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Doxim Retail Account Opening

In-branch and Self-Serve Engagement

Doxim Account Opening for Retail Customers

"Customers value simplicity when it comes to originating new banking products. Reducing the time and steps needed to open accounts, whether in branch or online, decreases the chance that a customer will get stuck or abandon the process, resulting in more completed applications and more happy customers."

- *Nicole Sturgill*, *Principle Executive Advisor at CEB TowerGroup.*

Doxim Account Opening offers a host of benefits:

Speeds and Streamlines Account Opening with an intuitive digital workflow, so you can open accounts in under 10 minutes, and use the information captured once to open multiple accounts at once.

Enables Multichannel Engagement by allowing customers to open accounts at their convenience - online, on a mobile device, at the branch, or through your call center.

Helps Uncover Revenue Opportunities by prompting staff members to uncover and document customers' current and future financial needs and freeing up their time to do this.

Reduces Error Rates by reusing data intelligently to prevent keying errors and ensuring all mandatory fields are completed and documents are signed correctly the first time.

Cuts Costs by eliminating expenses related to printing, postage and storage of hard copy documents, reducing staff time spent on each account opened.

Increases Regulatory Compliance by recording results of checks that are completed against regulatory lists and AML assessments.

Your All-in-One Solution for Account Opening

The Doxim Retail Account Opening solution is a flexible, end-to-end digital account opening solution purpose-built for the needs of credit unions and community banks. From gathering all required information, to onboarding customers, to selecting desired products, to generating the required documentation using your own templates, the software streamlines and speeds every step of the account opening process.

Open More Accounts, Faster

The solution makes it simple to open any account type, from basic checking and savings accounts to time accounts and retirement products, for individuals, joint account holders, youths, trusts and estates. You can save costs and increase wallet share by opening multiple products in a single pass, without having to ask the same question twice. When integrated with Doxim Loan Origination you can even process loan applications simultaneously too.

Provide a Consistent Experience Across All Channels

Today, your customers expect to open accounts through any of the touchpoints that make up a modern banking experience. That's why Doxim Account Opening is designed to help you stay ahead of the curve, offering a seamless account opening experience across all channels, including mobile devices. With our in-branch and self-serve modules, customers can open accounts when and where they prefer. They can even start an application through our self-service solution and finish over the phone or in-person with your staff using our in-branch solution.

Leave Time for a Conversation…

Say goodbye to focusing on complicated forms and say hello to having a real conversation with a new customer about their wishes, needs and aspirations. Why is that so important? Because it sets you up for a successful ongoing relationship with the customer during that all important 90-day onboarding window, which is the period during which you want to establish strong customer commitment.

… and Use That Information Wisely

Using the data your staff members capture in the fully configurable survey questions and financial analysis screens, you can proactively communicate with your customers about ways to use their new account (like online and mobile banking, bill payment, and direct deposit). Include personalized messaging about other products and services that fit the needs you've already uncovered, and you'll be well on your way to increasing both customer engagement and wallet share.

Reduce Risk and Prevent Costly Errors

Incomplete paperwork, missing signatures, errors or bottlenecks during the approval process – all of these issues can complicate regulatory compliance and cost your financial institution time and money to address. With Doxim Account Opening you can reduce errors with mandatory fields for regulatory questions, intelligently reuse data, and verify e-signatures are provided everywhere they're needed. Plus Doxim Account Opening maintains records confirming background checks, risk assessments and other regulatory steps were completed. The result? A more accurate, more transparent account opening process, every time.

Cloud-Based and Fully Integrated with the Doxim Customer Engagement Platform (CEM)

Doxim Account Opening is a cloud-based SaaS solution, so you get all the advantages of a market-leading account opening solution at a predictable monthly rate. This also means the solution can scale without requiring additional physical infrastructure. And because Doxim Account Opening is fully integrated into the Doxim Customer Engagement Management (CEM) platform, you can start by perfecting your onboarding processes and then expand from there, leveraging the modular design that allows individual components to be adopted in any order, and remain seamlessly integrated.

See Doxim Account Opening in action

Contact us to book a personal demo and see how Doxim Account Opening can help you open accounts faster while reducing costly errors and improving the customer experience.

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Doxim is the customer communications management and engagement technology leader serving highly regulated markets, including financial services, utilities and healthcare. We provide omnichannel communications and payment solutions that maximize customer engagement and revenue, while reducing costs. Our software and technology-enabled managed services address key digitization, operational efficiency, and customer experience challenges through a suite of plug-and-play, integrated, SaaS software and technology solutions. Learn more at www.doxim.com.

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