COVID-19 Pandemic and Exam Administration

- March 16, 2020: Prometric closed all testing centers across the United States due to pandemic
- March 16 – April 30, 2020: No qualification exams were administered in US testing centers
- May 1, 2020: Prometric began to reopen a limited number of testing centers with reduced (50%) capacity for essential services.
- June 1, 2020: Prometric increased to full capacity at some test centers in accordance with local guidelines.
- August 2020: 270 Prometric testing centers reopened, with 211 at full occupancy
FINRA Actions – Enrollment Window Extensions

- To help address ongoing challenges for candidates, FINRA has extended exam enrollment windows five times for test candidates whose windows were to close on or after March 16, 2020:
  - May 31, 2020
  - June 30, 2020
  - August 31, 2020
  - September 30, 2020
  - October 16, 2020 for SIE, Series 6 and Series 7
  - November 16, 2020 for all other FINRA exams

- No additional extensions contemplated for SIE, Series 6 and 7

- For other exams, FINRA will assess the situation and consider whether any additional extension of exam windows is necessary
FINRA Actions - Online Testing

- FINRA and NASAA began to pilot the delivery of qualification exams online on April 21, 2020
- Exams available both online and in test centers: SIE, Series 6, Series 7, Series 63, Series 65 and Series 66
- The pilot initially involved four FINRA members and eventually expanded to 20 members
- On July 13 – FINRA and NASAA announced the general availability to schedule online test appointments to all candidates and members
- As of September 24, FINRA has successfully delivered more than 10,000 online exams
- FINRA is considering making other qualification exams available online in limited situations
Principal Elevation and Operations Professionals

- SR-FINRA-2020-026: FINRA adopted temporary Supplemental Material .12 under Rule 1210 providing that individuals who were designated to function as principals prior to September 3, 2020, will be given until December 31, 2020, to pass the appropriate examination(s).

- SR-FINRA-2020-026: FINRA adopted temporary Supplemental Material .07 under FINRA Rule 1220 providing that individuals who were designated to function as an Operations Professional prior to September 3, 2020, will be given until December 31, 2020, to pass the appropriate examination.

- Firms must document their reliance on any temporary relief provided by FINRA from obligations in rules or requirements during the COVID-19 pandemic.
Continuing Education Update
Regulatory Element CE - Technology Changes

○ Transitioning to a new CE delivery system
  • Does not require Adobe Flash
  • Allows for diverse learning formats

○ Accessing Regulatory Element CE through FinPro
  • Soft launch of S201 – June 15
  • Soft launch of S101 – October 5
  • Full transition of S101 and S201 – November 9
CE Council Enhancement Recommendations

- CE Council published a group of recommended CE program enhancements on September 12, 2019.

- SROs published Regulatory/Information notices in support of CE Council’s recommendations
  - FINRA Regulatory Notice 20-05 on February 18, 2020
  - Cboe Regulatory Circular 20-009 on February 21, 2020
  - NYSE Information Notice 20-01 on February 29, 2020

- Comment period extended to June 30, 2020
  - 26 comment letters received
CE Council Enhancement Recommendations

Proposed CE changes include:

• Enhancements to the Regulatory Element program
• Enhancements to the Firm Element program
• Creation of a Maintaining Qualifications program that would enable previously-registered individuals to maintain qualification through continuing education
Regulatory Element Recommendations

Regulatory Element Enhancement Recommendations:
- Complete annually by the end of each calendar year
- Diverse instructional formats
- Publication of topics in advance
- Systems enhancements
Regulatory Element Recommendations

Comment Letter Highlights

○ General support for:
  • Timely coverage of regulatory developments, new products and emerging risks to reduce knowledge gaps and increase uniformity of training
  • Capitalizing on advances in technology and learning theory

○ Concerns raised:
  • Those with multiple registrations may be subject to more training
  • Administrative, operational and cost burdens related tracking registered persons and the January 1-15 grace period
Firm Element Recommendations

