

## Streamline operations for financial institutions

Financial institutions can leverage Taskize's integration with Meritsoft's Asset Servicing Claims Manager to accelerate payment and settlement of claims and improve operational efficiencies.



The screenshot displays the Meritsoft interface for a claim with reference 1000102. The claim status is 'Quantity Mismatch'. Key details include: Base CCY (GBP), Counterparty A/C (BANK ABC), Quantity (1,200,000), ISIN (FR0000050049), Pay Date (19 Apr 2025), and Rec Date (17 Apr 2025). A chat window is open, showing a message from John Smith dated 17th April 2024 at 14:35, reporting a quantity mismatch between the claim (1,200,000 shares) and the actual position (1,500,000 shares). A response from ClaimsTeam@BankABC.com is also visible, dated 17th April 2024 at 15:35, stating they will send a revised claim.

\*For illustrative purpose only



**Accelerated claim resolution:** Issues such as quantity mismatches, rate differences, and missing or incorrect SSI's.



**In-platform claims management:** The integration eliminates the need to switch between different systems to resolve exceptions, facilitating a more streamlined operational process.



**Enhanced communication:** Contact your teams and counterparties on whichever communication tool they use without leaving the Asset Servicing Claims Manager.

## Use case example

When a stock lending claim discrepancy is identified (e.g. a quantity difference due to a stock loan return being mis-recorded in an upstream system), users initiate a query in the Asset Servicing Claims Manager, creating a Taskize bubble to collaborate with internal teams and counterparties in real-time, ensuring timely and documented resolution.

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Our solution empowers Asset Servicing teams globally to move away from the manually intensive processes involved with claims matching and reconciliation and focus instead on more complex and value-add tasks. For the broader firm, this will equate to lower costs, healthier margins, and an enhanced client reputation.

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**Daniel Carpenter, CEO, Meritsoft**

## Explore further



[Taskize Interoperability Solutions](#)

## Get in touch



info@taskize.com  
020 3874 7224  
Level 23, 1 Leadenhall St  
London EC3V 1AB