



Canon Capabilities for Financial Services

Key Benefits

- Lower costs
- Higher productivity
- Better compliance
- Faster customer service
- Enhanced information security and customer confidentiality

Canon solutions help financial services companies reduce paper, increase productivity, and cut costs, while enhancing compliance capabilities and protecting information security. They let you accelerate workflow, free staff from tedious paper-handling work, and make more room for revenue generation by making documents accessible to all employees so that it's easier for customers to interact with you.

Imaging, document distribution and management, and finishing technologies have been brought together in one convenient office device, accessible to all workers via the network. The results are high productivity from network and computer efficiencies, and accelerated workflow: information once available only by viewing a piece of paper is now viewed on the PC with a few clicks; documents once transported overnight are sent in seconds from the copier; office space occupied by filing cabinets is converted into productive workspace.

With Canon Office Solutions, you will see a measurable return on investment (ROI) quickly. Canon Know How™ helps you achieve your goals quickly, with easy-to-use-and-deploy solutions, without the need for complicated IT integration.

Canon Solutions

Canon provides integrated hardware and software products that convert documents to and from paper and digital information, automate office activities, speed up workflow, reduce paper, and lower costs. Deployed at key points along the document life cycle, they have become the “Hub of Document Activity” throughout the Branch Office, Central Processing, Customer Service and Support Offices.

- Multifunction all-in-one—copy/print/fax/scan/E-mail hardware and software
- Office and check imaging and microfilm products
- Document management, distribution, publishing, and finishing
- Production printing
- Print accounting

Reduce Costs

According to studies, 20% of office time is consumed by paper-handling activity. Canon helps companies reduce the paper in the process by

converting documents into digital images and bringing computer efficiencies to the paper process. Courier, storage, postage, and office space costs can now be spent on more important things like customer service and profits.

Canon multifunction departmental products are more efficient and less expensive to own and operate than stand-alone desktop printers, fax machines, and scanners. They are network-ready and come with automated document-finishing features. Moving from personal to workgroup printing can significantly reduce your cost of paper, supplies, and maintenance.

Improve Office Productivity

Despite the advancement in computer technology, financial services companies remain the most labor- and paper-intensive businesses. Canon provides hardware and software products to automate the time-consuming processes necessary to move information to and from paper. Canon unifies imaging, electronic distribution, automated document-finishing, and document management



to create a seamless path for information to flow across various media formats. This increased productivity appears in:

- Shorter cycle time in loan processing, credit card operations, and processing investment accounts
- Serving more customers without adding staff in branch and customer centers, with on-the-spot service enabled by imaged documents
- Faster response to SEC and internal audit inquiries
- Shorter lines, and the ability to process more checks without adding more tellers
- Printing more documents without increasing Central Reproduction Department personnel

Improve Compliance

Passing SEC and internal audit reviews should not be a nerve-racking experience. Lost, misfiled, or destroyed documents typically contribute to SEC and internal audit citations. Whether complying with the USA Patriot Act, or GLBA, Canon multifunction and document management products make it easy to scan and store customer ID documents and display them on the screen. With documents stored in a database, you can feel confident that a customer ID can be verified quickly while, at the same time, you're complying with the law and your internal compliance programs.

Enhance Customer Satisfaction

Winning new customers—and holding onto existing ones—means your communications with customers and customer service must be leading-edge. Count on Canon to help you impress customers with professional document-finishing and color printing. Print personalized customer statements or Direct Marketing materials with a touch of color. Publish professionally finished proposals in your office. Empower Customer Service reps and branch personnel to provide on-the-spot service with instant access to check images or account documentation.

Protect Information Security and Customer Confidentiality

Canon sets the standard when it comes to offering device security solutions that help protect customer privacy and confidentiality, and comply with regulatory requirements. Secured Printing from the desktop, Device Security, Network Security, Output Accounting, and Fax Forwarding offer a comprehensive security border to guard against unauthorized use of a device, unattended printing, and the disclosure of sensitive information.

Business Process Applications

BANKING

- Retail and corporate lending loan processing
- Customer service center
- Line of credit operations
- New account application processing
- Mortgage processing
- Branch teller files and check imaging
- Branch signature card and customer ID imaging
- Sales and marketing
- Electronic transport of paper documents
- Transfer of mortgage portfolio servicing rights
- Customer account statement and correspondence printing
- Trust services
- Regulatory compliance
- Securities services

INSURANCE

- Claims processing
- Policy statement production
- Billing/invoice printing

- Customer correspondence printing
- Customer service
- Central Reproduction Department
- Print agent materials and booklets, and distribute via E-mail, I-fax, or fax
- Color documents for claim settlement cases and sales and marketing

BROKERAGE AND INVESTMENT BANKS

- New personal investment account application processing
- Securities servicing
- Print pitch and deal books
- Print personal financial plans
- Print fund fact booklets
- Print research reports, market letters, and newsletters
- Electronically distribute marketing, promotional, and business publications

Canon Serving the Financial Services Industry

- Serving over 7,500 Banking, Brokerage, and Insurance companies in the U.S.
- Serving 61% of American Banker Top Commercial Banks
- Serving 38% of Best's Top Property & Casualty Insurers
- Serving 27% of Best's Top 500 Life & Health Insurers
- Serving 22% of American Banker Top Credit Unions
- Serving 50% of American Banker Top Mortgage Bankers
- Serving 54% of American Banker Top Investment Bankers