- Recognize other training requirements for purposes of satisfying
- Extending Firm Element CE to all registered persons to align with other broadly-based training requirements such as the ACM and AML training
- Improve guidance and resources available to firms to develop effective Firm Element training programs
- Develop a content catalog that firms may optionally use for selecting or supplementing Firm Element content
  - Content developed by FINRA, SROs participating in the CE program and third-party training providers
Firm Element Recommendations

Comment Letter Highlights

○ General support for:
  • Recognition of other training requirements
  • Additional guidance and resources
  • Creation of a centralized content catalog for optional use

○ Concerns raised:
  • Expanding Firm Element to all registered persons could increase regulatory burden for large firms
Proposed Qualifications Maintenance Program

- Consider rule changes enabling previously-registered individuals to maintain qualification through continuing education
- Eligibility criteria
- Participation period
Proposed Qualifications Maintenance Program

Comment Letter Highlights

- **General support for:**
  - Elimination of barriers to re-entry to promote diversity in the securities industry and align with other industries

- **Concerns raised:**
  - Proposed participation time
Next Steps

- FINRA will work with partner SROs (e.g., Cboe, NYSE, MSRB) in
  - Seeking additional industry input on various components (e.g., reporting, notification, CE content catalog)
  - Further exploring comment letter suggestions
  - Rule filing with the SEC
New Customer Services Tools
Recent Initiatives/Best Practices
Training Opportunities
Public Records Review - Update
Enhanced Public Record Review
Upcoming RR&D RST Changes and Impact to Industry
New Customer Service Tools
New Customer Service Tools

- Modernizing our customer service tools
  - More outward facing points of communication
  - Improved and increased system notifications
  - Additional ways to interact with FINRA staff
  - Make more information available publicly
  - Direct communication channels to subject experts
Self-Service Online Tickets

Available from FINRA Gateway on main landing page.
Self-Service Online Tickets (cont'd)

- Self-Service cases are connected to our CRM product used for customer and case management.

- We are performing significant data clean up and simplification of CRM product.

- Self-Service online tickets improves:
  - Fewer abandoned calls as self-service cases reduce calls in;
  - Reduced average seconds to answer so there is less wait time in call center;
  - Focuses call center resources on calls and not cases in to FINRA.
Self-Service Online Tickets (cont'd)

- We continue to look for ways to modernize our operations support and are implementing a Category drop down in October.
  - Route directly to operations team to triage cases, which frees up call center.
  
- Provide CRED better operational statistics
  - Types of cases being submitted
  - Where we can improve things
  - Continual feedback from firms

- Quicker resolution of cases as operations team can address more specific registration and disclosure questions.
Screen Share Support

- Sharemyscreen.finra.org is available for external parties to get support from FINRA operational staff.
Screen Share Support (cont'd)

- Users will need to download an executable file.

You are about to start a support session with Daniel.

1. **Click Keep** in the lower left corner of this window if you are prompted to Keep or Discard. If not, skip this step.
2. **Click** on the file you downloaded in the lower left corner of this window. If you don't see a downloaded file, **click here**.
3. **Click Run** if you are asked if you want to run this software.

You may close this window at any time after your session has started.
Screen Share Support (cont'd)

- User's must accept Terms and Conditions to enable access by FINRA staff.
Accounting System Upgrade
Accounting System Upgrade

- FINRA is transitioning to a new accounting system starting on October 1.
- As a result of this transition, the following will occur:
  - E-Bill will be unavailable 10/1 through 10/8;
  - No accounting transactions will post to the Flex-Funding account from 10/1 through 10/8 (includes charges and deposits);
  - On 10/9, E-Bill and Web EFT reports will display all transaction data from outage.
  - All historical data that displays in E-Bill will remain available after the upgrade.
- Due to the volume of transactions, Web EFT reports and E-Bill may come up later than normal on 10/9.
Form CRS

○ On June 5, 2019, the SEC adopted Regulation Best Interest (Reg BI) under the Securities Exchange Act of 1934
○ Firms were required to comply with Reg BI and Form CRS by June 30, 2020

