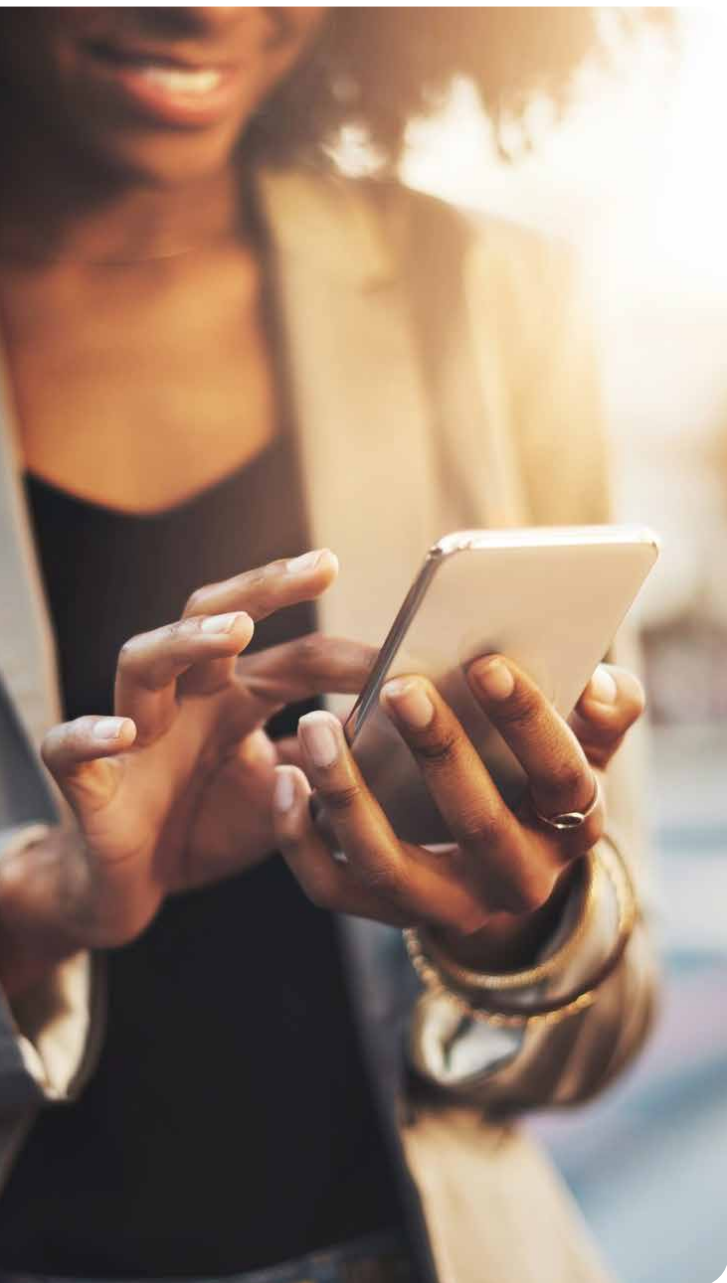
TECHNOLOGY USED

DATA INGESTION

Semi-Structured Data Parser

Machine Learning

PROCESSING & ANALYSIS

Categorization

Entity Recognition

Low-Level NLP Configuration

REPORTING & EXPORT

Export Connector to Microsoft Excel

Example of a semi-custom application: Identifying, analyzing, and structuring data from financial documents
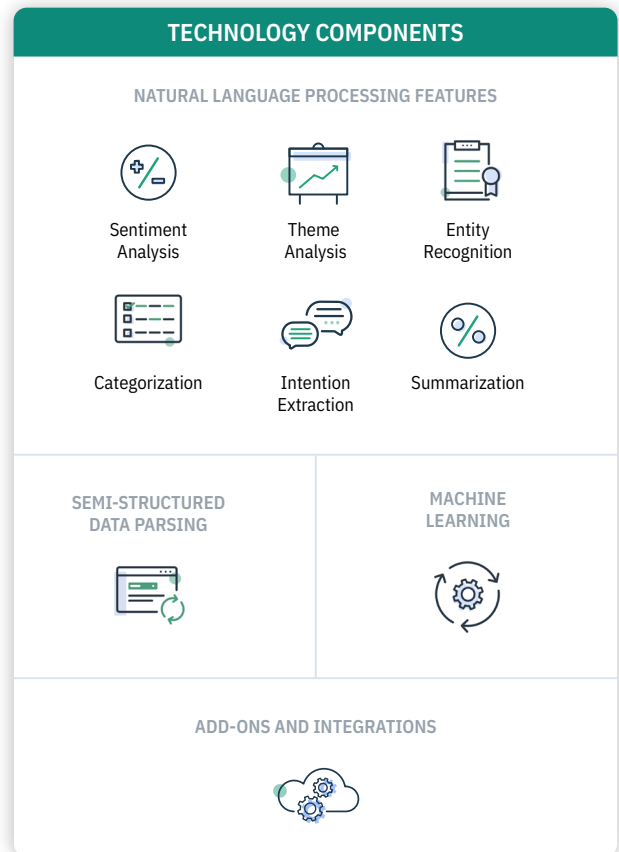
Scope of Advice

Goal

Product Disclosures

Semi-Custom Applications: Summary

When you need to solve a data-related business problem with unique requirements, such as custom data processing, specific technology integrations, or internal database hookups, general-purpose data analytics tools tend to fall short. InMoment draws on a unique combination of technology and experience to solve these problems.

First, we sit down with you to understand your business, your challenges, and exactly what you're trying to accomplish. Then we customize our NLP, semistructured data parsing and machine learning technologies with features and integrations suited to solving your exact business problem.

Through a staged Proof of Concept, we build you a "semi-custom" business intelligence application that delivers tangible outcomes across your organization, faster and with less risk than other providers.

TECHNOLOGY COMPONENTS

NATURAL LANGUAGE PROCESSING FEATURES

Sentiment Analysis

Theme Analysis

Entity Recognition

Categorization

Intention Extraction

Summarization

SEMI-STRUCTURED DATA PARSING

MACHINE LEARNING

ADD-ONS AND INTEGRATIONS

To demo a product or to contact us call:

NORTH AMERICA	APAC	UK & IRELAND	GERMANY
1-800-530-4251	**61 (2) 8397 8131**	**+44 121 296 5245**	**+49 (0) 40 369 833 0**

or email us at **sales@inmoment.com**