



A REG Technologies Case Study

REG talked to Sean Kilbourn, Director of Business Control & Governance, at Arc Legal Group about their choice to subscribe to REG four years ago and their experiences as an ongoing customer.

About Arc Legal Group

Arc Legal Group is a leading provider of specialist ancillary products and services in the UK, including Legal Expenses Insurance (LEI), and Assistance products.

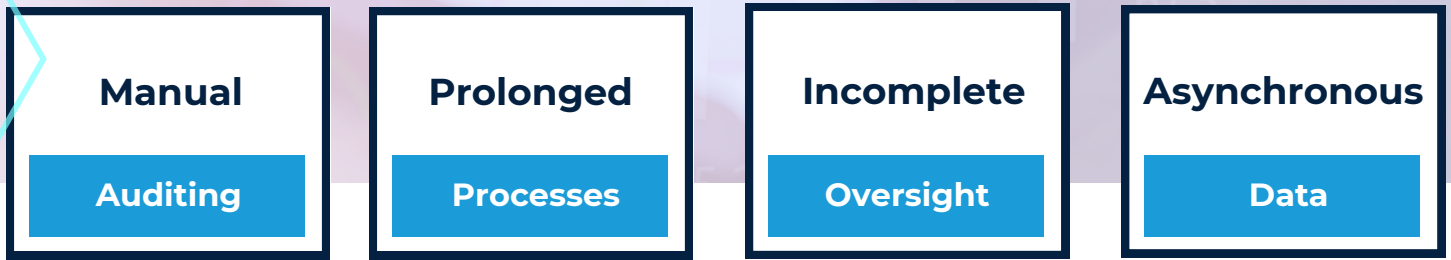
They create bespoke, flexible, and highly tailored insurance solutions that customers can trust, through 'A rated' underwriters, whilst working with insurers, intermediaries, affinity groups and other partners.

Arc Legal have over two decades of experience in delivering a wide range of high quality, bespoke products, and excellent customer service to their partners, underpinned by a philosophy of continuous digital innovation to ensure their products meet the needs of today's consumers.

The business has enjoyed steady organic growth since it was founded in 2003, and Arc Legal have increased their market share and capability through a raft of complementary, strategic acquisitions in the LEI and Assistance sectors. They now manage over 23 million insurance policies each year and write in excess of £70m NWP across all business lines.

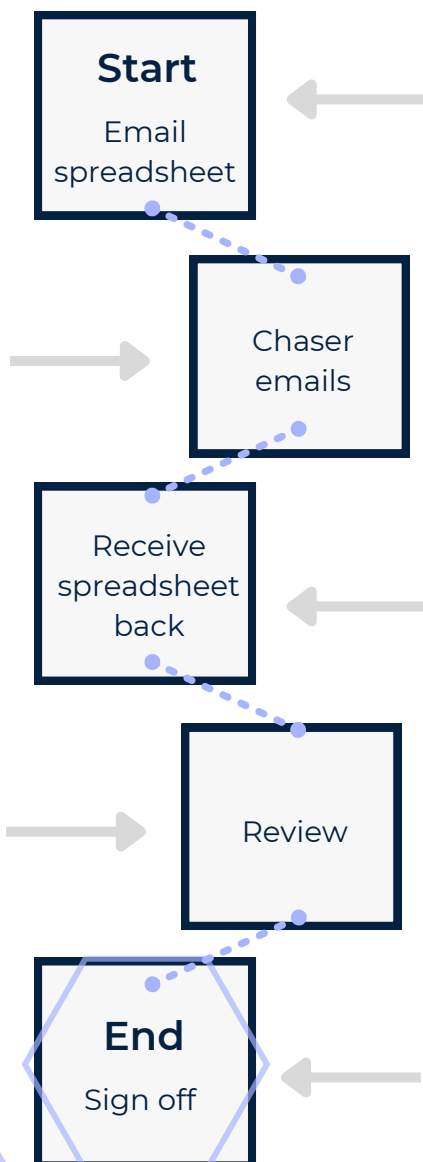


The Challenge



Historically, when commencing a partnership with a new affiliate and carrying out due diligence checks, Arc Legal would email a form to the new company to complete. This was generally not an immediate process, and **typically took around 2 weeks to receive the completed documentation back.**

Historic Process



This manual process, and length of time to complete, also made it difficult to ensure all data submitted was an accurate reflection of the third-party's actual and current business dealings. When looking at financials, even if the numbers added up, if something adverse had occurred after signage, the ability to access that news instantly was difficult, and there was no guarantee that trading partners were not caught up in anything adverse. Arc Legal would only be alerted of unfavourable news through insurance magazines, word of mouth or the internet, and without the ongoing 'in the know' facilities, this caused problems with non-compliant third-parties.

Arc Legal's auditor reviews required the business to provide instant and complete data which, prior to working with REG, were located in multiple files and folders. Arc Legal had all the data the auditors needed, but it was hosted in siloes, making it difficult to instantly locate the data when requested.

