



EPG ISN | Platform Update V1.8

Release Date: [Insert Release Date]

1. Overview

Eastern Point Global is pleased to announce additional enhancements to the ISN platform, focused on improving onboarding guidance, data accuracy, and compliance-related information collection across Contact Manager and Virtual Account workflows.

These updates are designed to provide clearer submission requirements, strengthen validation at the point of entry, and help reduce delays resulting from incomplete or inconsistent information

2. Key Enhancements

a) Contact Manager Onboarding Enhancements

Contact Manager has been updated with additional guidance and validation to help users provide complete and accurate information when creating or updating client profiles.

Financial Capacity

A screenshot of a web form titled "Financial Capacity". It contains several sections: "Estimated Monthly Transactional Volume" with a dropdown menu; "Estimated Net Worth" with a dropdown menu; "Source of Funds / Source of Wealth Explanation" with a text area and a note to include work details, revenue sources, and income duration; "Source of Funds Documentation" with a dashed box for uploads and a "Drag & drop or click to upload" instruction; and a question "Does the underlying client have a website?" with radio buttons for "Yes" and "No".

Financial Capacity

Estimated Monthly Transactional Volume
Select the range that reflects how much the underlying client expects to transact each month.

Please select a value ▼

Estimated Net Worth
Choose the option that best represents the underlying client's approximate net worth.

Please select a value ▼

Source of Funds / Source of Wealth Explanation *

Include what the client does for work or how their business generates revenue, where the funds come from (salary, savings, business income, investments), and how long they have earned income this way.

Source of Funds Documentation
Upload documents supporting the client's financial activity, such as recent bank statements (last 30 days), tax returns, or audited financial statements. Documents should reflect the activity ranges selected.

Drag & drop or click to upload

Does the underlying client have a website? * ⓘ

☐ Yes ☐ No

Users are now provided with clearer requirements when completing Financial Capacity information. Source of Funds / Source of Wealth explanations are required, with supporting

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documentation required when applicable based on the client profile and expected transactional volume.

Physical Address

Additional guidance and field-level instructions have been introduced to clarify acceptable physical business addresses.

Registered agent addresses, virtual offices, mailbox services, and similar addresses should not be entered as the physical address. For businesses operating fully remotely without a physical office, the Control Person's residential address should be provided.

Registered Country *

Please select a value

Physical Address Line 1 *

Physical Address Line 2 *

Physical Address Country *

Please select a value

Physical Address Requirements:

The physical address must reflect the location where the underlying client's business activities actually take place.

The following are not acceptable as a physical address:

- Registered agent or virtual office addresses
- Mailbox or mail-forwarding services
- Shared corporate registration addresses

If the business operates fully remotely or does not maintain a physical office, the control person's residential address (which may also be the UBO's residential address) must be provided in these fields.

Geographical Areas Served *

List countries/regions (comma-separated)

Products & Services Description

Entity profiles now require a more detailed description of the products and services offered. The Products/Services Offered field requires a minimum 250-character description outlining the entity's business activities, industry, and services provided.

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This requirement is intended to capture more complete business information at the time of submission and reduce follow-up requests during the review process.

Does the entity have a DBA? *

☐ Yes ☒ No

Products/Services Offered *

Please detail your business description explaining your industry and services offered in at least 250 characters.

0 / 250 characters minimum

Ultimate Beneficial Ownership

The UBO section has been updated to provide clearer guidance for identifying individuals who own or control an entity.

Where no individual meets the 25% ownership threshold, the Control Person must still be added and may be entered with 0% ownership. Additional validation has also been introduced for ownership percentages, along with an attestation confirming that all applicable owners and Control Persons have been identified.

Ultimate Beneficial Ownership ⓘ

Add all individuals who ultimately own or control 25% or more of the entity. If no individual meets the 25% threshold, the Control Person must still be added as a UBO, and the ownership percentage entered as 0%. Provide full name, date of birth, nationality/citizenship, government-issued ID details, and ownership percentage for each UBO.

[Add Ultimate Beneficial Owner](#)

☒ I confirm that all individuals who own or control the entity have been accurately listed, including the Control Person if no individual owns 25% or more.

Website & Supporting Documentation

Users must now indicate whether the underlying client maintains a website.

- If a website is available, a valid Website URL must be provided.
- If no website is available, supporting Marketing / Revenue Documentation must be uploaded to demonstrate how the company markets its services or generates revenue.

Does the underlying client have a website? * ⓘ

☒ Yes ☐ No

Website URL *

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Additional document requirements may also apply based on the information provided within the client profile.

Benefits:

Clearer onboarding requirements and improved validation at the point of submission, helping users provide more complete client information and reducing follow-up requests during compliance review.

b) Searchable Entity Type (NAIC Code)

The Entity Type (NAIC Code) field has been enhanced to make available classifications easier to locate during profile creation and editing.

Users can now type within the field to search and filter the available NAIC Code options instead of manually scrolling through the full list.

A screenshot of a web form titled "New Contact Information". The form includes a disclaimer about Eastern Point Global's (EPG) Due Diligence policy, stating that all fields marked with an asterisk are required and that data is secure. The form has two radio buttons for "Profile Type": "Individual" and "Entity", with "Entity" selected. Below this is a text input field for "Entity Name". The "Entity Type/Industry" field is a dropdown menu with a search bar that says "Type to search NAICS codes...". The dropdown is open, showing a list of NAICS codes and their corresponding industry names: 111110 - Soybean Farming, 111120 - Oilseed (except Soybean) Farming, 111130 - Dry Pea and Bean Farming, 111140 - Wheat Farming, 111150 - Corn Farming, 111160 - Rice Farming, and 111191 - Oilseed and Grain Combination Farming.

Benefits:

Faster entity classification and a more efficient selection process when creating or updating client profiles.

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**Benefits:**

More structured collection of required compliance information during the initial Virtual Account submission process, helping reduce follow-up requests and supporting a more efficient review process.

3. Applicability

These enhancements apply to the applicable Contact Manager and Virtual Account workflows within the ISN platform.

Clients are encouraged to review the updated fields, instructions, and documentation requirements when submitting new Contact or Virtual Account records.

If you would like a walkthrough of these enhancements or have questions regarding platform functionality, please contact Client Services for assistance:

Client Services email: international@easternpointservices.com

Phone Number: 855-222-7513

International Toll-Free Number: 833-610-7793

WhatsApp Business: +1 (939) 498-9158

For faster coordination or general inquiries, our team is also available via WhatsApp Business. Please note that WhatsApp Business is text-only and does not support calls.

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