○ Broker-Dealer firms will use a standalone Form CRS upload portal in Web CRD
○ Users must have Form BD entitlement in order to upload Form CRS
○ Firms are allowed to have one current Form CRS at a time
○ BD-only Form CRS uploads will display on BrokerCheck

○ SEC-registered Investment Advisers and dually registered BD/IA firms, will submit Form CRS through the IARD system
○ Users with entitlement to submit Form ADV will upload Form CRS as Part 3 of Form ADV
○ Firms are allowed to have one current Form CRS at a time
○ IA-only and dual BD/IA Form CRS uploads will display on IAPD
BD Standalone Upload

- Links on the Web CRD site map will direct entitled users to the standalone upload portal for BD-only firms.
- Investment Adviser and joint firms that click the standalone link in Web CRD will be redirected to IARD to submit Form CRS as Part 3 of Form ADV.
Users will complete the Upload Relationship Summary card and select the appropriate file for upload.

- Files must be in PDF format and text-searchable with at least 50 words.
BD Standalone Upload (continued)

- Once successfully uploaded, the file will display as the firm’s current Form CRS. Clicking the hyperlinked Filing ID will display the uploaded file.
- If a firm needs to replace their current Form CRS with a new version, the firm would simply upload the new file and the previous Form CRS will be automatically retired.

Protect Personal and Sensitive Information! To ensure that the sensitive personal information you are reporting is not disclosed to the public, you must provide such information only where it is specifically requested. For example, an individual’s Social Security Number (SSN) must be reported only in a designated SSN field and not in response to any other question, particularly those questions that allow for a narrative (i.e., free-form text) response. For additional guidance on the reporting of sensitive personal information in the CRD system, please visit www.finra.org/crdprotectdata.
Investment Adviser and dual BD/IA firms will upload Form CRS as Part 3 of Form ADV.
The file selection process will be similar to the standalone portal, with language appropriate for IA and dual firms.
The uploaded file will display in Part 3 of the pending Form ADV and will be officially submitted when the firm passes the completeness check and submits the entire filing.
View Organization

- If you have View Organization entitlement in Classic CRD and/or IARD, you will have a new link in the left navigation menu for “Relationship Summary.”
- Clicking on the hyperlinked “Filing ID” will display a read-only version of the PDF file uploaded by the firm.
Public Disclosure

- BrokerCheck and IAPD will display a firm’s current Form CRS as part of the firm’s public disclosure record.
Name Reservations

- The SEC has stated that, subject to limited exceptions, it presumes that the use of the terms “adviser” and “advisor” in a name or title of a broker-dealer that is not also registered as an investment adviser to be a violation of the capacity disclosure requirement under Reg BI.

- As a result, the Organization team in RR&D is expecting a spike in name reservations from firms that may need to change their firm’s name to conform to Reg BI.
Multi-factor Authentication (MFA)

- Due to positive experience to date, phased MFA rollout has been accelerated.
  - FINRA is enabling MFA for groups of organizations at a time.
  - Administrative users from these groups are required to enroll upon first login after MFA has been enabled for their organization.
- No significant challenges or issues have been identified.
- Rollout Status
  - Broker-Dealers and joint BD/IA firms is now complete. Rollout to state-registered IAs is currently in-progress. Rollout to state regulators and other organizations is underway.
  - Non-administrator users will have the option to use MFA in 2021.
Reminder About Protecting Sensitive Data

- Protecting sensitive data is a mutual responsibility between all users of CRD/IARD.
- FINRA takes protecting sensitive personal data and personal identifying data very seriously.
- Sensitive data includes data covered by state or federal statutes as well as data protected by BrokerCheck and IAPD-I policies.
- CRED has a robust sensitive data identification process that enables us to redact sensitive data from unprotected fields in every type of uniform form filing in CRD/IARD.
SRO Update

- **Members Exchange, LLC (MEMX)**
  - Effective date: May 4, 2020
  - Go-Live in CRD: June 12, 2020
  - Registration Categories: CD, CN, CO, CT, FN, GP, GS, IE, MT, SU, TD, and TP

