

## Court Proceedings for Banks

### Ultimus Case Study

- **Average** completion time reduced from 3+ days to less than one day
- **Response** time has improved by 600%
- **All** routine controls automated, allowing people to focus on decisions and exceptions
- **Responses** automatically formatted for the assigning government agency

## Global Bank



### Process Description & Background/Need

Global Bank was founded in 1994 by a group of business leaders as a commercial bank specifically serving Panama City and The Colon Free Zone. Global Bank acquired Colabanco in 1999. This acquisition allowed Global Bank to extend its network of offices nationwide and add banking services for consumers, small and medium-sized businesses and farmers. After ten years of growth, Global Bank has become a leading capital bank in Panama; fourth in total assets and third based on number of branches.

### Points of Pain Addressed / Court Proceedings Example

As business and global trade continue to expand within Panama, opportunities for criminal activity also expand. Commercial banks are often called on by the Panamanian court system to assist in the freezing of assets of people or companies convicted of criminal activity. Global Bank developed a procedure and then an automated Ultimus process to manage these activities.

The manual process proceeded as follows:

- A court order to freeze assets is sent to both Global Bank headquarters and to the branch where the accounts are based.
- A bank official would use an identification number supplied by the court to verify if the person or organization is a Global Bank customer. Each search was made using a manual, paper form because the bank used different computer systems for each type of account.
- Once existence and ownership of the account was verified, the court-ordered amount was frozen.
- If the customer account had insufficient funds to cover the liability, a letter was manually written and mailed to the Court to present the results. This took several days to verify the data and update the system.
- Because this manual process took time, customers could withdraw their money while the account verification was in process. This could cause a false balance to be reported to the court, thereby resulting in losses to the bank.
- When the person turned out not to be a bank customer, a notification was sent to the Court, and the process was finalized.



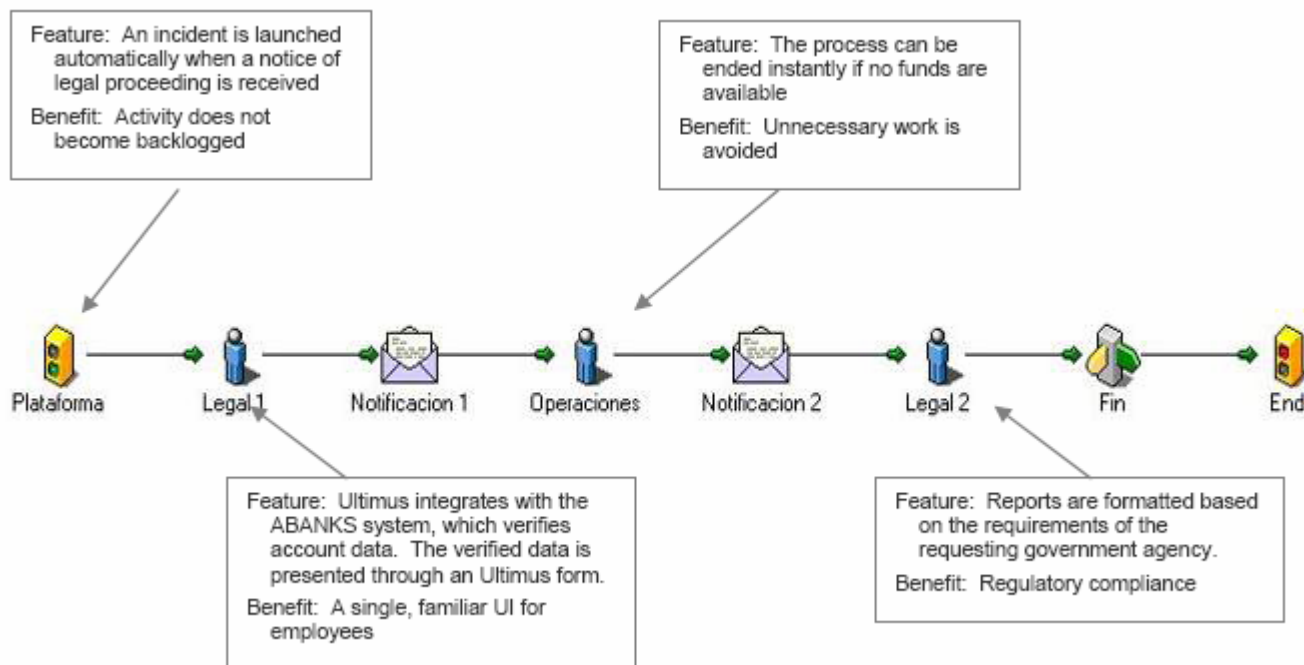
### Weakness in the Manual System

- The manual process of identifying and freezing assets had a number of limitations and weaknesses.
- The process had no defined flow. Each incident would be processed by different people and by different procedures.
- There was no mechanism to track the progress of each incident of bank action for a legal proceeding.
- This system relied very heavily on a few key people to provide the critical information. Without an automated system to validate information, personnel from Operations or other departments had to be called away from their regular duties to assist with this process.

Because individual customers, particularly businesses, may have many accounts, the activity of verifying account ownership and account balances could be very cumbersome.

### Solution Overview

Global Bank used Ultimus to develop a court proceedings process, based on the experience acquired in automating other processes. Global Bank's own employees developed a flow that consists of only 7 steps. This process is designed to complete each incident in one day and utilize only one person for document review and package assembly.



### Recap of key benefits and summary

- Average completion time reduced to one day, yielding a 100% on time response rate.
- Response time has improved 600%, allowing 40 cases a day to be processed
- Better effective work between the involved departments (Only arrives at Operaciones the clients who will pledge money to their Savings or Current Account, Terms, etc.), do not exist losses of time.
- Bank managers can now see the status of any case at any point in the process
- Employees can use the system to instantly identify any or all accounts belonging to the person or company in question.
- The proceeding is centralized in Headquarters, but employees at any branch can participate or view status.
- Electronic reports to each government agency are generated automatically, reducing paper and labor. These reports are specially formatted for each governmental organization: Ministries, Controller, Judicial Technical Police, State Cabinets, Supreme Court and Legislative.
- All data is automatically backed up to the bank's archive database

For more information on the Ultimus BPM Suite and how it can help you become an agile enterprise, please visit [www.ultimus.com](http://www.ultimus.com).