



Financial Crime
Compliance Operate for
a multinational
insurance group

Strategy, Risk & Transactions Operate | Financial Crime Compliance (FCC) Operate

The challenge

A leading multinational insurance group was seeking a partner capable of delivering Financial Crime Compliance (FCC) Operate services to outsource their in-house compliance operations.

With Hong Kong designated as the initial launch site and moving the work gradually to our Guangzhou FCC Operate Center, this project held symbolic significance as the inaugural step in the client's FCC transformation journey, setting a precedent for other entities within the Group across the Asia-Pacific region.

The client highlighted that quality is paramount for this project and that having experienced staff as part of the team is crucial.

Our solution

Deloitte introduced its FCC Operate solution, empowering the client to transform their FCC processes over time. This solution delivered operational and cost efficiencies while providing a reliable and scalable team.

- Implementing dedicated oversight and quality control: This ensured effective control, timely escalation, and resolution of issues.
- Adopting flexible resource planning: This approach allowed quick responses to adapt swiftly to both spikes and downturns.
- New Guangzhou FCC Operate Center: We established this center, tailored for multinational financial institutions with a focus on Hong Kong and the Greater Bay Area, one of the most prosperous regions in China. The center is staffed by a trilingual team fluent in English, Mandarin and Cantonese.

The outcomes



Excellence and expertise: Mature hands-on operational experience and multiple successful projects by our Mainland China FCC Operate team. Dedicated programme management and specialist teams ensured effective project execution.



Industry experience: Extensive experience with insurance organizations in Hong Kong. Familiarity with regulatory risk appetite allowed us to serve the client with a deep understanding of the compliance requirements.



Dual FCC Operate Centers infrastructure: Significantly enhanced our ability to manage regulatory risks, allocate resources, improve compliance efficiency, and maintain strong relationships with regulators and customers.



Flexible solutions: Our advanced facilities and skilled resources offered flexibility and readiness for immediate deployment.

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