



PROCESS DRIVEN SOLUTIONS

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## FinCEN selects *i-Sight investigation software* to assist law enforcement agencies in the war against terrorist financing and money laundering

**Ottawa, Canada – May 24, 2005** – Customer Expressions announced today that it has signed a contract with the Financial Crimes Enforcement Network (FinCEN) to provide investigation software and services that will assist FinCEN in maximizing collaboration with law enforcement agencies and other partners in the regulatory and financial communities.

FinCEN, headquartered in Washington, D.C., is a regulatory agency of the United States Department of the Treasury. Its mission is to safeguard the financial system from the abuses of financial crime, including terrorist financing, money laundering, and other illicit activity.

Using advanced technology and a variety of data sources, FinCEN's analysts provide investigation support to more than 165 federal, state, and local agencies, issuing approximately 6,500 intelligence reports each year to help law-enforcement agencies detect and prevent money laundering by terrorists, drug dealers, arms dealers and other criminals.

Customer Expressions is the leader in web based investigation software, case management, and complaint handling solutions. The company's core product is i-Sight, a family of scalable, flexible and customizable investigation software solutions for complaint handling, corrective and preventive action management (CAPA Management), compliance monitoring and other business processes that require case management. The i-Sight system is used by a growing number of North America's leading financial services organizations to manage the risks associated with compliance issues and customer complaints.

Joe Gerard, Vice-President of Sales and Marketing for Customer Expressions, said the company is proud to have been selected by FinCEN, an agency that is on the front lines of the war against international terrorist financing and money laundering. "The i-Sight investigation software is ideal for regulators and other organizations that require a secure, web-based case-management solution that enables collaboration, information-sharing and real-time analysis of data from multiple, distributed sources," Gerard said.

### **About Customer Expressions**

Based in Ottawa, Canada, Customer Expressions ([www.customerexpressions.com](http://www.customerexpressions.com)) is a leading provider of web-based case management solutions for regulators and enterprises focused on quality assurance and customer service. Customer Expressions has gained an international reputation for best-in-class software that enables managers to improve customer retention and profitability. The privately held firm provides i-Sight, integrated case management software for complaint handling, corrective and preventive action management (CAPA Management), compliance monitoring, and other business processes that require case management.

### **For further information, please contact:**

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