

# MiFID II

## What is MiFID II?

The Markets in Financial Instruments Directive (MiFID) II is the latest version of regulations put in place by the EU to regulate financial services organisations.

Under these regulations, any company or individual offering financial advice must record their conversations and store them for at least 5 years in order to comply. This legislation is impacting organisations within the financial industries who operate in EU countries.

## Why is it important?

In order to comply with the regulations, financial services organisations will need to implement a secure call recording solution with enough storage to meet the requirements. This infographic gives you all the facts you need to meet the regulatory requirements for compliance, and how Dubber can help.

## Key facts

Financial conduct authorities are working to protect the interests of consumers.

Not only does adhering to best practice remove the fear of fines for non-compliance but, with the aims of regulatory authorities so closely aligned, organisations will be well-placed to adapt to further regulatory developments.

Here are the key facts of EU financial regulation MiFID II:

## Industries covered



Investment firms



Insurance companies



Mortgage brokers



Financial advisors

## Compliance requirements:

### Internal calls

Internal calls and electronic communications "intended to result in transactions"

### Dispute resolution

Dispute resolution evidence

### Audit trail

Track and timestamp when recordings are accessed, played and downloaded to create an audit trail

### Client order reception

Reception, transmission and execution of client orders if there is an indication of market abuse behaviour present

### Financial calls

Record every call that may result in a financial transaction

### Secure storage

Secure storage of recordings throughout the set retention period (5 or 7 years)

### Order transmission

Transmission of an order to a broker, including discussions around prices, solicitations, bids, and/or offers

### Quick retrieval

Quick and easy retrieval of the specific recordings

## Why choose Dubber for MiFID II compliance:



### Recording

Recording across fixed-line and mobile



### Advanced search

Advanced search capabilities that can retrieve calls using date, time, name etc.



### Pure OpEx

Pure OpEx solution. Utilise Dubber alongside your current hardware, including desk phones and mobiles



### Encryption

Secure and encrypted storage that can meet the 5 and 7-year requirements of MiFID II



### Audit trail

Audit trail capabilities that track when calls are accessed, played, and downloaded can be used to prevent malicious activity



### Permission structures

Strict permission structures that restrict access to recorded calls



### Easy access

Quick retrieval of calls with advanced search that can access every recorded call immediately



### Cost-effective

Cost-effective monthly subscription options for organisations with smaller budgets



### Learn more

Contact us to learn more about how we help financial services organisations comply with MiFID II regulations at [info@dubber.net](mailto:info@dubber.net)

## About Dubber

Dubber is the world's leading call recording platform as a service (PaaS). With no on-premise equipment or up-front costs, Dubber is the next generation of call recording, deploying call recording on any phone, any time. Infinitely scalable, our platform can be deployed in minutes and our open API provides limitless integration

and automation possibilities. Headquartered in Melbourne and with operations in London, UK and Atlanta, Georgia, USA, Dubber is a global business with global scale. Visit [dubber.net](http://dubber.net) to find out more and to learn how our voice AI product Zoe can unlock insights, hidden in your organisations voice communications.