



cutting through complexity™

KPMG Customer Remediation Centre (K-CRC)

**A game-changing solution in
banking powered by IBM BPM**

Natalie Semmes

12 June 2012



Agenda

The Banking Industry Challenge

Remediation - a Traditional Model

A Catalyst - Payment Protection Insurance

Leveraging Technology Powered by IBM BPM for Remediation

Just the Tip of the Iceberg

The Banking Industry Challenge



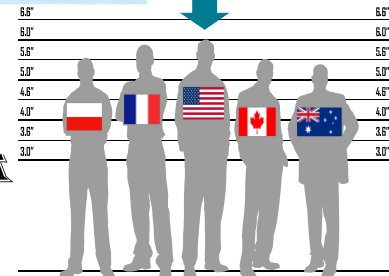
**THE TIDALWAVE OF
REGULATORY CHANGE**

**BANK PRODUCT
MIS-SELLING**

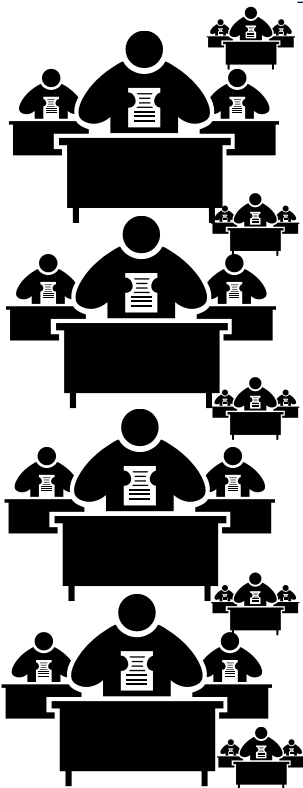


**AML &
SANCTIONS**

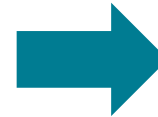
FATCA



Remediation – a Traditional Model



A Catalyst – Payment Protection Insurance



K-CRC



A UNIQUE OPPORTUNITY

JUDICIAL REVIEW
APRIL 2011

Leveraging Technology Powered by IBM BPM for Remediation



Safer



Cheaper



Faster



Just the Tip of the Iceberg . . .

