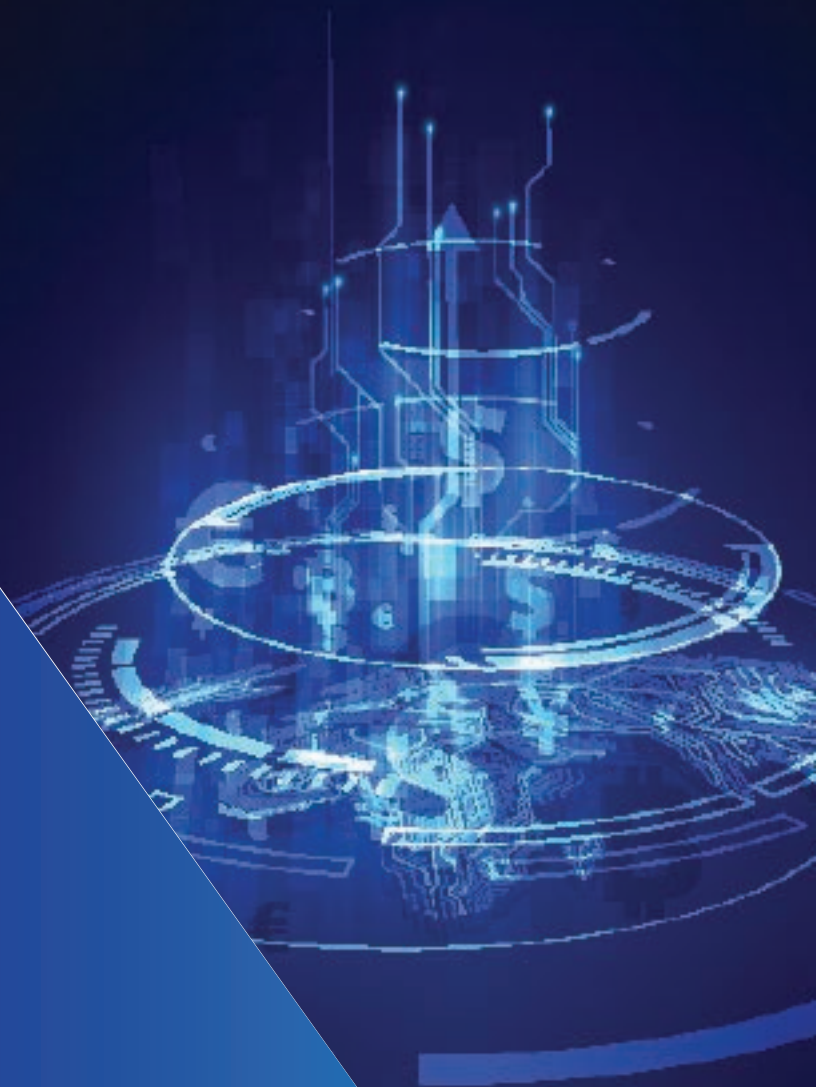


GAIN CAPITAL

**AMPLIFIED, COST-EFFECTIVE
BACK OFFICE AND KPO
SOLUTIONS FOR FOREX
CLIENT**



Client Overview:

GAIN Capital is one of the leading global online Forex trading companies that offers its clients access to foreign exchange markets with lowered costs. Headquartered in New Jersey, they are part of the StoneX Group Inc. Operating across multiple continents, their business range includes and offers; retail trading, Equities, Indices, Shares, Commodities, CFD, and FX, liquidity in 12000+ markets and broker programs.

The Challenge:

GAIN Capital required a cost-efficient solution to handle their forex account maintenance and processing for each client across multiple geographies, as they progressively expanded their operations.



With changing regulations and updated laws differing with each customer of GAIN; Premier BPO's functional team required constant vigilance with check and balance for accuracy and upkeep of individual accounts. GAIN also needed multi-lingual expertise to address documentation coming in from across the globe, with GDPR compliant and PCI certified tools. Premier BPO's team was meant to handle all international documentation up to standard while following all procedural protocols.

