



Case study —

Bricks Advocaten

Interview with Axelle Vercruysse,
General Office Manager

A fully electronic AML process for Bricks Advocaten

“It takes a great deal of time to follow the AML procedure. With RegLab, the whole process runs much more smoothly.”

At Bricks Advocaten, an efficient, digital approach to client identification is key. We spoke to Axelle Vercruysse, General Office Manager, about how RegLab simplifies Bricks Advocaten's AML process and reduces the administrative workload.

Before Bricks Advocaten joined RegLab, the anti-money laundering process was carried out mainly manually. In practice, this paper-based procedure did not always run smoothly. “If we didn’t ask for a copy of the identity card straight away during a consultation, we sometimes didn’t receive it,” explains Axelle Vercruysse, General Office Manager at Bricks Advocaten. “Sometimes we had to wait weeks for it. I actually had to follow this up quite a lot.”

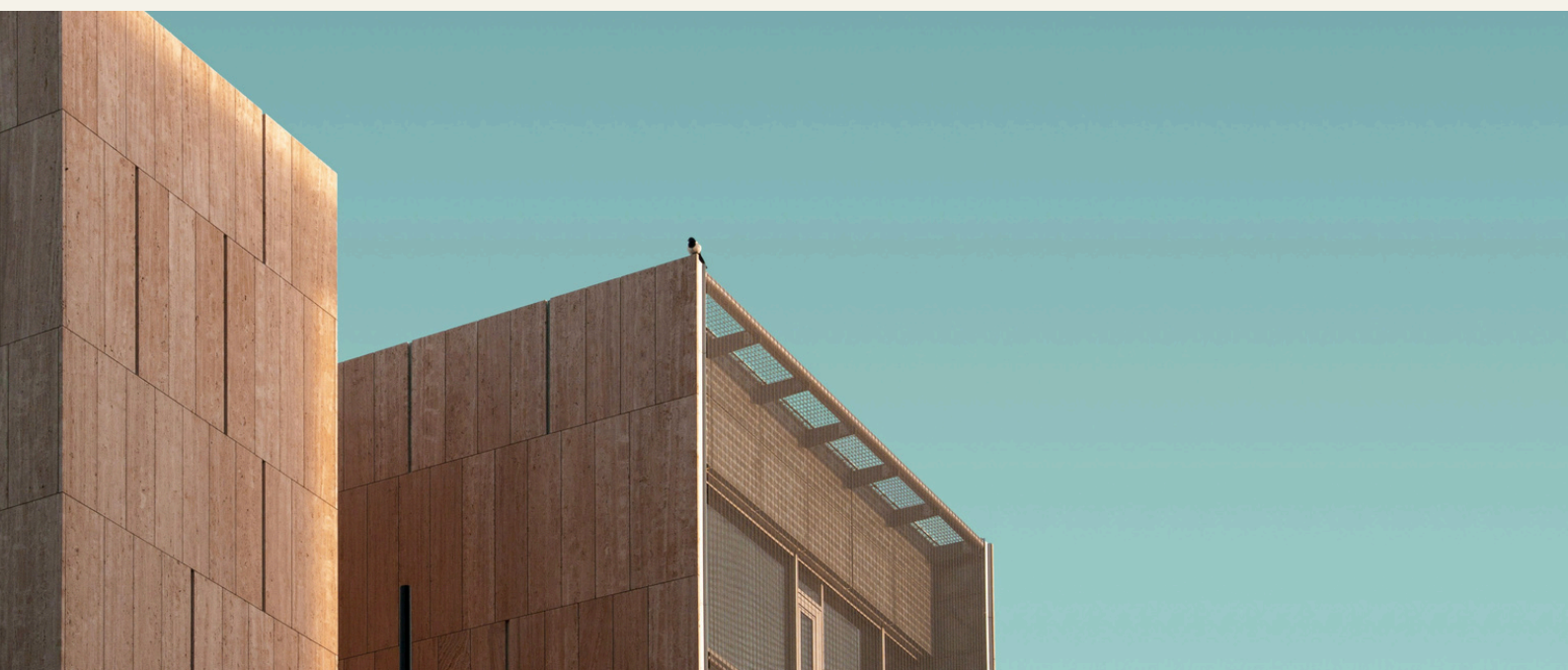
Search leads to RegLab

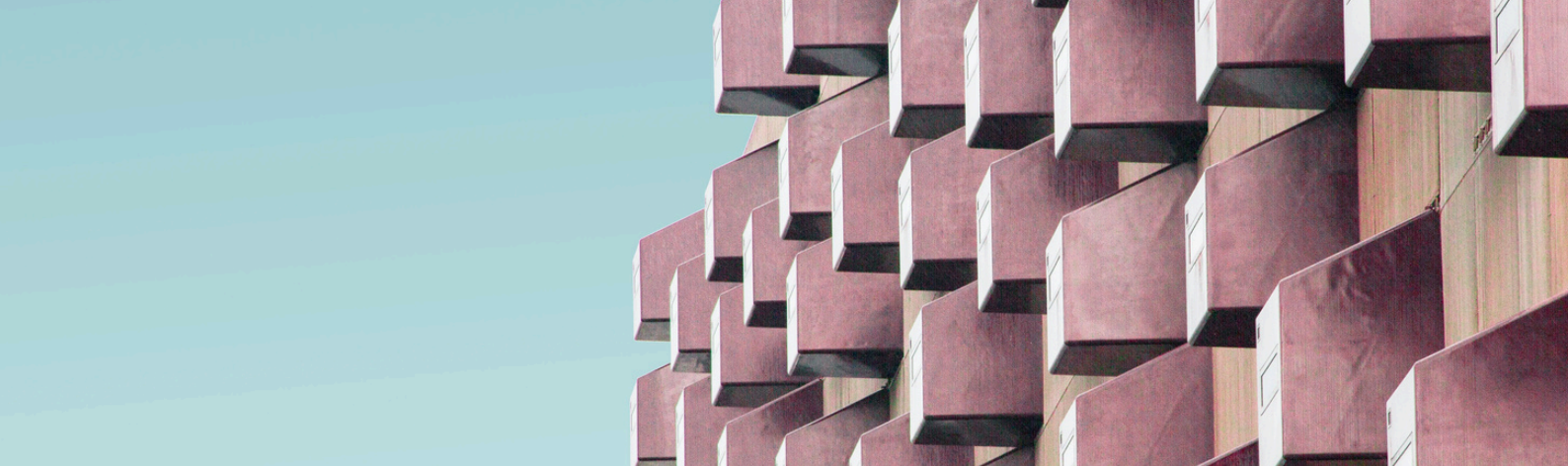
Bricks Advocaten therefore set out to find a way to organise the process more efficiently and in a more client-friendly manner. Following a brief study, RegLab came to the firm’s attention.

The search was quickly followed by a demonstration of the RegLab application. “We were given a demo, and it became clear that the AML procedure runs much more smoothly with RegLab. The system automatically reviews and keeps track of everything, which means far less follow-up is required.”

The screening process, which previously had to be carried out manually, has also become much simpler. “If we have to do all that manually, it takes up a great deal of time. With RegLab, it goes much more smoothly.”

It was therefore important to Bricks Advocaten that any solution should not only meet the legal requirements, but also be practical and feasible for the firm.





“If we had to do all that manually, it would take an awful lot of time. With RegLab, it goes much more smoothly.”

A self-sustaining AML process

Since RegLab was implemented, it has become easier for Bricks Advocaten to keep track of the various matters. “We used to have to keep track of the status of each matter individually. Now, for example, we can simply see in RegLab that an identification link has expired or that the information is complete. This makes it much easier for us to liaise with the client.”

