

# Compliance & Risk Management Due Diligence Checklist

FOR PARTNER BANKS + FINTECHS

Derived from the regulators' [joint guidance](#) on conducting due diligence, here's a quick cheat sheet of information that banks should reference when evaluating fintechs for potential partnerships, and information and elements that fintechs should have readily available to provide potential partner banks during the due diligence process.

## Business Experience

- Company overview
- Organization charts
- List of client references using the activities being considered
- Volume and types of complaints, including those available from the fintech company, regulatory agencies, and other public sources
- Public records of any legal or regulatory actions and to establish corporate standing, if applicable
- Media reports mentioning the fintech company
- Summary of any past operational failures of the fintech company

## Regulatory Compliance

- Policies, procedures, training, and internal controls pertaining to compliance with legal and regulatory requirements
- Proposed contract terms that specify performance of legal and compliance duties
- Information regarding customer-facing delivery channels or applications (for example, mail, online, and telephone)
- Proposed marketing materials and regulatory disclosures with product details such as fees, interest rates, or other terms
- Methods used to monitor, remediate, and respond to customer complaints
- [Customer complaint](#) records involving the fintech company

## Risk Management

- Policies, procedures, and other documentation related to the prospective activity
- Policies and procedures related to the fintech company's internal control environment and overall risk management processes
- Information on risk and compliance staffing
- Recent results of control reviews and audit reports related to the prospective activity
- Issue management policies, procedures, and reports
- Schedule of planned control reviews and audits
- Self-assessments
- Training materials and training schedule
- Inventory of key risk, performance, and control indicators
- Sample key risk, performance, and control indicator reports



## A joint compliance effort is key to a successful partnership

The most powerful partnerships are those that truly work together. Partners who are both committed to compliance and have a continual loop of monitoring and feedback will succeed together—without the burden of a regulatory investigation or enforcement action looming.

PerformLine's omni-channel solution was built to automate the monitoring and remediation of regulatory and brand compliance violations on all owned and partner channels including web, messaging, call centers, email, documents, and social media, and offers the ability to communicate with your partners within the platform for quick remediation.

**Speak to one of our experts today to learn more about mitigating your risk and ensuring brand safety so that your partnerships can thrive.**

[SPEAK TO AN EXPERT](#)