The Expectation:

Relying on Premier BPO to be able to upscale at a moment's notice, GAIN Capital anticipated us to accelerate their processes while significantly reducing overhead costs. Outsourcing for the first time, they also expected a co-sourcing partner in Premier BPO; to guide them on what was most beneficial for their project, as it gradually progressed. They needed our team to perform highly-accurate, error-free processing for each account with its sophisticated compliance specifications. Extensive training documentation is frequently provided by GAIN Capital for identifying flags for money laundering and fraud. Premier BPO's team is required to take these interactive courses regularly to ensure quality.



Our Action Plan:

GAIN Capital entrusted us with their financial foreign exchange back-office operations, while we expedited all functions securely and expertly. GAIN's international customers submit application requests in multiple languages by filling out forms through online applications or brokers.

Premier BPO personnel then verify these to move forward. Handling customer information for new account creation, and management of existing accounts, our team efficiently qualifies customers according to GAIN's set criteria. Premier BPO has access to secure third-party tools for identifying highlighted/exposed persons to avoid money laundering issues with different workflows for each region. We also streamlined all data on GAIN's cloud platforms (Salesforce) for visibility and control of specific information on GAIN's end.

Team Structure:

Starting in 2012 from the New Jersey office operations, Premier BPO's team gradually increased in number as GAIN's operations grew to their London office as well. Currently operating from China and the Philippines, our remote dedicated workforce for GAIN consists of:

- ④ Quality Assurance Officers
- ④ Trainers
- ④ Team supervisors
- ④ Data and Research Analysts (multi-lingual capability)

Functions Performed:

- ▷ Remotely processing application information keeping in mind security protocols
- ▷ **Validate:** Screening for applicants, confirming valid information for account requests (proof of residence, passports, Identity verification, country, bank info, etc.)
 - ⊗ Translating different documents from indigenous languages to English and adding notations for other readers to easily verify
 - ⊗ Indexing images in platforms for viewing (LexusNexus Bridger, Passport, Eworks, Salesforce)
- ▷ **Authenticate:** : Following all laws/compliance rules to make decisions on legitimizing applicant for acceptance or denial of said request; qualified based on zones/continental regulations
 - ⊗ Continuously updating mailboxes for account maintenance
 - ⊗ Discussing changes for information updating on combined Salesforce platform
 - ⊗ Running background checks on applicants prior to opening an account
 - ⊗ Escalating the red flag applicants from background checks to compliance for further review.
 - ⊗ Escalate information required from applicants/customers to Gain Customer Services Department
 - ⊗ Any client queries are communicated to GAIN's CX department and handled there.



Our Value-Added Proposition:

Premier BPO worked hand-in-hand with GAIN Capital during its evolution to become a market leader. Initially helping our client automate their existing systems through Business Intelligent solutions, we enabled more accurate results. Providing them highly-skilled personnel with language support for four different languages out of two regions, we also helped streamline operations under one Salesforce system. Serving as a central point of contact for everyone, GAIN has complete control over who views what sections of information over the platform.

Premier BPO has redundancy measures in place to provide 24 hr. functionality to GAIN and in case of any unforeseen disaster. We extensively audit every new person added to our remote team. Our QC process is extensively detailed, advancing from QA auditing to timely error discussion with supervisors to detailed reporting. Our average error correction time is 15 to 30 minutes, depending upon impact. Premier BPO conducts weekly end-to-end calibration calls to ensure smooth functionality while keeping the client updated for all concerns.



Our Achievement:

Scaling nearly twice within a few months of starting GAIN Capital's operations, we process 30 to 40 thousand cases a month. Maintaining excellent quality while keeping errors to a minimum; Premier BPO was effectively able to train employees within two weeks for a role that required training of three months.

