The 4 principles of commercial deposit origination

Best practices for meeting your high-value commercial customers where and how they want to be met

MANTL

Commercial accounts matter.
Here's why.

When we talk to our customers about commercial onboarding, the same words come up again and again: **it's slow, complicated, and expensive.**

So many potential bottlenecks. So many manual processes. So many opportunities for human error. With every complication and every delay, there's a greater and greater chance of frustrating or alienating a potential customer.

It should come as no surprise, then, that 40% of community institutions rate their business account opening processes as "somewhat or very poor"—and 53% say these broken processes limit their ability to grow.

The result is a fundamental disconnect between priorities and processes. When your highest-priority customers are at the mercy of a broken process, then something needs to change.

So what's the solution? How do you meet today's commercial customers where and how they want to be met? We've come up with 4 guiding principles that inform our approach to commercial deposit origination.

1. Start from scratch.

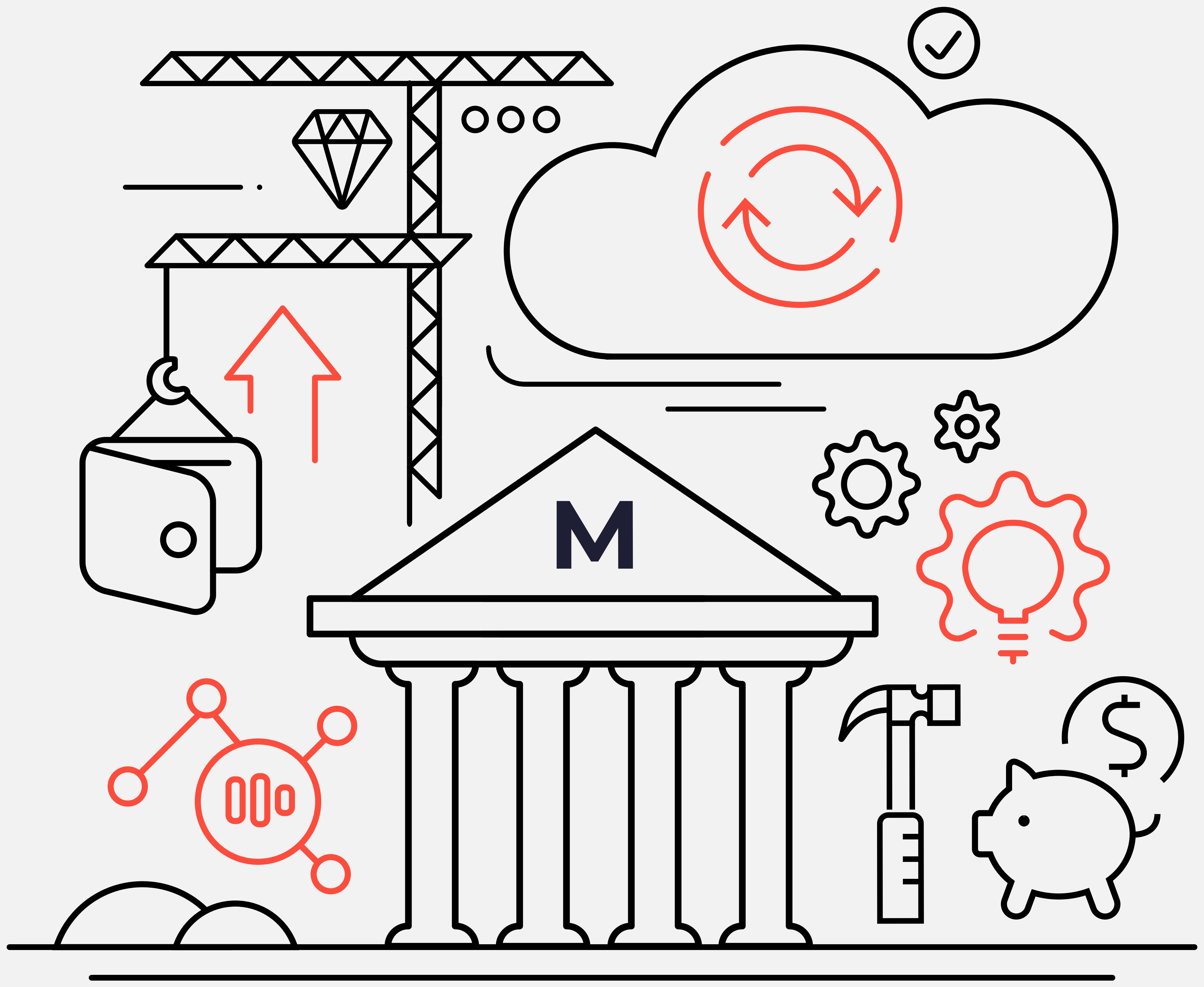
When you look at what's out there in terms of business account opening, most of the offerings are just repurposed versions of consumer account opening.