The application also provides a clearer overview for periodic checks. Staff can see more quickly which files need to be checked again and which require follow-up. “It’s much easier for us to see which matters require an annual check and which need follow-up at shorter intervals. This makes it easier for us to schedule them.”

Providing support to clients remotely

Another benefit that Bricks Advocaten experiences in its day-to-day practice is the ability to view the client’s screen. When a client has questions about filling in the details on the identification form, the firm can easily see where the client is struggling and provide targeted assistance.

“If someone says, ‘I’m stuck on this section’, we can take a look. Then we can see straight away what the issue is and say, for example, ‘This is sufficient; we can move on from here.’ That makes communication with clients easier and ensures that the firm spends less time on back-and-forth correspondence.”

Smooth implementation, prompt support

According to Bricks Advocaten, the implementation went smoothly. “Everything was handed over very smoothly. We were also given training. And if we had any questions afterwards, they were always answered very promptly.”

“Everything went very smoothly.”

When asked whether Bricks Advocaten would recommend RegLab to other law firms, Axelle is clear: “Absolutely. Keeping track of the AML procedure takes up a great deal of time. With RegLab, it all runs much more smoothly.”

With RegLab, Bricks Advocaten has an AML process that is not only more organised, but also eliminates a large part of the manual follow-up work. What used to require a great deal of follow-up is now a process that largely manages itself.

About Bricks Advocaten

Bricks Advocaten is a young and dynamic medium-sized law firm with offices in Ghent and Dendermonde. The firm specialises in property law, construction law, company law and environmental law.



About RegLab

RegLab makes money laundering prevention simple and efficient for lawyers, tax advisers, accountants, administration firms, notaries and investment institutions. Over 250 firms rely on RegLab for their AML compliance.

Our [user-friendly application](#) automates the entire screening and monitoring process from a single platform. This ensures a simple, efficient and client-friendly onboarding process.

In addition, RegLab's [compliance as a service](#) ensures a sound approach and implementation. With our support, you will have a clear and up-to-date policy, experienced compliance specialists who know your firm, and an extra pair of eyes to review matters.



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