- **MIAX PEARL, LLC (MIAX PEARL)**
  - Effective September 25, 2020, the Equities platform of MIAX PEARL will be available for registration.
  - The qualifying registration categories for Equities are identical to the Options platform of MIAX PEARL.
  - Current and prospective PEARL members who wish to participate on the Equities platform need to contact PEARL directly, and the regulator will update the firm’s SRO Business Type (e.g., Options in CRD)
SRO Update (Continued)

- MIAX PEARL, LLC (MIAX PEARL)
  - The regulator can show the firm’s effective MIAX PEARL Equities date under Organization Registration Status

<table>
<thead>
<tr>
<th>Organization Registration Status</th>
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<tbody>
<tr>
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<tr>
<td>MIAX PEARL</td>
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<tr>
<td>Approved - EQUITIES</td>
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Training Opportunities
Training Opportunities

- Due to COVID-19, CRED will not be offering in-person training sessions for the remainder of 2020.

- FINRA Gateway Webinar Series
  - Sign up for the FINRA Email Subscription Service to receive notifications via the Registration and Licensing Subscriber list.
  - Visit the FINRA Gateway Webinars and register to attend “Live” and get information and best practices about features in the new FINRA Gateway platform, the enhanced U4 experience, and FinPro. The same webinars are also made available “On Demand.”

- Customized Firm Training
  - CRED’s training team can work with firms to customize online training sessions to meet their needs. For more information, contact us at WebCRD@finra.org.
Update on Public Records Review
Ongoing Public Records Review work - 2019

- New U4s will prompt an immediate financial public records review
- Last general annual financial public records review is being concluded

- All RRs (except those with a European residential address) will be included in financial public records review monitoring
- Annually, RRs with a European residential address will be reviewed for financial public records
- Criminal PRR records will be reviewed annually for any RR for whom the following apply:
  - CRD does not have a fingerprint result in the last 5 years, and
  - criminal PRR has not been conducted in the last 5 years.
Public Records Review - 2020

- New U4's still continue to prompt real time background reviews
- Ongoing Public Records monitoring is being conducted for all non-European RRs
  - This has resulted in more timely review and disclosure of events
    - Average days late for reporting of PRR events has declined to 24 days from 46 days previously
    - Financial disclosure is getting to BrokerCheck 62% faster
  - Since notification of new PRR event is getting to firms closer to the event date, it is easier for the firm and RR to provide accurate DRP information, reportability rate has increased.
- Annual Criminal Public Records are currently being reviewed; we expect to send letters by the end of November
  - We review Criminal PRR for RRs who haven't been fingerprinted or been through a PRR Criminal review in the last five years. This is year five; 2021 will be the second review for those in the first review – the volume will be considerably larger.
Upcoming RR&D RST Changes and Impact to Industry
Speakers

Noah Egorin
Senior Director, Credentialing, Registration, Education and Disclosure

Aaron Archer
Principal Business Analyst, Credentialing, Registration, Education and Disclosure

Claudia Holanda
Director, FINRA Technology

Thomas Weaverling
Director, Credentialing, Registration, Education and Disclosure
FINRA Gateway became login page for Firm Gateway

September 15

Initial and amendment Form U4 filings available in FINRA Gateway
(Form U4 filing remains available in Classic CRD)

October 31

All Form U4 filing types available in FINRA Gateway
(Form U4 filing remains available in Classic CRD)

Late November

Form U4 Available in FINRA Gateway.
Allow Rep Edits exclusively in FinPro.
CE 101 available on new platform via FinPro

October 5

New CE platform available exclusively via FinPro
All CE sessions on retiring CE Online platform must be completed on or before November 9

November 9

Form U4 filing in Classic CRD will be retired
All U4s must be initiated and submitted in FINRA Gateway