But here's the thing: that doesn't work for businesses.

So at MANTL, we started from scratch. We did a complete rebuild—and created a product that actually makes sense for the complexities of commercial onboarding.

The result? We've designed and delivered a self-serve front-end that's streamlined enough for small and midsize business (SMB) owners to open accounts without intervention and powerful enough to handle complex commercial customers.

There's nothing else like it on the market—and that's because we purpose-built this solution from the ground up.



2. Go omnichannel.

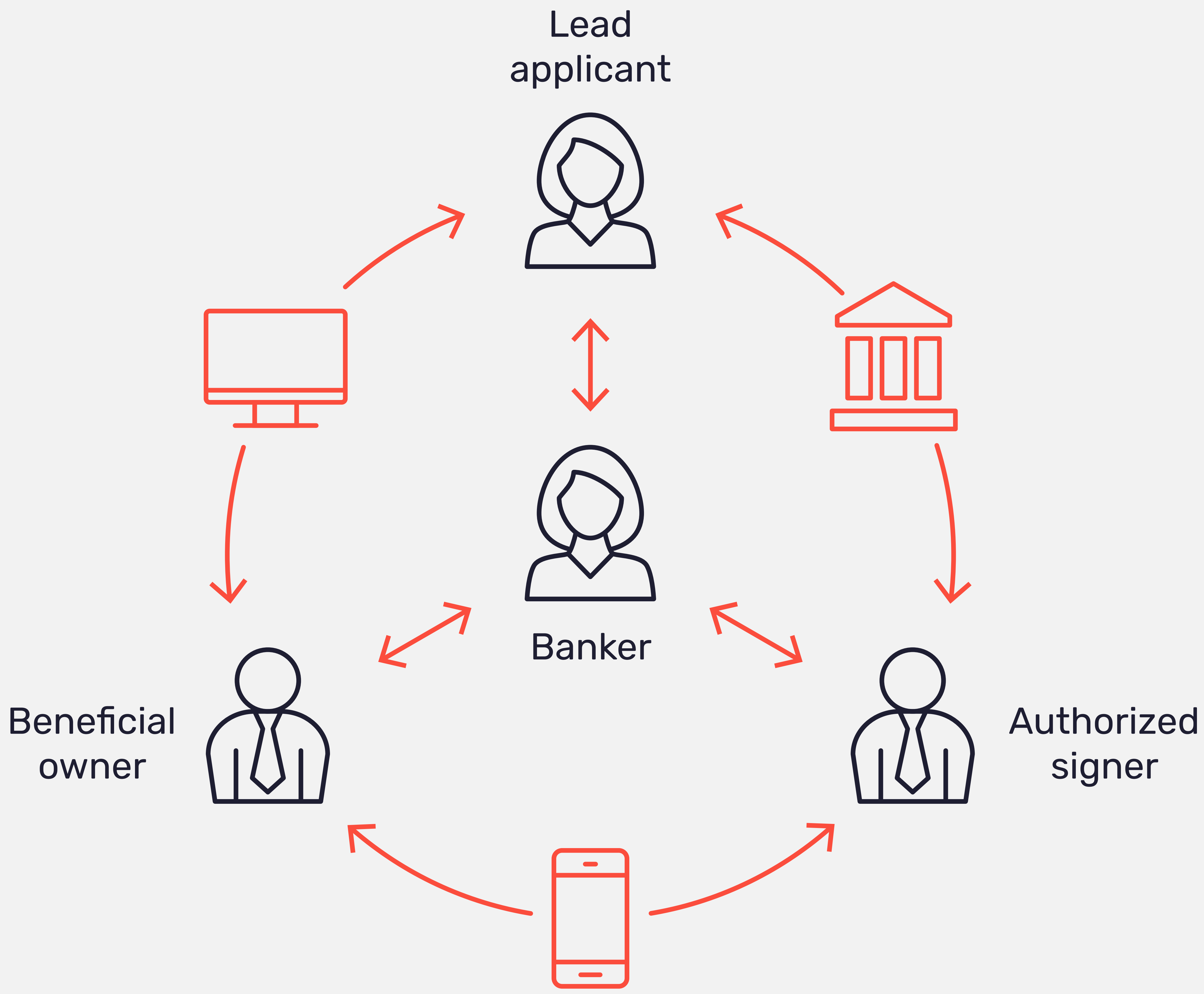
The word "omnichannel" gets thrown around a lot these days. But here's the thing: when people say omnichannel, they often mean multichannel.

A lot of solutions allow you to start and finish in the same channel, but you can't transfer to a different channel mid-stream. That's multichannel. And we're here to tell you that multichannel is not enough.

A truly omnichannel experience means that you can start in one channel and finish in another. That's what your business customers expect—and that's what our solution uniquely delivers.

