reclaimer®
BY CONFINALE

Our innovative solution to manage your entire withholding tax and relief at source process

reclaimer enables banks and service providers to effectively manage withholding tax reclaims and reliefs for their customers on an end-to-end basis

USED BY OVER 10 LEADING BANKS AND SERVICE PROVIDERS

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Using latest technology reclaimer optimizes your reclaims and guides you through the process

reclaimer is a powerful withholding tax engine that manages and optimizes the entire reclaim and relief process from data import and validation to reclaim/relief calculation, document production, cash allocation and refund. Running locally on the servers of our clients, the web application provides an end-to-end facility that is easy to use and quickly adoptable to the constant change in this field (e.g. new treaty rates, new document requirements, new form-questions, new due dates, new internal or external costs, electronic filing etc.)

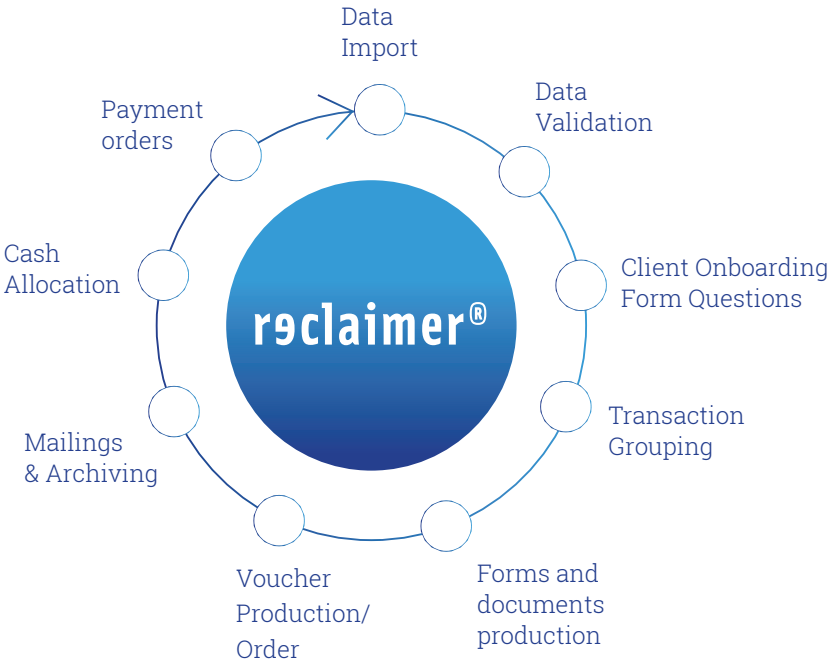
Built for and in close cooperation with our clients

Easily customizable to your specific needs and circumstances and easily adaptable to new rules or requirements

Developed for bulk production

Can be used for electronic-filing

Managing your entire process



Core functionalities

- Using reclaimer standardized interface, all the required data can be seamlessly imported and updated.
- High-performing state-of-the-art reclaim and relief engine with embedded logic, taking rules of specific constellation (client type, countries, BO-data, multi-year, de-minimis amounts, due-dates, forms, documents etc.) into account.
- Central repository and storage of all historic data and documents (forms, vouchers, letters, residency certificates, PoA) ensure a comprehensive tracking is possible and provide a robust audit-trail.
- Due to its separate BO-layer, the reclaimer data-base allows a proportionate-allocation of income/ reclaims for accounts with several BOs as well as for transparent entities like partnerships, trusts, or estates.
- Multi-tenancy architecture enables the use of the tool for several Business Units in parallel.
- The integrated onboarding functionality calculates the reclaim and relief potential of a new clients and produces all the required client onboarding documents. Especially for banks that are in the process of rolling out a new reclaim service or that want to regularly contact reclaim-customers, this feature is extremely helpful.
- The reconciliation screen shows the payments received from the tax authorities and the reclaimed amounts outstanding. Once connected and approved, corresponding payment instructions are created.
- Sophisticated and adjustable dashboards and workflows allow users to monitor, report and control the status of the transactions/reclaims/ clients and enables mass production.

Your benefits

Costs savings: producing the reclaims and reliefs for your customers through reclaimer is very efficient. Large volumes of reclaims/ reliefs can be processed quickly and with a lot less manual work involved.

Enhanced after-tax return for your customers: Ability to reclaim withholding taxes that previously did not get reclaimed because of the complexity and the effort required increases the after-tax return of your customers.

Reduced operational risk: The entire reclaim logic is embedded in the software and the process is highly automated. This in combination with user-friendly screens reduces the complexity for the user. Errors like missing certain reclaim due dates, picking the wrong form, not combining all possible transactions in one reclaim, filling out a form incorrectly or incompletely etc. are automatically avoided.

Attractive business case: Some banks and service providers offer withholding tax reclaim services as an important part of their value chain. Depending on the type of business and strategy you are persuing, offering reclaim services to your customers might be an attractive business opportunity and a win-win for both you and your customers.

Implementation, on-going support and beyond

Implementing and combing our reclaimer with your existing infrastructure is straight-forward. Based on an analysis of your existing systems, operations and processes we define - together with you - your specific needs and requirements and put together an implementation plan that meets your expectations in terms of scope and timing. Our team of experienced specialists supports you hands-on during the implementation, configuration and testing phase.

We are 100% committed to do whatever it takes to ensure that the implementation will be a success and that you and your team will be able to use the reclaimer efficiently as quickly as possible. **Becoming a trusted partner of yours is our number one goal as a team!** Once implemented our technical team will provide on-going support via phone, helpdesk or email and with the support of an issue-tool. Where needed, on-site support is also available. We are passionate about going the extra mile, addressing any issues or questions you may have in relation to your production.

> "The success of reclaimer is based on the fact that the software is developed in close cooperation with our clients. We are keen to listen to new ideas and specific requirements of our clients and take them on board where possible. With our experienced team of developers, we will make sure our reclaimer remains a leader in this field.

About Confinale

reclaimer is a product of Confinale. Confinale is a Swiss IT consulting and software development company that specialises in digitalisation projects for the banking sector. Thereby we focus on taxes, compliance and wealth management. We find solutions for current and future challenges either by implementing new functionalities in existing core banking software, or by developing new applications like reclaimer. Founded in 2012, our team now consists of more than 50 employees with offices in Zug and Zurich.

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Digital Banking applied

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To learn more about reclaimer and how we can support you visit www.confinale.ch or contact us directly.

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