Early 2021
## Roadmap

<table>
<thead>
<tr>
<th>2020 so far</th>
<th>Q4 2020</th>
<th>Q1 2021</th>
<th>Q2 – Q4 2021</th>
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<tbody>
<tr>
<td><strong>New Features</strong></td>
<td><strong>Enhancements</strong></td>
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<td><strong>Enhancements</strong></td>
</tr>
<tr>
<td>✓ Launch of FINRA Gateway to wide audience</td>
<td>✓ Dynamic Reporting Improved Usability</td>
<td>✓ Profile-based edits</td>
<td>✓ Additional Notifications</td>
</tr>
<tr>
<td>✓ Contained first set of basic features needed by CRD users (reporting, entity profiles, task management)</td>
<td>✓ Work Management (card view, additional data elements)</td>
<td>✓ Manage Notifications</td>
<td>✓ Usage log</td>
</tr>
<tr>
<td>✓ New Reporting Data – Exam, CE, Registration, Branch</td>
<td>✓ Recently Viewed Links</td>
<td>✓ Task List on home page</td>
<td>✓ Public Offering/Corporate Financing integration</td>
</tr>
<tr>
<td>✓ Export feature for reports</td>
<td>✓ New Reporting Data – Firm</td>
<td>✓ Video Tutorials</td>
<td>✓ FinPro Integration</td>
</tr>
<tr>
<td>✓ Member Firm Financial Services System Integration (e-Bill)</td>
<td>✓ FINRA Contacts</td>
<td>✓ Customizable Dashboard</td>
<td>✓ Mobile</td>
</tr>
<tr>
<td>✓ New Reporting Data</td>
<td>✓ Remove direct access to Firm Gateway</td>
<td>✓ Notifications Management</td>
<td>✓ Global Search</td>
</tr>
<tr>
<td>✓ Shutdown New CRD</td>
<td>✓ Profiles (branch profile, IA view)</td>
<td>✓ Support SEC/SRO experiences</td>
<td>✓ Group collaboration</td>
</tr>
<tr>
<td>✓ Remove direct access to Firm Gateway</td>
<td>✓ Improved forms experience: U4 (initial and amendment) and eFOCUS</td>
<td>✓ Centralized Notification Management</td>
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<td>✓ Profiles (branch profile, IA view)</td>
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<tr>
<td>✓ Improved forms experience: FOCUS part IIA</td>
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<td>✓ Replace all Classic CRD firm queues</td>
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<tr>
<td>✓ Support: Knowledge Base</td>
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**New Features**

- Improved forms experience (U4: all fillings)
- Improved forms experience (U5, U6) available to test
- Filing History
- In-system disclosure collaboration
- Customized Quick Links & Favorites
- Member Supervision Contacts
- Enhanced export framework for reports

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**Enhancements**

- Profile-based edits
- Manage Notifications
- Task List on home page
- Video Tutorials
- Customizable Dashboard

---

**Enhancements**

- Dynamic Reporting
- Improved Usability
- Work Management (card view, additional data elements)
- Support Categories

---

**Enhancements**

- Profile-based edits
- Manage Notifications
- Task List on home page
- Video Tutorials
- Customizable Dashboard

---

**Enhancements**

- Additional Notifications

---

**Enhancements**

- Usage log
- Public Offering/Corporate Financing integration
- FinPro Integration
- Mobile
- Global Search
- Group collaboration
- Support SEC/SRO experiences
- Centralized Notification Management
- Replace all Classic CRD Firm-facing Reports
- Replace all Classic CRD firm queues
Impact of FINRA Finance System Upgrade

- FINRA’s financial systems will be going through a major upgrade.
- The first phase includes an outage from 10/1 through 10/8.

**Impacts**
- Deposits, credits and debits will not be posted until 10/9.
- The account balance shown on the FINRA Gateway (and Firm Gateway) will not be available.
- Web EFT’s Post Accounting report will be empty for each day of the outage.
- This upgrade will modify the Post Accounting report delivery schedule moving forward.