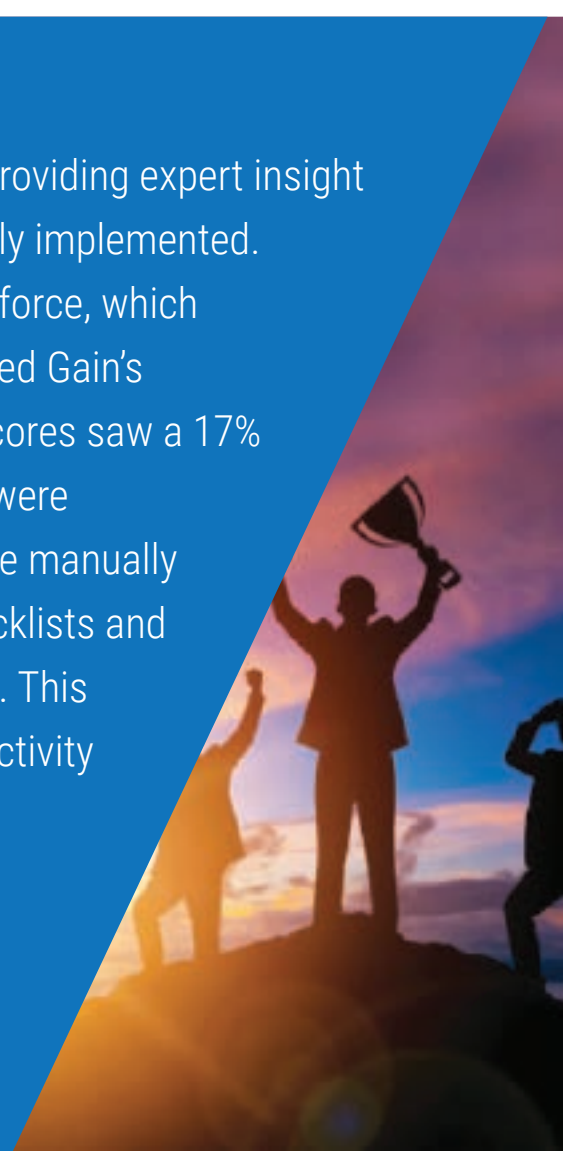
Premier BPO's Data and Research Analysts possess decision-making roles, which involve KPO functionality to identify which customer is suitable for GAIN or not; rejecting or accepting applications on that basis. Built upon our relationship with GAIN, they entrusted some of our experienced team members with the additional responsibility to handle information regarding the updating and management of certain settings in old accounts. We also support English, Japanese, Mandarin, and Arabic out of China and the Philippines; and have the capability to provide even more language capability if required.

Impact:

Premier BPO acted as a strategic partner for Gain Capital, providing expert insight for Process Improvement techniques, which the client readily implemented.

Drafting e-mail templates for all possible scenarios in Salesforce, which otherwise had manual content; Premier BPO's team increased Gain's productivity by 8%. Subsequent to this, the C-SAT and QA scores saw a 17% rise. Similarly, the entries for the new applications process were embedded with automatic checklists to relieve the otherwise manually handled burden. Specific to each country/region, email checklists and centralized admins helped enhance visibility of applications. This resulted in labor savings of over \$70K with increased productivity and QA.

Premier BPO slowly scaled up with GAIN as their business flourished, replicating the same process in other geographies. Initially outsourcing for Mandarin and



Arabic support, GAIN extended their English language operation to Premier as well; seeing as how exceptionally our team performed in earlier roles.

During the pandemic, GAIN Capital required additional support for downscaling and upscaling on an immediate basis. Realizing the value Premier brought to the table, they came to us, and we quickly put together resources for their operations; helping them navigate steadily through 2019. Presently, their operations are growing, as well as their long-standing relationship with Premier BPO.

Why Premier BPO:

Premier BPO is an established industry name in the Business Process Outsourcing world that provides personalized, cost-effective, process-improved solutions for any Back-Office business function. We combine technology and a highly-skilled workforce for innovative and improved outcomes. Establishing long-term relationships, we always put the client first. We offer a wide range of services in multiple industries like Telecom, IT and Software, Healthcare, Finance & Accounting, E-commerce, and more.



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