

## The Commercial Bank of Mason, Texas Continues Partnership with Wolters Kluwer Financial Services by Choosing ComplianceOne®

### Bank Snapshot

Asset Size:  
\$30,000,000

State:  
Texas

Converting From:  
ARTA Lending and  
ARTA Deposit

Top Reason for  
Converting to  
ComplianceOne:  
*The bank valued its  
longtime  
partnership with  
Wolters Kluwer  
Financial Services  
and opted to convert  
to ComplianceOne to  
continue that  
relationship.*

#### Advice for Other Bankers:

1. *"Most end users  
are reluctant to  
change. Make sure  
that you keep an  
open mind about the  
upcoming changes  
and be patient with  
yourself and each  
other while learning  
the new software."*

2. *"If you are  
wanting to interface  
with your database,  
make sure your data  
is good and clean. It  
will save the bank a  
lot of time down the  
road if you optimize  
your database  
before  
implementation."*

As longtime ARTA Lending and ARTA Deposit users, The Commercial Bank of Mason, Texas, really values the partnership they've formed with Wolters Kluwer Financial Services' dedicated team of account representatives, training and support staff. So, when word came that the ARTA Deposit product would no longer be supported after December 31, 2012, the bank didn't hesitate to convert to Wolters Kluwer Financial Services' ComplianceOne® solution.

Kim Jordan, executive assistant at The Commercial Bank, said since implementing ComplianceOne in September 2011, she's been very impressed with the solution's enhanced features and functionality.

"I really appreciate the ability to work from one common database for both my lending and deposit transactions," said Jordan. "ComplianceOne automatically populates the documents I need with the correct data, which is a significant time-saver and helps reduce the potential for errors. It is now so much easier and faster for us to complete a transaction using ComplianceOne's dynamic documents."

ComplianceOne helps The Commercial Bank document its lending and deposit transactions quickly, accurately and in compliance with all federal and state regulations. The solution connects the major areas of the financial institution's business to its core processor, Nicola Banking, through one, easy-to-manage user interface. ComplianceOne is built upon the trusted compliance knowledge and experience behind Wolters Kluwer Financial Services' Bankers Systems brand and backed by its industry-leading warranty.

Jordan added that Wolters Kluwer Financial Services' commitment to providing excellent customer service and support also helped make the decision to convert to ComplianceOne an easy one. As with any transition, there have been a few bumps along the way as staff gets used to the new solution. However, Jordan encourages new ComplianceOne users to not be afraid to ask for help.

"Don't waste your time, sitting there for 30 minutes, trying to figure it out on your own when you can call Wolters Kluwer Financial Services' SupportLine and quickly get the answers you need," said Jordan. "One day, I called customer support five times and they were as friendly, patient and helpful as could be. The customer support staff all get 'gold stars' from me for being such a valuable resource."

For more information on ComplianceOne, please visit [WoltersKluwerFS.com/One](http://WoltersKluwerFS.com/One).

## About Wolters Kluwer Financial Services

Whether complying with regulatory requirements, addressing a single key risk, or working toward a holistic risk management strategy, more than 15,000 customers worldwide count on [Wolters Kluwer Financial Services](#) for a comprehensive and dynamic view of risk management and compliance. Wolters Kluwer Financial Services provides audit, risk and compliance solutions that help financial organizations improve efficiency and effectiveness across their enterprise. With more than 30 offices in over 20 countries, the company's prominent brands include: FRSGlobal, ARC Logics for Financial Services, Bankers Systems, VMP® Mortgage Solutions, AppOne®, GainsKeeper®, Capital Changes, NILS, AuthenticWeb™ and Uniform Forms™. Wolters Kluwer Financial Services is part of [Wolters Kluwer](#), a leading global information services and publishing company with annual revenues of (2011) €3.4 billion (\$4.7 billion) and approximately 19,000 employees worldwide. Please visit our [website](#) for more information.

