

DATA & ANALYTICS – COMPLEXITY RESOLVED

Account Remediation Services

FTI Consulting’s Data and Analytics (D&A) team helps financial institutions to ensure that consumer account services are consistent and comply with regulations. Banks are often inadvertently assessing incorrect management or administrative fees, or applying inaccurate interest calculations on customer accounts.

We can help financial institutions to identify any inaccuracies, and assist firms in taking preventative action such as initiating self-disclosure to regulators and developing a proactive program for remediation and reimbursement.

Service highlights

- Our D&A team has an experienced team focused on regulatory, customer relationship, and potential class action issues.
- Our process includes identifying relevant accounts, isolating transactions in question, quantifying the financial impact to the customer, applying appropriate interest calculations, crediting affected accounts or issuing checks, and reporting to the Internal Revenue Service.
- FTI Consulting’s D&A experts have been on the front-lines of a vast array of customer account remediation projects arising out of a wide variety of personal and corporate trust, consumer lending, consumer deposit, and managed accounts.

Business and Legal Risk Mitigation and Remediation

Regulators are increasingly interested in the controls that banks are putting in place to ensure compliance in this area so that they avoid inquiries and fines as well as litigation and potential issues with customer relationships.

Thanks to our years of experience and our technology we can carry out a thorough investigation quickly and cost effectively. We can identify action that should be taken for remediation and prevention as well as advising on proactive disclosure to regulators.

CASE STUDY

Situation:

The US government employed contractors to carry out a very large decommissioning project for a number of former industrial sites. The commissioner of the project was concerned that these contractors were including staff training in the overtime they were charging for, which was against the terms of their contract.

Our role:

FTI Consulting was asked to investigate. Our analytics services were able to navigate the training and timekeeping databases in order to compare when each member of staff had charged overtime with their training schedules.

Outcome:

By identifying when training had been charged as overtime we were able to reduce the overtime claims by more than 90 percent.

OUR DATA & ANALYTIC SERVICES AT A GLANCE

FTI Consulting’s Data & Analytics (D&A) experts assist clients in resolving complex business problems, making the right decisions, and creating value. Our D&A team have never encountered a client data challenge – in either size or complexity – that could not be overcome. We are constantly evolving technical capabilities and platforms to reveal and enrich analytical insights. Enabled by our software solutions and data visualization specialisms, we empower clients to maximize outcomes in critical events and evolving matters.

- Forensic Analytics
- Decision Analytics
- Data Extraction and Preservation
- Data Transformation and Management
- Operational Analytics and Visualization
- D&A Software Solutions

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FTI CONSULTING GLOBAL

1982

Founded in 1982 and \$1.74BLN equity market capitalisation*

97/100

Advisor to 97 of the world's top 100 law firms

56/100

56 of the Global 100 corporations are clients

10/10

Advisor to the world's top 10 bank holding companies

*Total shares outstanding multiplied by the closing share price as of 20 April 2017.



4,700+ employees deployed in 30 countries

With offices in every major financial center and every corner of the globe, we successfully serve our clients wherever challenges and opportunities arise.

To find out more about how our services and solutions can help your business, please contact one of our professionals below or visit us at www.fticonsulting.com/data-and-analytics

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EXPERTS WITH IMPACT™

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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