

Compliance solution attracts adviser interest

28 Aug 2015

By Krystine Lumanta

New cloud-based entrant Dubber will ensure better compliance within the industry through visibility of conversations between advisers and clients, with several licensees already signing up for the recording system.

The technology platform, developed in Melbourne, provided an easy-to-deploy call recording solution, with recordings made available immediately for playback.

The company said the disruptive technology was gaining the attention of key licensees, practice partners and peak industry bodies such as the FPA and Association of Independently Owned Financial Professionals.

“Even the regulator, ASIC, is now looking at this development to consider the impact on the industry,” it said.

The solution delivers a legal, cost-effective and affordable way to ensure all advisers are able to record every conversation with their clients, regardless of whether they are talking to them on a desk phone or on a mobile phone, and regardless of where they are based.

The company also revealed a number of independent, as well as aligned, dealer groups have already signed up for Dubber.

“In fact, we are talking to all of the major licensees about our solution, which will deliver a robust, transparent and auditable record of all adviser/client conversations,” it said.

“From most of our meetings to date, many of the key players in the financial services industry have acknowledged the need for this technology to demonstrate they are now providing true accountability to both their clients and the regulator.”

It said there was no reason why any adviser should not now be recording all their conversations with their clients.

The platform also provides keyword search functionality and can interface with most financial services customer relationship management systems, such as Xplan, Coin and Midwinter.

It costs less than \$20 a month per user.

Recordings are stored within a dedicated, encrypted Dubber recording store.

Access to the recordings is only available through the Dubber portal or through the Dubber application programming interface, both of which require user authentication.

Once accessed, all recordings within Dubber are streamlined through HTTPS sessions, ensuring end-to-end security between Dubber and the end user.

<http://www.financialobserver.com.au/articles/compliance-solution-attracts-adviser-interest>