

Record calls for FCA, MiFID II & regulatory purposes



“Financial Ombudsman Service information has shown the majority of complaints about investments centre on the conversations when investments are sold.”

“firms are required to record telephone conversations and electronic communications that relate to “the reception, transmission and execution of orders, or dealing on own account”

Source: <https://www.moneymarketing.co.uk/fca-asks-advisers-record-telephone-calls>

Summary of MiFID II (concerning recording calls)

- MiFiD II deadline is Jan 2018
- 5 years’ data retention period
- Applies to “article 3 firms” including IFA’s and boutique corporate broking firms
- All regulated firms including those giving advice to record calls and electronic communications
- Communication covers email, mobile and landline calls etc.
- Recording is regarded as a necessity for detecting market abuse & protecting customers

Vidicode UK Apresa recording system helps assist you with compliance

- Fingerprinting & Encryption
- Audit Trail
- Authenticated & restrictive user access
- PCI DSS compliance
- Mobile recording (compatible android handsets)
- Screen recording