

Transforming financial services: Insights from industry professionals

conducted throughout 2024 at industry events for financial service professionals. The survey gathered insights from 293 participants representing 208 financial institutions. By exploring the preferences, concerns, and investment priorities of professionals in the digital lending and compliance sector, we aim to provide valuable insights that can drive innovation and success in the financial services industry.

This infographic is based on key findings from a survey



As the landscape of UCC management evolves, financial institutions should assess their

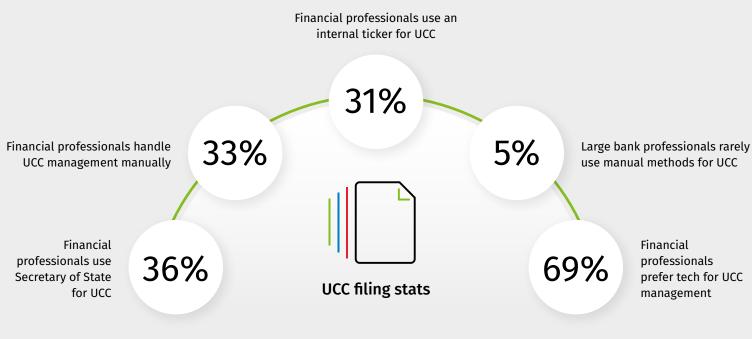
The future of UCC management

current strategies and consider integrating technology-driven solutions to enhance efficiency and accuracy. With only 5% of upper-tier professionals using manual methods, there's a clear trend toward

automation among industry leaders. The majority preference (69%) for technological solutions

indicates a significant shift in how the financial sector approaches UCC management. Staying ahead in this digital age is essential for maintaining competitive advantage in the financial industry.

UCC filing methods survey findings



Top concerns in digital lending and compliance

Key challenges and priorities shaping the digital lending landscape

Regulatory change management

Average cost of non-compliance in 2022, significantly higher than the average cost of compliance which

was \$5.47M (via Ponemon Institute and Globalscape) Digital customer experience

of professionals believe that

enhancing the customer's experience is vital in maintaining a competitive advantage in lending

Signature gathering preferences

Many professionals focus on streamlining document processes to

enhance compliance and efficiency

Document process optimization

AI and technology

of financial professionals report that AI applications are gaining

top concern

interest, but are not yet a

of financial professionals recognize

that data analytics is crucial for improving the digital customer experience in financial services

Data analytics

CRA reporting priorities

of large bank professionals

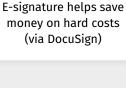
and credit unions

prioritize Community Reinvestment

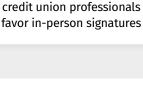
Act (CRA) reporting more than their

counterparts in community banks

Exploring the trends and preferences in signature methods across the US financial sector



56% average cost saved



36% in-person signatures

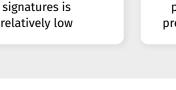
Community bank and

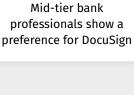
Adapting to preferences for future success



25% use website

Website usage for





40% prefer DocuSign

solutions to meet the diverse needs of their clients and stay competitive in a rapidly changing landscape.

balancing traditional methods with innovative digital

As the financial industry continues to evolve, understanding signature preferences is essential for improving workflows and client satisfaction. Institutions must adapt to these preferences,

Top tech investment by US financial institutions



21% prioritize Al

Financial service

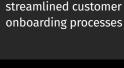
Al and automation,

towards enhancing

professionals prioritize

indicating a strong trend

investments



31% emphasize digital

Community bank and

credit union professionals recognize its importance.

showing a shift towards

account opening



15% invest in

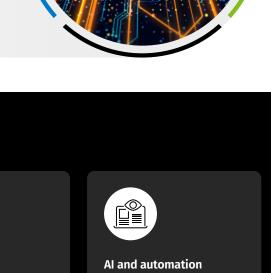
loan origination

Financial institutions

to improve lending

are allocating resources

Future trends in financial technology As we look to the future, the financial services industry is poised for further technological advancements. Institutions are likely to continue prioritizing



Investing in automation

is crucial as companies

across all tiers of the

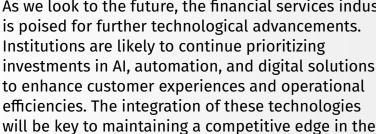
strive to improve efficiency

and streamline operations

financial services industry



evolving financial landscape.







implementation and maintenance in

/U% large banks prefer ease

Large banks prioritize easy

tech partners



ease of implementation

Mid-tier banks have similar priorities Mid-tier banks align closely with overall

trends, prioritizing functionality and

68% value comprenensive solutions

Community banks and credit unions prioritize comprehensive tech solutions, similar to mid-tier banks

Ready to explore the full insights? Access the complete guide →

tax and accounting; financial and corporate compliance; legal and regulatory; corporate performance and ESG. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with technology and services.

Wolters Kluwer reported 2024 annual revenues of €5.9 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 21,600 people worldwide. The company is headquartered in Alphen aan den Rijn,

Wolters Kluwer (EURONEXT: WKL) is a global leader in information solutions, software and services for professionals in healthcare;

©2025 Wolters Kluwer Financial Services, Inc. All Rights Reserved.

About Wolters Kluwer Financial & Corporate Compliance

tech partners Cost and ROI matter, highlighted by 15% of respondents