



Case study —

# **Hamelink & Van den Tooren**

**(Dutch tax law firm)**

Interview with Wouter Vosse, Partner.

A fully electronic AML process for  
Hamelink & Van den Tooren

**‘We work faster  
and make fewer  
mistakes.’**

‘We worked with excellent forms, but these were part of a rather inefficient and manual work process,’ says Wouter Vosse, partner of Hamelink & Van den Tooren, about the reason for implementing RegLab’s AML solution. Every new client of this office now goes through the automated onboarding process. ‘We work so much faster and with the certainty that it is in accordance with the AML and GDPR guidelines. We did not even receive any criticism from the supervisor during an audit. That is a big compliment.’

## Stacks of files

The Hamelink & Van den Tooren office worked in an old-fashioned, manual way to onboard new clients. Various forms were used to comply with the AML guidelines. These were sent to clients and then scanned and stored. This resulted in an inefficient work process. The aim of the office was to modernise the working method in such a way that working according to AML guidelines was facilitated, for both employees and clients.

## No room for mistakes

With the use of RegLab's compliance software, the process has been digitised and further professionalised. RegLab's

AML module has enabled the office to say goodbye to its old manual forms. The new working method offers a well-thoughtout process, in which there is no room for ambiguities. All documentation is central and easy to view. Wouter: 'RegLab offers us a tool that exactly meets our requirements, without any redundancies. We work faster and make fewer mistakes.'

## Everything through one link

To select a tool that suited the office, several solutions were considered. "RegLab is focused on our sector. Other applications were often too heavy for the way we wanted to set up the AML process. From day one we agreed internally that all new







clients would be registered via RegLab. All new clients receive a link and provide the required information via a workflow.'

When we ask Wouter about the great advantage of working with RegLab, he answers: 'The central storage is of great added value. Because all information is supplied digitally and is stored centrally, data is easy to retrieve and view. It is easy for our employees to stay on top of the process. The dashboard gives us insight into what has been submitted and what is missing within a file. As a result, files are completed faster. Because nothing is missing, files are approved quickly and with greater ease for the shareholders of our office. This means that we can also get to work for the client more quickly.'

### No criticism from the supervisor

The office was recently visited by the supervisor. They were asked how the AML process is set up. The regulator also wanted insight into our AML policy. 'We have not received any criticism of the policy. As far as we are concerned, that is the best compliment you can get.' The implementation of the RegLab solution was partly due to the fact that the office was able to demonstrate to the regulator that it takes the AML process seriously.

### About Hamelink & Van den Tooren

Hamelink & Van den Tooren is a tax consultancy with the character of a tax boutique. They provide high-quality tax advice, particularly to medium-sized and large companies with cross-border activities. Its strength lies in its extensive informal network of leading law and tax consultancy firms, both in the Netherlands and abroad.

# About RegLab

RegLab makes AML compliance simple and efficient for lawyers, tax advisors, accountants, administrative firms, notaries and investment funds.

With [our user-friendly application](#) you can automate the entire screening and monitoring process from one single platform. This ensures full compliance with all AML rules and requirements. The application replaces manual tasks such as collecting UBO declarations, checks against sanctions lists, and provides an audit trail for internal use and regulatory oversight.



**Pieter Hallebeek -**

E: [pieter.hallebeek@reglab.com](mailto:pieter.hallebeek@reglab.com)  
T: +31 6 57923884



**Joost Tulkens -**

E: [joost.tulkens@reglab.com](mailto:joost.tulkens@reglab.com)  
T: +31 6 51592649



RegLab  
Kennemerplein 6-14  
2011 MJ Haarlem  
The Netherlands  
[reglab.com](http://reglab.com) 