**Actions To Take**
- Firms should preload their Flex-Funding accounts in a manner sufficient to cover transactions during this outage.
- FINRA will temporarily override firms if their financial balance becomes deficient.
- Contact FINRA if you require assistance.
FINRA Gateway
Maximizing the Value of FINRA Gateway

**Tutorials and Help Menu:**
Walk-throughs, announcements and searchable help menu includes FINRA.org content

**Profiles:** Faster answers for research on the firm, branches and individuals

**Requests:** Single place to find all online compliance and registration tasks

**Reports:** Flexible reporting tool enables users to “set” their data views and refresh as needed with a single click

**Support:** Submit and track support cases through the system with self-service tickets

**Settings:** Change password, key user information or find SAA

**Quick Links:** One-click access back to classic Firm Gateway and Web CRD features

**Feedback:** Submit and track feedback to let us know how to improve your FINRA Gateway experience
Maximizing the Value – Quick Links & Help

- We’re rolling out FINRA Gateway in stages
- FINRA Gateway takes the Firm Gateway “neighborhood” concept further, unifying functionality into a single seamless application
- For a time, functionality not yet available in FINRA Gateway will be available via Quick Links on the home page or left navigation pane
- Tutorials, job aids and more are available to help with the transition
Maximizing the Value - Profiles

Compliance and registration users not only need access to information, they need to take action. Each profile provides access to forms and filings.

- Access to firm, branch and individual information in a clean data visualization structure
- Ability to complete forms contextually
  - U4
  - BR
  - BD
  - Focus
  - More to come
- Data parity with reports
  - Roster and information about individuals
  - CRD data
Maximizing the Value - Requests

Everything the firm needs to do in one place. Compliance Calendar, requests, blue sheets, draft forms—it's all in Requests!

- Ability to filter on exact items and SAVE the filter to view again later
- Easily access historical filings by clicking on History
- Additional information displayed within the item, including: item number, category, and status
- Create Filings button takes users back to Forms and Filing in Firm Gateway
- Easy navigation back to Firm Gateway and classic applications to view additional cabinets
Maximizing the Value - Support

- Designed for firm users
- Another avenue to access the Call Center
- Create tickets at any time (weekends/after work hours)
- Insight into the ticket status
- Add additional comments and answer support questions

"I like the ticket system. ... Just being able to type out specifics instead of talking on phone ... I like having the whole question typed in and a ticket with a number to reference back - instead of my own handwritten notes."

- self-service ticket user
Where We’re Heading

- **Recently Viewed**
  - Initially accessible from top right
  - Available as customizable home page widget later

- **Request Task List**
  - Quickly identify items that require attention/action

- **Customizable widgets on Home page**
  - Show/hide/re-organize
Communication, training and customer support
• We will keep you posted at www.finra.org/finra-gateway
• In-product tutorials will guide you to new features at logon
• Training webinars are also being offered

Get involved!
• Most of the recent enhancements we have made are related to user feedback, including:
  o Enhancements in Quick Links to ease the transition
  o Improved sizing of the pop-over window
  o Enhanced and easier filtering for Reports
  o Additional information in Profiles
Dynamic Reporting
Maximizing the Value of FINRA Gateway Reports

This is not “reporting” as usual. FINRA is moving toward a self-service model by giving our customers access to their data.

- Near real-time data access
- More freedom to manipulate the data to answer common questions
  - Remove 30-day date range limitation
  - More filters
  - Customizations
- Data parity with Classic CRD
  - Currently available:
    - CRD Data
      - Individual (without PII)
      - Branch
      - Firm
    - Treasury Weekly Aggregates
## What we learned by releasing Dynamic Reporting