With commercial deposit origination from MANTL, customers can start the process on their mobile device or in a branch, then continue in another channel. Meanwhile, bankers can step in to request input from the lead applicant, beneficial owners, and authorized signers at any point along the way.

This allows you to engage stakeholders where they are, using whatever channel they prefer, precisely when you need their input—without losing anyone's place in the application process.

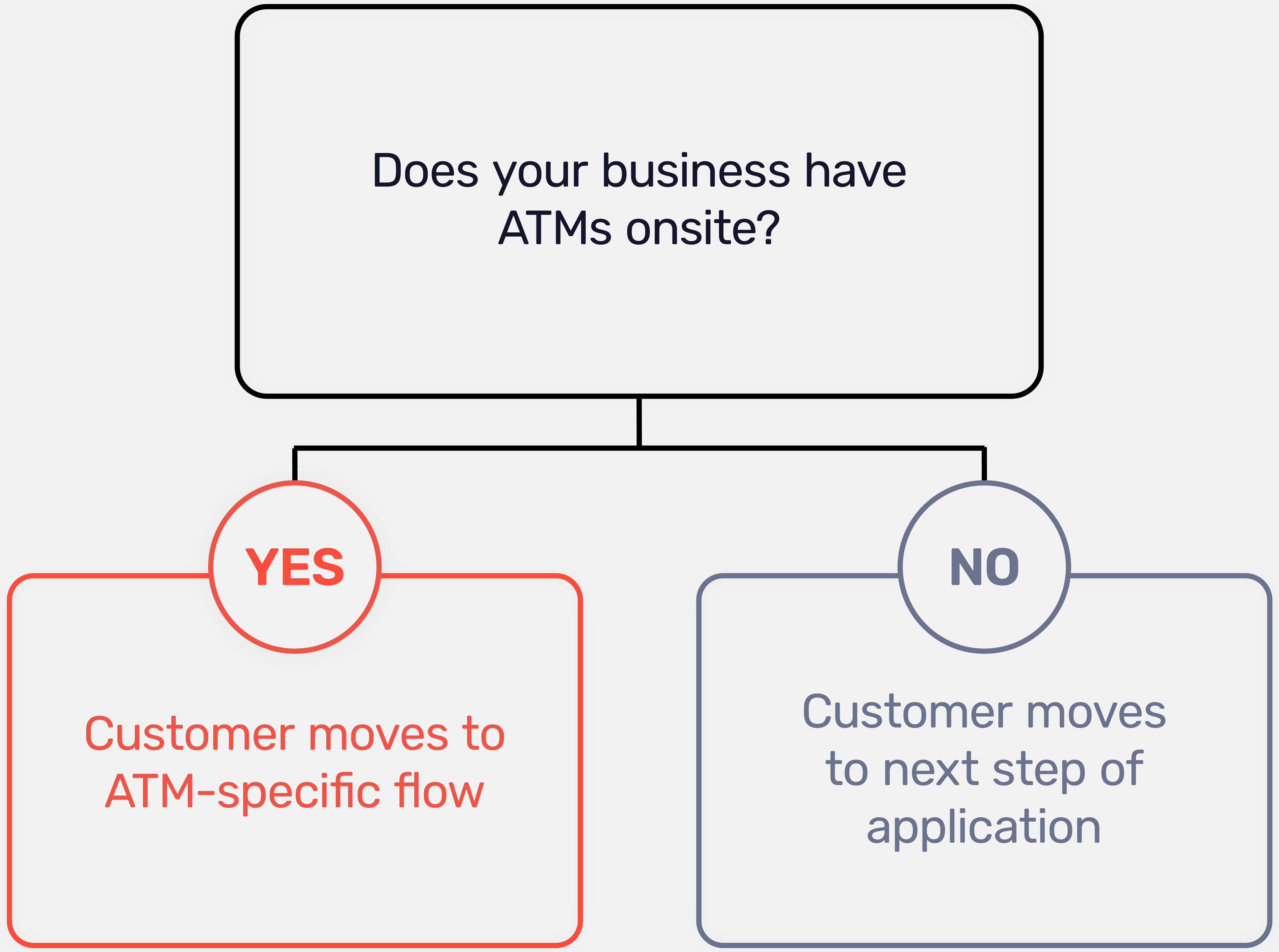


3. Make it adaptive.

One of the biggest challenges around commercial account opening is that the characteristics and complexities of businesses range widely, from sole proprietors up to complex commercial enterprises.

Your solution should adapt accordingly, “bite-sizing” the application process to ask each applicant only what’s necessary to open that particular account.

That’s why we developed our proprietary adaptive due diligence technology. As customers answer questions, MANTL adapts their application dynamically to ask only what is needed. The system’s risk-based approach auto-generates digital forms in accordance with your institution’s Customer Identification Program (CIP) rules and flags high-risk businesses that require Enhanced Due Diligence (EDD).