24/7

Alerts

Automated

Database

Centralised

Management

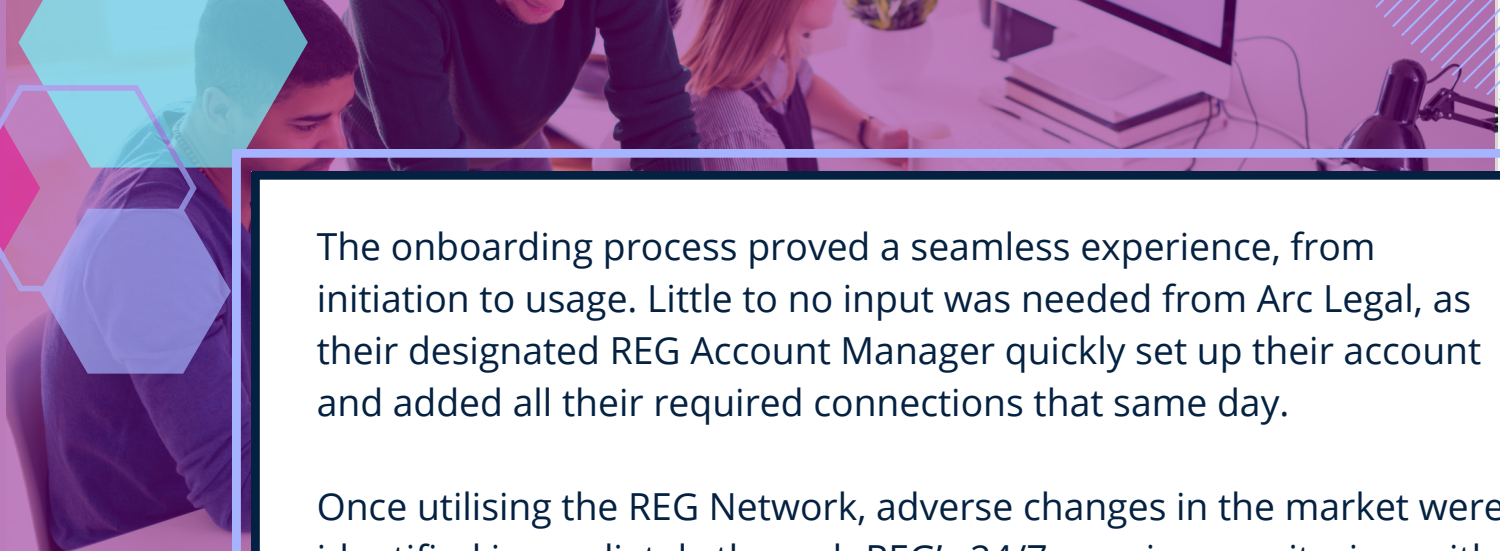
Risk

Mitigation

Arc Legal approached REG to counteract these cumbersome and inefficient processes by centralising all its counterparty data into a single digital database. The business wanted to move away from spreadsheets, emails, and folders and to ensure reliable, real-time oversight of all counterparties. It required a software solution that would ensure better management of its processes and organise data instantaneously and efficiently.

Once Arc Legal's data was uploaded onto the REG Network into one centralised, automated, and intelligent software database, the business had complete oversight and instant access to all data, all in one place.

"REG gives us 24/7 oversight and tidies everything up, making it easier to manage"



The onboarding process proved a seamless experience, from initiation to usage. Little to no input was needed from Arc Legal, as their designated REG Account Manager quickly set up their account and added all their required connections that same day.

Once utilising the REG Network, adverse changes in the market were identified immediately through REG's 24/7 ongoing monitoring, with daily alerts sent directly to users' inboxes informing them of changes. This allows for the mitigation of risks at the earliest instance for Arc Legal, providing the business with risk profiles synchronous with current market data.

Arc Legal has now been with REG for nearly four years. The main benefit of utilising the software is credibility, when being audited for their management of third-parties, agency, or FCA entities and suppliers. The reputability of utilising the REG Network gives auditors "**peace of mind**" when reviewing Arc Legal's management processes, due to the robust and current data the network provides.

Furthermore, the use of REG as the business's primary due diligence tool, reassures partners that Arc Legal can instantly demonstrate its centralised digital oversight processes. Arc Legal describes REG as a "**box ticking system**", which positions Arc Legal in good stead in the market, as they are now able to display all data via the REG platform instantaneously.

"REG gives us **credibility** in the marketplace and gives our auditors **peace of mind**."

Market

Credibility

Complete

Oversight

Resource

Release

Portfolio

Expansion

The accessibility and usability of the platform has also helped Arc Legal to integrate the data of business connections from new business partners onto the REG Network seamlessly. This has enabled an expansion of their portfolio at a greater rate, compared to manually managing multiple systems.

Arc Legal is pleased that they are now able to access all data instantly, and the move to REG has not only saved time and money, but has allowed Arc Legal to accelerate trade and growth.

Arc Legal admits that the team rarely needs to contact REG as the system is "**running itself and doing what we need it to do.**" When contact has been made, Arc Legal's dedicated Customer Success Manager is on hand to assist with their questions promptly.

REG's monthly webinars have also been key to Arc Legal's positive customer relationship with REG. These are designed to address particular aspects of the platform to enhance customer understanding and confidence in using the system.

When Arc Legal became a customer of REG, the business highlighted a need to monitor unregulated third-parties, such as suppliers and TPAs. REG took onboard this feedback and worked with Arc Legal to extend REG's capabilities to provide access to business intelligence on all businesses, whether regulated or not.

Arc Legal use REG to monitor every company it has a business relationship with. By centralising this process into one easy to manage interface, Arc Legal agrees that the business is working **Faster, Smarter and Safer.**



Sean Kilbourn
Director of Business
Control & Governance

**"It's embedded in our
business now. It's just
part of what we do.
Which is great!"**