Introducing FINRA Gateway, FINRA’s New Front Door

Powered by the Digital Experience Transformation (DXT)

June 2020
Agenda

Improving FINRA's Digital Experience
Building With Our Users
Key Features
FINRA Gateway Demo
Rollout and What’s Next
Resources
Powered by the Digital Experience Transformation (DXT)

Simplify digital interactions with FINRA to reduce industry compliance costs while enabling proactive and efficient compliance programs

- Reduce industry operational burden
- Deliver streamlined experience to users
- Enhance data submission, discovery and export
- Surface/guide compliance tasks
- Ease of use/less dependence on FINRA staff
- Decrease industry compliance costs

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Why build a next generation Firm Gateway?

There are opportunities...

- Cleaner starting point at logon
- Align FINRA tasks and information to user’s role and needs
- Clarity around outstanding compliance tasks
- Fewer repetitive and labor-intensive tasks
- Connection between FINRA requirements and firm reporting tasks
- Flexible access and use of FINRA data
Thematic Changes

*We are not changing the work to be done; we are streamlining the way in which you do the work*

- Primary focus on compliance work to be done
- Enable customization today and personalization in the future
- Amplify transparency around reporting and compliance events
- Simplify and automate redundant tasks where feasible
- Empower self-service where possible
- Ease the challenge of finding and using data from FINRA systems
Building With Our Users

- **Spring 2019**: Announced the Digital Experience Transformation
- **July 2019**: Began Lightning Feedback at FINRA.org/dxt
- **December 2019**: FINRA Gateway Usability Testing and Demos to Over 150 Firms
- **February 2020**: Production Pilot With Small Number of Member Firms
- **April 2020**: Began Rollout to Larger Group of Member Firms
- **May/June 2020**: Opt in to FINRA Gateway

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Key Features at Rollout

**Simplified User Experience**
Customizable user experience that can be tailored to user needs

**Requests**
Consolidated list of all digital FINRA requests and work due in a single place with the ability to save filtered and sorted views

**Support**
A new way to contact the FINRA Call Center online through the system rather than on the phone

**Profiles**
Enhanced firm, branch and individual profiles with better navigation and access to forms

**Reports**
Ability to create, save and return to reports that have been created to user specification – now available for registered individual and branches

**Quick Links**
One-click access back to Classic Firm Gateway and Web CRD features
Opt-in to FINRA Gateway has begun...

1. Users logging in to Firm Gateway will be prompted

2. Three screens to click, and a video to watch if you have time to learn more

3. A choice at the end:  
   1. Move to FINRA Gateway full-time  
   2. Choose not yet and we will prompt you later
FINRA Gateway Demo
Production Rollout Has Begun!
• We are planning a phased rollout
  • We monitor feedback and issues as we scale the rollout to more firms and users
  • Users will be prompted to “opt in” to FINRA Gateway
  • At logon to Firm Gateway, firms selected for onboarding will be prompted to “opt in” to FINRA Gateway with a choice to continue to Classic for the time being

Communication, Training and Customer Support
• We will keep you posted at https://www.finra.org/filing-reporting/dxt/finra-gateway
• In-product tutorials will help guide you to new features at logon
• Training webinars are also planned
What’s Next?

We will add new capabilities throughout 2020:

• Recent Additions
  • Enhanced Requests and Profiles features
  • Reports capability for new data sets
  • Announcements to keep you abreast of the latest FINRA and system news
  • E-Bill Badge now displaying on Dashboard
  • Self Service ticket submissions from anywhere within the application

• New Features Planned
  • Enhanced data entry experience to simplify submission of U4 and other filings
  • Recent and historical filings to help you quickly return to where you left off
  • Enhanced contact management and notifications to help you proactively manage compliance
  • Incorporation of content from FINRA.org and a knowledge base to help inform your work

• Check out FINRA Gateway Release Notes for the latest: https://www.finra.org/filing-reporting/dxt/finra-gateway/release-notes

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Resources

• Questions and Feedback?
  • feedbackfinragateway@finra.org

• FINRA Gateway Product Page
  • https://www.finra.org/finra-gateway

• Feedback on New and Upcoming Features
  • https://finra.org/dxt - Lightning Feedback