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Deloitte Data Agent Services
Your tool for exiting the financial
services market

A company wind-down is constrained by multiple legal obligations.

Early preparation and understanding of the long-term obligations in your market exit reduces risks and costs, keeps you on time, and helps you manage key challenges:

Challenge #1. Retention obligations

Businesses are required to retain data for many years after a market exit (minimum 10 years) and have an obligation to respond to legitimate requests for data. Thus, you must retain resources with diverse competencies to handle such requests (legal, compliance, technical, administrative, tax, etc.).

Challenge #2. Infrastructure

Your key legacy cost typically resides in maintaining IT infrastructure to meet record-retention obligations. This can include data centers, IT staff with client-specific application knowledge, and ongoing upgrade requirements.

Challenge #3. Compliance

Retaining infrastructure and staff to support IT and requests for information brings additional challenges to your market exit. Payroll, pensions, and associated administrative tasks can't be closed while staff are still employed. Ongoing requirements to maintain compliance with laws and regulations (like GDPR) create additional obligations over the duration of your records.

Get peace of mind with an experienced Data Agent

As a regulated PSF entity of Deloitte Luxembourg, Deloitte Solutions offers Data Agent Services, an integrated ecosystem of skilled professionals and secured technology. We help you swiftly wind down your company and exit the financial market with ease.

You can use archiving and Data Agent to :

- Finalize decommissioning of IT infrastructure and surrender your banking license
- Exit all premises and staff and close pension schemes
- Reduce knowledge loss over time
- Manage data-retention obligations to ensure compliance
- Automate ongoing data requests
- Easily access operational support and resources
- Reduce costs by removing need for a legacy team

“Compared to maintaining a legacy team, ‘on-demand services’ are more cost-effective than paying for ‘on-demand staff.’ ”

Roland Bastin
Deloitte Partner

Sophisticated technology to **simplify storage**

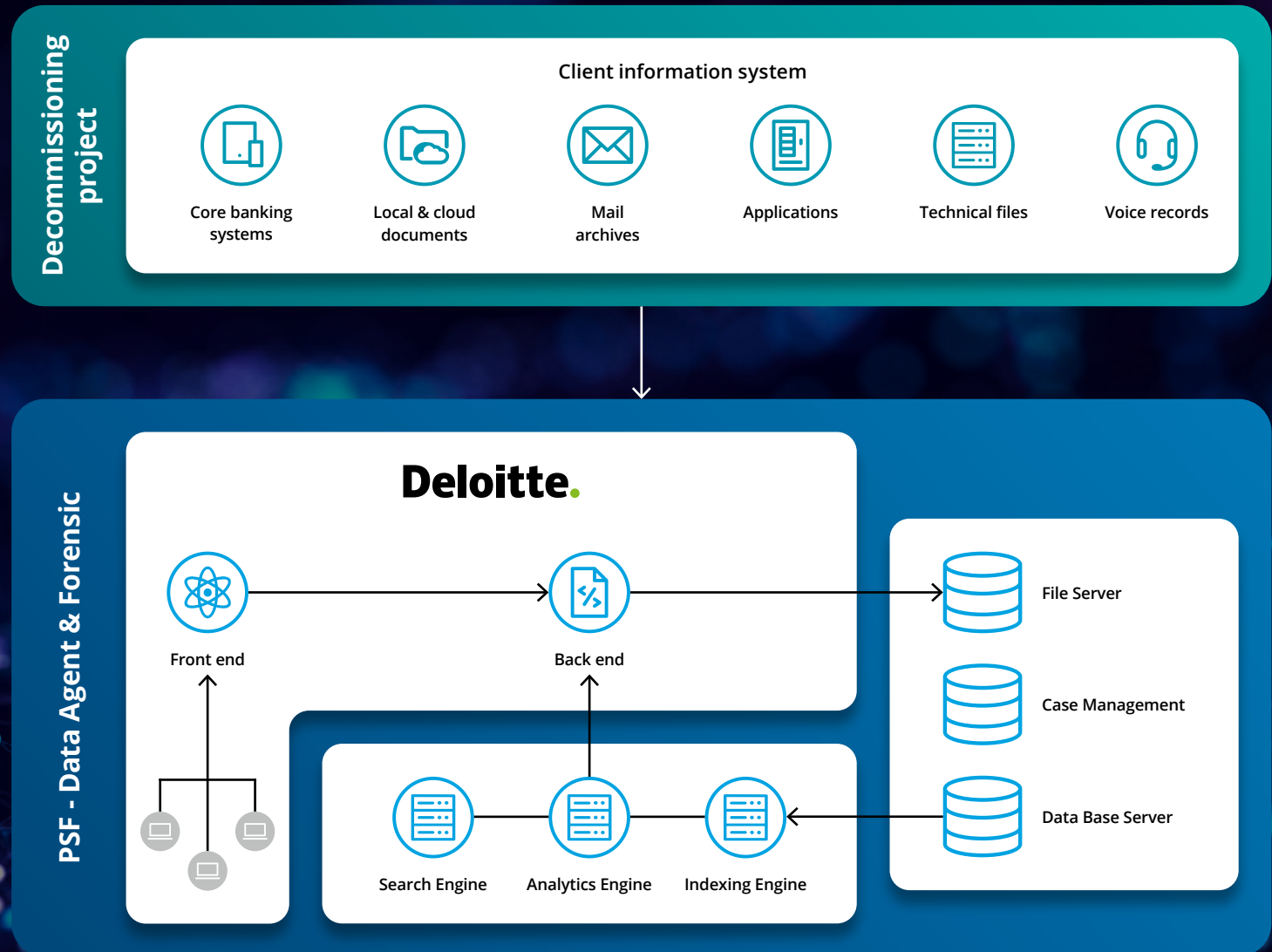
Structuring a global data warehouse is key to its success. Using advanced technology, Deloitte will create a state-of-the-art data warehouse of your business records to simplify future research operations.

