

We are now Refinitiv, formerly the Financial and Risk business of Thomson Reuters. We've set a bold course for the future – both ours and yours – and are introducing our new brand to the world.

As our brand migration will be gradual, you will see traces of our past through documentation, videos, and digital platforms.

Thank you for joining us on our brand journey.



**REFINITIV**<sup>TM</sup> 

The Refinitiv logo, featuring the word "REFINITIV" in a bold, black, sans-serif font, followed by a trademark symbol (TM). To the right of the text is a blue graphic symbol consisting of two perpendicular lines of equal length, forming an L-shape.

# Thomson Reuters Messenger Compliance

## Systematic protection from unauthorized multi-firm chats

Exclusively available to Eikon Messenger, our **Bilateral Enforcement** control systematically prevents users from participating in multi-firm chat rooms – even those owned by other firms.

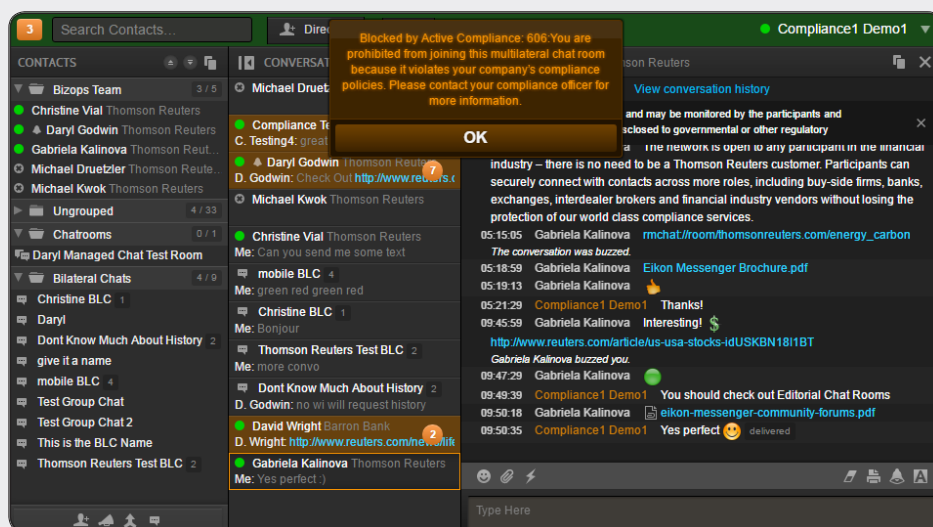
This control uses the same technology that powers our patented **Bilateral Chat** function. It is configured via our free TRMC Policy Management service and delivers numerous benefits to protect your users and your firm's reputation.

### Key features

- Bilateral Enforcement blocks users from participating in multilateral chat rooms – created by your firm or counterparty organizations
- Ability to BLOCK all – or some – users from joining multi-firm chats
- Selectively ALLOW multilateral chat room access for a subset of authorized users
- **In-product** alerts to inform users as to why they are unable to join a room
- Real-time compliance alerts when attempts are made by a blocked user to join a multilateral chat room
- Policy refresh frequency increased to three times daily to allow even faster enforcement of new policies

### Once bilateral enforcement is configured

BLOCKED users	ALLOWED users
<ul style="list-style-type: none"> <li>• Are unable to join any new or existing rooms if there are more than two firms participating – including rooms managed by other firms</li> <li>• Will be temporarily disconnected from their chat rooms; the Bilateral Enforcement control is applied when they attempt to rejoin the conversation</li> <li>• See an in-product message to inform them about what has happened</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to participate in multilateral chat rooms they are entitled to join</li> </ul>



BLOCKED users will see an in-product message to inform them that bilateral enforcement has been applied.

To complement the new control, the Chat Room Organizer portal informs administrators when any membership edits may unwittingly transform a chat room into a multilateral firm chat room and cause the auto-ejection of some users.

**EDIT CHATROOM: GKTEST** Help

DETAILS MEMBERS SPEAKERS

**CHATROOM DETAILS**

Chatroom Name:

Host Company:

Participating Companies:  (on last update)

Created by:  Created on: 2012-05-14 10:31:14

Last Updated by:  Last Updated on: 2017-05-22 09:50:43

Chatroom Status:

Allow Chat From:

Color Enforcement:

Topic:

Reference Url:

Admin Contact Mode:

Admin Contact Email:

Number of firms permitted to join the chat.

**EDIT CHATROOM: GKTEST** Help

**WARNING**

The membership changes you are about to apply will make this chat room **multilateral**, i.e. it will now have members from more than two companies.

This may result in some users' access to be automatically revoked, depending on their company's policy on multilateral communications.

Please contact your Compliance Officer for more details.

Do you wish to continue?

Warning message shown to advise that your intended membership changes will transform a bilateral chat room into a multilateral one. User given the option to proceed or cancel the change.

**EDIT CHATROOM: GKTEST** Help

DETAILS MEMBERS SPEAKERS

**CHATROOM DETAILS**

Chatroom Name:

Host Company:

Participating Companies:  (on last update)

Created by:  Created on: 2012-05-14 10:31:14

Last Updated by:  Last Updated on: 2017-05-22 09:53:22

Chatroom Status:

Allow Chat From:

Color Enforcement:

Topic:

Reference Url:

Admin Contact Mode:

Admin Contact Email:

After application of membership changes, the room is transformed into a multi-firm chat.

### We do the work, so you don't have to

Compliance is at the heart of Eikon Messenger. We offer a number of other best-in-class active compliance solutions for FREE to help reduce your business communications risk:



#### Patented Bilateral Chat

Control external multilateral communications by ensuring all conversations never have participants from more than two companies.



#### Ethical Boundaries

Assign users to groups and create information boundaries ("ethical walls") between group members to block all communications between 1:1, chat groups, bilateral chats and file sharing.



#### Keyword Controls

Control the conversations by building lists of prohibited keywords or phrases, e.g., profanities or gifts and entertainment policies.



#### Violation Attempt Alerting

Receive real-time email alerts of any attempts made by users to violate any of your firm's rules.



#### Domain-Based Enforcement

Easily control communications with all users whose identities are from specific domains.



#### Customized Policy Messages

Build customized policy description messages.



#### Custom Disclaimers

Implement customized firm-wide or group-specific disclaimers that will be delivered to counterparties whenever your users initiate or first respond to an inbound message.

Request for a free compliance demo: [tr.com/em](http://tr.com/em)