<table>
<thead>
<tr>
<th>Goal</th>
<th>Lesson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Near-real time data</td>
<td>Dynamic Reporting data doesn't match Classic CRD data, and our customers are confused by the differences they’re finding when comparing the two sets of data.</td>
</tr>
</tbody>
</table>
| More freedom to manipulate the data to answer common questions | The amount of data available and the numerous customization options can be overwhelming.  
Dynamic Reporting can reduce, but may not eliminate, the need for ad hoc reports. |
| Data parity with Classic CRD                       | The amount of data available to customers can be overwhelming, particularly when it comes to navigating and leveraging hierarchical data.  
Part of the experience of data parity extends beyond reporting to notifications and other new capabilities.  
Personal Identifiable Information (PII) and fingerprint data will be integrated soon. |
| Minimizing the learning curve                      | Understanding the language, behaviors and breadth of CRD data is something that takes time. Similarly, it takes 45 minutes to an hour for most people to figure out how to maximize grouping, filtering, and exporting. |
Enhanced U4 Filing Experience
U4 Amendment – start with the default Individual search

U4 Initial – start with Pre-registration search
Start U4

From the profile click on the appropriate U4 link

U4 Initial example

U4 Amendment example
New U4 filing experience
From the home page click on the Requests tab. This section consolidates all firm to-do items. U4 drafts will display here (replacing the existing pending filing queue in CRD).

For IA-only firms:
In addition to pending U4s, other CRD queue notices applicable to IA firms will also display here.
Draft filings will not be available in both old and new data entry.
- Users will have to pick one path for each filing (no switching between the two)
- Firms can pick on a filing-by-filing basis
- Draft filings will be managed according to the experience selected

Old and new Allow Rep Edits will be available.
- Filings using Classic CRD will have the classic Allow Rep Edits experience (FinPro or reference code and CRD Registered Representative Site)
- Filings using the new data collection experience will use the new Allow Rep Edits experience (FinPro-only)

There is no impact to Web EFT.
Maximizing the Value of FinPro

Reminders and Notifications: One click to CE, shared U4 and scheduling exams

Print information: Print a copy of the latest information

Get a copy of latest U5: Quickly access a copy of the latest U5

Feature control: Firms can control the use of certain features like Attestation
Attestation

FinPro Attestation

I have reviewed the information contained in FinPro as requested by:

- The information is up-to-date and accurate.
- Some information is incorrect and needs to be updated. I will contact my firm(s) to provide updated information.

Last updated 08/19/2020 09:47 AM History

Apply
FinPro - Challenges and Best Practices

Change
- System and processes
- Communication (firm having to do this)

Signup process
- FinPro Account Creation guide
- FinPro Account Creation video

Remembering login and passwords
- Forgot my user ID password link on FinPro log in page

What am I supposed to do when I get there?
- Provide a reason or specific example on what to do when your rep is in FinPro
- Use our templates
eSignature
In light of technological advances relating to electronic signatures, including with respect to authentication and security, we are investigating amending FINRA Rule 1010(c) to permit the use of electronic signatures by registered representatives.

We will likely seek no-action relief to allow reliance on FINRA systems for recordkeeping under SEA Rule 17a-4.

This proposed change is consistent with solutions in other regulatory domains and our past regulatory guidance, including our 2019 amendment to FINRA Rule 4512(a)(3) to permit the use of electronic signatures.

**Key Guiding Principles**

- Firms would not be required to leverage electronic signatures and could continue to obtain manual signatures.
- Firms that do opt for electronic signature would have the option of using a solution of their choosing that meets all technical and legal requirements for a valid signature.
- FINRA intends to make a solution available to the industry leveraging FinPro.
Fingerprinting Update
FINRA is replacing its fingerprinting infrastructure and moving to a new vendor in 2021

- **Smooth transition**: We want to make this as easy as possible for firms—adding convenience wherever possible.
- **New options**: Less expensive collection options. New ways to acquire fingerprinting equipment. We’re focused on building a better environment.
- **Future proof**: The new system will allow FINRA to offer expanded capabilities as they become available.
FINRA is committed to supporting the industry's desire to automate and maximize the value of information housed in FINRA systems.

Focused on industry-standard approaches to providing these machine-to-machine interfaces.

The Industry will see continued expansion of capabilities, new data sets and the information available in data sets.

Sandbox and production access are available for registration data.

The web service APIs are a complement to the existing Web EFT offerings.
How to stay up to date and provide feedback

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Thank You
For Attending

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