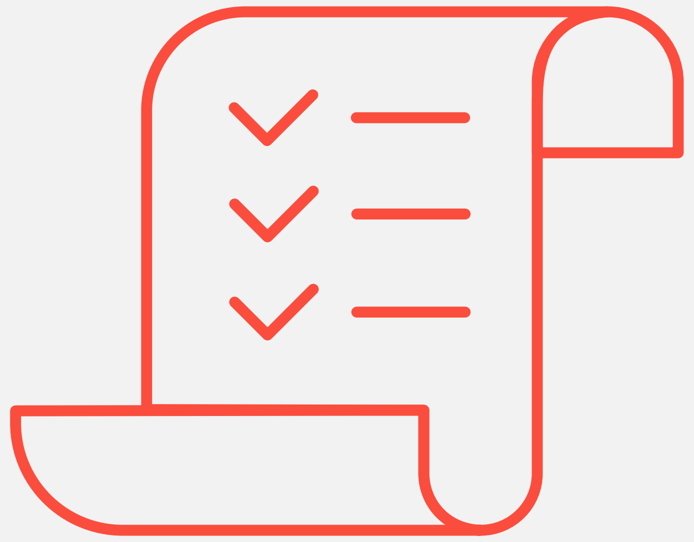


4. Keep compliance simple.

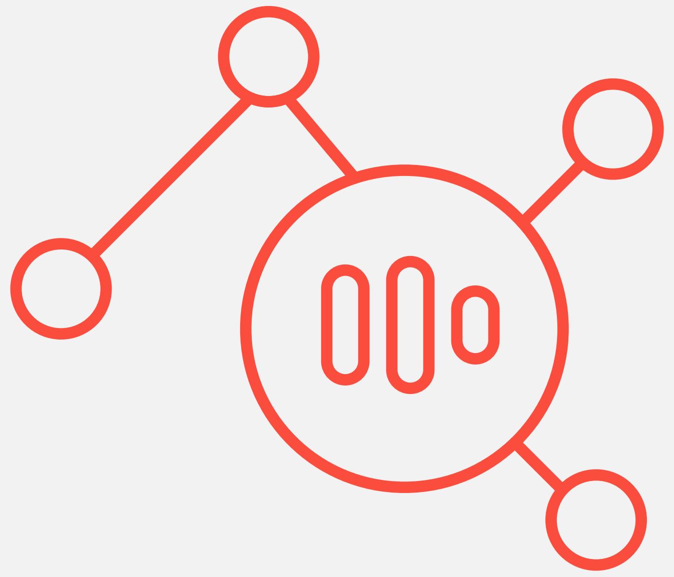
At MANTL, we believe that compliance doesn't have to kill the user experience. That's why we've designed this solution to make compliance fast, simple, and effective.

Here's how it works:

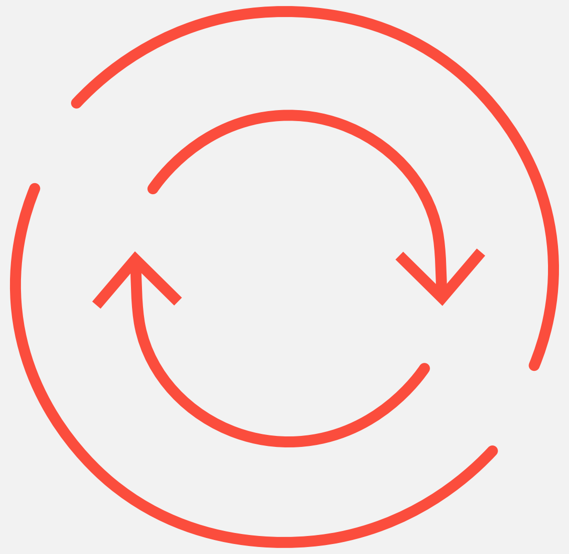
- **You set the rules.** Request information depending on the characteristics of each business.
- **We apply the data.** MANTL uses best-in-class data sources to automate KYB and KYC.
- **Let automation do the work.** Keep manual processes (and human error) to a minimum so you can focus on more strategic tasks.



Set your rules your way



Apply innovative data sources



Let automation do the work

The result?
Automate up to 97% of application decisions.

Our data shows that commercial deposit origination from MANTL automates up to 97% of application decisions for commercial deposit accounts with zero human intervention.

Our goal is to shorten the account opening process from days or weeks to hours—or even minutes. And with the right tools, we can help you make that happen.

of application decisions can be automated using commercial deposit origination from MANTL

→ The future of commercial account origination starts here.

Schedule a demo at **mantl.com** or send us an email at **sales@mantl.com**.

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