The readily searchable and well-structured data warehouse also removes your need to retain client-specific knowledge, reducing your cost and risk.

Natural language processing (NLP) supports knowledge management through efficient, intuitive search of electronic and paper archives.

Deloitte's IT infrastructure and specialized applications endure changes in data archiving, ensuring continued security and compliance.

This PSF-secured environment can cope with both typical requests and the most complex forensic projects.



Data Agent overall IT architecture and components

Our Deloitte methodology and approach

MAP your information systems landscape to determine which relevant data should be preserved from each system.

CONFIRM the index quality for the paper-based archives (and select those to retain).

ENGAGE external audit and regulators to review the approach, ensuring early process buy-in.

DEFINE the relevant datasets and a process for archiving them for each application, including the associated retention rules.

PLAN for any knowledge gaps that might arise in a legacy system.

TRANSFER the information system in its entirety after confirming the relevance and retention policy for each application and extracting, transforming, and loading the data into the data warehouse. Copy original databases and virtual machines when necessary.

DETECT recurring requests and automate answers for each application.

EXECUTE extensive user acceptance testing (UAT) via a parallel run to confirm the completion of the data transfer and if the Data Agent can efficiently retrieve data to answer diverse requests.

But tech requires the right people, and **Deloitte is distinctly prepared**

We combine these cutting-edge technologies with our extensive regulatory and financial industry expertise to offer an integrated solution.

You can feel confident that:

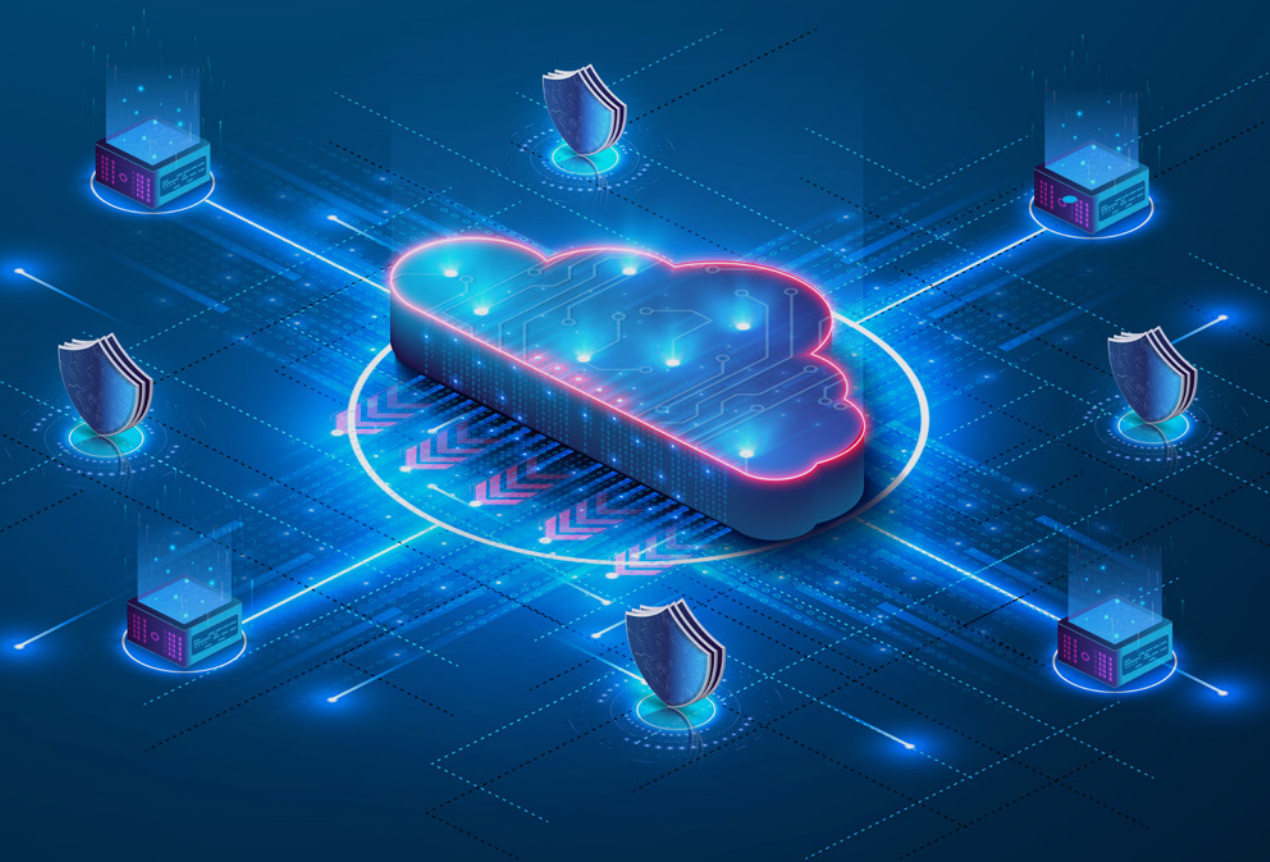
- As a **PSF entity**, we are regulated by the CSSF and subject to **strict IT security and data confidentiality standards**.
- Our specialized staff has a **deep understanding** of the financial industry, compliance, regulations and other topics.
- Deloitte has a **long track record of success** in company wind-downs, data archiving and Data Agent Services.
- We combine **financial industry expertise, IT efficiency** & client project credentials.
- Our multi-disciplinary team has **cross-sector expertise** and skillsets for optimal collaboration.
- We have a **start-up spirit** and are constantly innovating. We design new solutions and tools in addition to optimizing processes, operations and supporting technologies.

Let us future proof your archives

Data Agent Services will keep you compliant not only for whatever regulatory change could come tomorrow, but for decades to come.

As your provider, Deloitte will:

- Align with you to determine **your specific needs and tailor a solution** to your business strategy
- **Create an “Archiving Concept Paper”** to brief authorities and relevant stakeholders
- Leverage the **strong network of alliances** and commercial partnerships from our PSF, Deloitte Solutions
- **Address your request and reporting needs** whatever the source (fiscal authorities, social and justice ministry, ex-clients, ex-providers, and ex-employees)
- **Implement retention rules**, enabling appropriate deletion of data (electronic and paper)
- **Serve as a single point of contact** to manage the physical or PSDC archivers
- **Keep you compliant** with frequent audits, ensuring quality service over the whole year (internal, external ISO27001, etc.)

