

# 6 Common Compliance Mistakes in Customer Communication

Even minor violations in customer communication can have regulatory consequences - especially in the financial sector. MiFID II, Dodd-Frank and the FCA set strict standards that companies must adhere to. Here are six common compliance mistakes you should avoid:

## 1 Missing notification about the recording

Agents must inform customers if calls are recorded - a legal obligation, e.g. regulated in Art. 16 MiFID II.

### › Why this is important:

Transparency creates customer confidence and ensures that all legal requirements are met.

## 2 Missing suitability test for investment recommendations

Recommended financial products must be tailored to the customer's individual financial situation and risk profile.

### › Why this is important:

The recommendation of unsuitable products can lead to customer losses and a regulatory review.



### 3 Non-transparent disclosure of costs and fees

All fees, costs and financial incentives must be fully disclosed and presented in a way that is understandable to the customer.

#### › Why this is important:

Hidden costs or unclear fee structures can mislead customers, damage trust and lead to breaches of investor protection regulations.

### 4 Insufficient explanation of structures and risks

Agents must clearly explain the risks and structure of financial products and ensure fair, transparent communication.

#### › Why this is important:

Unclear or misleading information can lead to incorrect investment decisions and jeopardise compliance with regulatory requirements.

### 5 Order fulfilment and customer instructions

Investment advisors must follow the instructions of their clients and execute orders in order to achieve the best possible result.

#### › Why this is important:

If the best possible execution is not guaranteed, this can lead to customer dissatisfaction and legal consequences.

### 6 Clear and non-misleading information

All customer communication must be clear, precise and free from misleading statements in order to meet compliance standards.

#### › Why this is important:

Misleading information can lead to financial losses, reputational damage and breaches of regulations.

\* This is not an exhaustive list, but an overview of common compliance risks in customer communications. Ensure that your organisation complies with all relevant regulations to remain compliant. Please note that we do not provide legal advice and this information is not a substitute for legal review or advice.



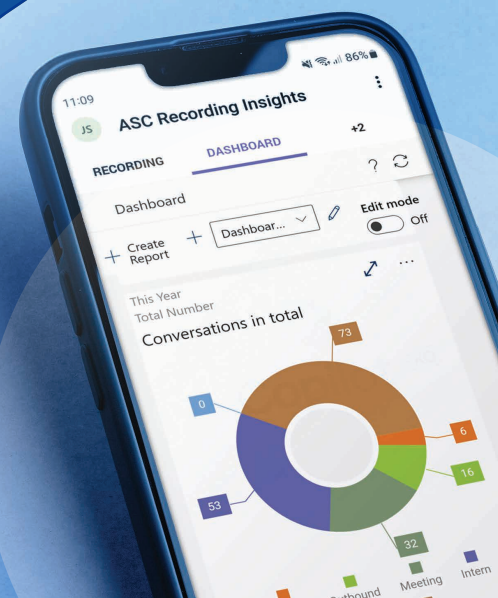
READY-TO-USE

# AI-based Compliance Solutions for Banks in Microsoft Teams

**Microsoft Teams** is your central communication tool - but is it also compliant?







Financial institutions are obliged to ensure that every advisory meeting with clients complies with the relevant regulations, such as the MiFID II Directive, the FCA regulations or the Dodd-Frank Act. Manual checks to ensure full compliance are slow, incomplete and inefficient.

Recording Insights is the AI-based compliance solution for Microsoft Teams. It records, analyses and checks every customer interaction to support compliance with regulatory requirements.



# AI Policy Templates - Specially Developed for Financial Institutions

In Recording Insights, the AI Policy Engine offers preconfigured AI policy templates that are specifically tailored to the requirements of banks and financial institutions.

-  **Preconfigured and based on current laws**  
Ready-to-use compliance templates for MiFID II, FCA & Dodd-Frank.
-  **Up-to-date**  
Regular updates in the event of changes to legal provisions.
-  **Compliance check**  
AI automatically monitors every Teams conversation - without exception.
-  **Real-Time compliance monitoring**  
Monitors in real time and gives indications of possible violations - no delays, no uncertainties.
-  **Seamless integration**  
Runs natively in Microsoft Teams and Copilot 365 - no additional tools required.
-  **Dashboards und reporting**  
Customisable dashboards and reports for comprehensive analyses.

Test the **AI Policy Templates** now -  
30 days free trial of  
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