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™

Thomson Reuters Eikon Messenger helps you meet regulatory requirements and manage business risk.

Thomson Reuters Eikon Messenger is a free, secure and compliant instant messaging solution that gives you access to the world's largest verified directory of financial market participants across an open messaging network.

Compliance underpins the Thomson Reuters global messaging community, making it the trusted provider for external communications.

Messenger Compliance (TRMC) is a hosted solution that eliminates the need for costly hardware and associated software. It is easily configured and integrated. All types of user-generated Eikon Messenger conversations, including intra- and inter-company messages, as well as sessions with users on other instant messaging platforms are captured by default.

Members of the community can communicate with each other and with many hundreds of thousands of other financial professionals via our federation capabilities, in a fully secure and compliant way. Over 75% of the millions of messages sent daily are exchanged between different financial institutions.

Control to Manage Business Risk

As investigations involving messaging become more prevalent our comprehensive suite of compliance services enable your firm to set policies that control the behavior of users at your firm; capture all content and access the data via a daily feed, or via our hosted archiving service.

Full Audit Trails and Transcripts

All Messenger conversations are captured, including intra- and inter-company messages and sessions with users on federated messaging platforms. Our comprehensive, hosted compliance service records all types of user-generated content, including conversations in chat rooms, file sharing, forms and screenshots – regardless of the device (desktop or mobile) or location of the user.

Peace of Mind Enforcing Regulations

Customers trust Thomson Reuters compliance tools to help satisfy in-house policies and regulatory requirements e.g.:

- SEC Rule 17a-4
- FINRA (NASD) 3010 and 3110
- Sarbanes-Oxley
- MiFID II
- FCA Conduct of Business Rules and Record Keeping (Rule 5.54 and Appendix 18)

*Log retention and eDiscovery services are powered by Global Relay Communications Inc. – a leading provider of compliance and archival services for the financial sector. Global Relay also offers services related to US SEC filing and audits. This is an opt-in, fee liable service. Please contact your local Thomson Reuters representative for details.

AMERICAS Users in 34 countries

EMEA Users in 112 countries

ASIA Users in 40 countries
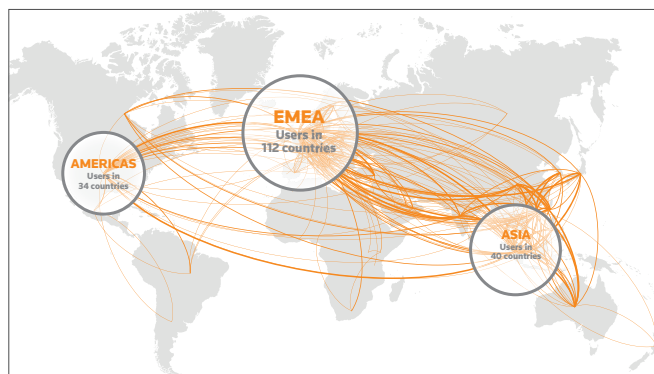
A thriving community of more than 300k+ users, including 30,000 on the buyside, in 180 countries, communicate in a secure and compliant way.

Confidence in the Counterparty

Thomson Reuters screens and validates all new account requests for its Eikon Messenger service using **Thomson Reuters Accelus World Check-One**, a consolidated sanctions database to reject requests from sanctioned parties or embargoed countries.

Hosted archiving*

Fully hosted archiving solution that eliminates the need for costly hardware and software.

POWERED BY global RELAY.

External feed

Receive transcripts for all your users for integration into your existing archiving environment directly from Thomson Reuters. XML delivery can be scheduled via FTPS or SFTP of captured logs with comprehensive summary, sha1 and reconciliation files.

These 3rd party providers have informed Thomson Reuters that they can support TRMC XML External Feeds:

actiance   smarsh   Globanet

HP Autonomy   17a~4   Behavox

Enforce Your Firm's Policies

Comprehensive Policy Management

Automatic Bilateral chat enforcement

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

Ethical Boundaries

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

Keyword Controls

Control the conversations – build lists of keywords or phrases that you want to restrict or prohibit e.g. profanities, restricted lists and gifts & entertainment policies.

Violation Attempt Alerting

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

Domain Based Enforcement

Easily control communications with all users whose identities include specific domains.

Customised Policy Messages

Build customized policy description messages to inform users why you are blocking their 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.

Hosted Archiving Features Powered By

globalRELAY

Monitoring and reviewing*

Online audit and eDiscovery through a secure web-based interface (over HTTPS, SSL, TLS). Use advanced search and retrieval functionality for all types of captured content. Scan keywords and phrases with integrated random sampling.

Archiving and retention

Secure storage of logs (AES & RSA encryption). Configure the retention period to meet regulatory requirements and to support trans-national and multi-jurisdictional companies.

Bilateral Chat Policy Enforcement

Bilateral chat systematically restricts communication to users from no more than two organizations – and only if there are no other compliance controls that would otherwise prohibit that communication.

This allows customers to be confident that external communications are controlled to prevent unauthorized multilateral communications between counterparties.

What are the Benefits?

Bilateral Chat removes the need for protracted, complex and expensive administration and approvals processes, whilst ensuring that end users operate in conformance with company policy and regulatory requirements.

Confidence in the Counterparty

Bilateral chat, powered using Thomson Reuters Legal Entity Data, holds details of more than 88,000 organizations comprising more than 1 million legal entities, across 250 markets. Maintained by 300+ analysts supporting 50+ languages from more than 1500 approved primary sources, all validated legal entity changes are automatically applied across the Eikon Messenger service.

eDiscovery & Review Services

eDiscovery & Review Services (eDRS) assist in evaluating compliance with information governance regulations and implementing monitoring and review programs for real-time and historical electronic communications data.

Powered By eDiscovery Point

Loading & Processing	Search	Early Data Assessment	Review	Production
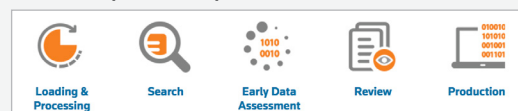
Reap the Benefits of Thomson Reuters Messenger Compliance

Messenger Compliance is the only solution that provides full compliance support for Eikon desktop and Eikon Messenger Standalone.

To request the TRMC service, please obtain the TRMC Setup Form from your Thomson Reuters Account Representative.

Visit **financial.thomsonreuters.com/messenger**

The intelligence, technology and human expertise you need to find trusted answers.

the answer company™
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