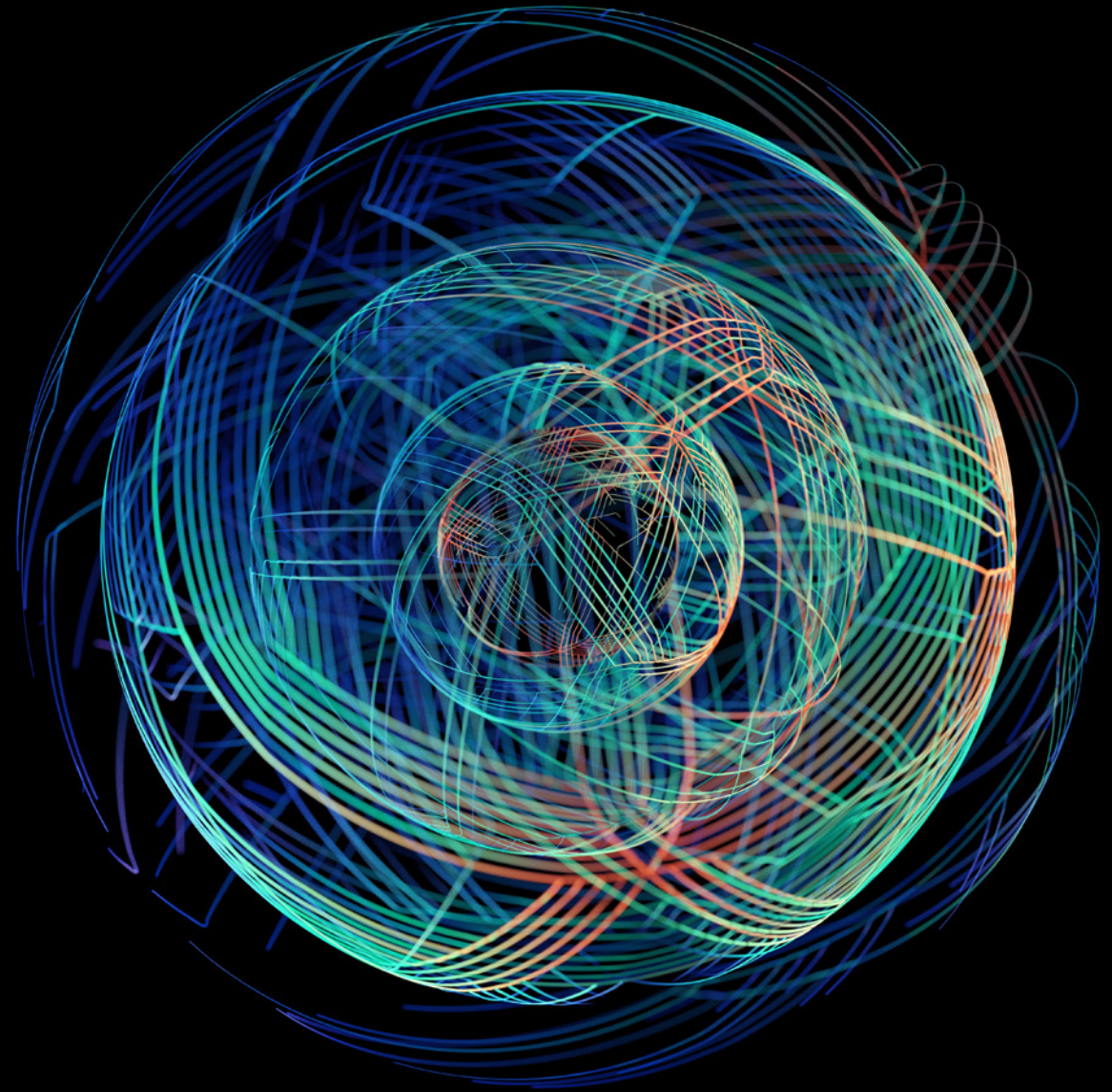


Trust our experience:

- Plan early to reduce risk of knowledge loss
- Design the archive and collect operational knowledge early while key staff remain
- Identify, index and manage retained physical paper archives
- Plan to reduce activity in core systems to enable archiving and decommissioning

“Understanding data retention regulations is key to ensuring efficient executions of data archiving projects and GDPR compliance.”

Roland Bastin
Deloitte Partner



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