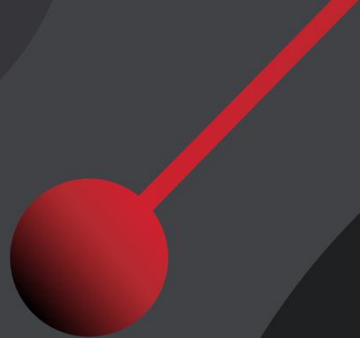




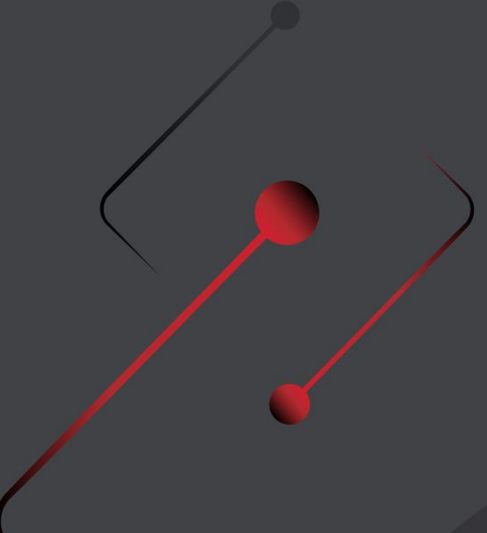
# A

26



2026

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 RED OAK PRESENTS



# CCP Benchmarking

**Measuring What Matters in  
Compliance, Distribution, and Supervision**

**Jenny  
Woys**

**VP of Client  
Success**



**Dana  
Ellis**

**Director of Client  
Success**



# Driving AUM Growth

## Speed

**AI-powered** workflows to move ideas to compliant content fast



## Reach

**Connected ecosystem** gets the right content to thousands of advisors



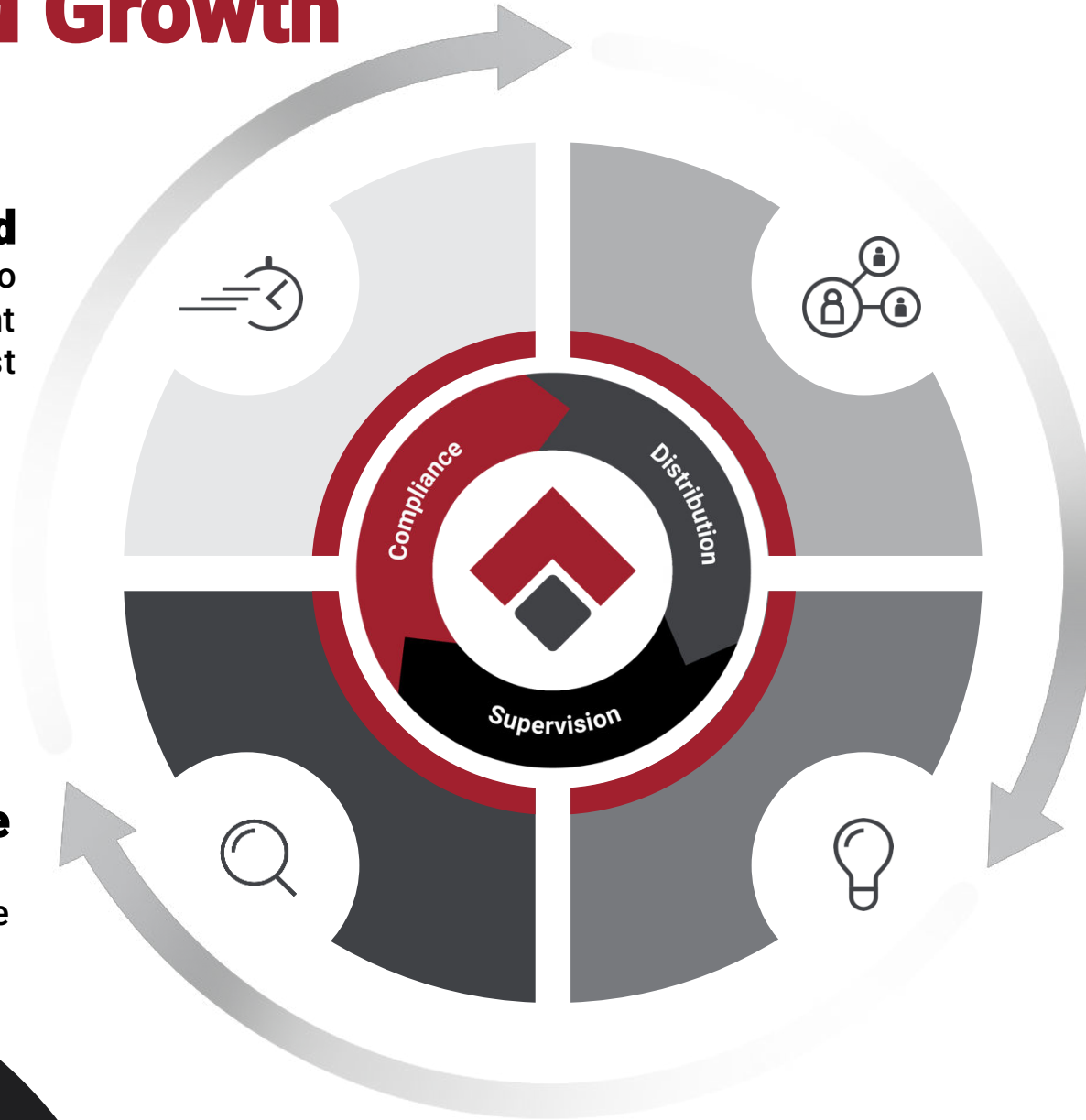
## Confidence

**Proactive** supervision ensures compliance at scale



## Insights

Analytics & AI reveal **growth levers** at both advisor & firm levels



# Measuring What Matters

- ▶ Review Time
- ▶ Time to Approval
- ▶ First Pass Rate
- ▶ No. of Revisions
- ▶ Volume of Reviews
- ▶ Violation Detection Rate



# Compliance Review

Tracking speed, efficiency, and quality across submissions

# Time to Approval — Averages

Avg Time to Approval — Best in Class (days)

5.0

Avg Time to Approval — All Clients (days)

5.4

4.0

4.3

4.6

4.9

5.2

5.5

5.8

## PERCENTILE DISTRIBUTION

10<sup>th</sup> Percentile

1

25<sup>th</sup> Percentile

1

50<sup>th</sup> Percentile

2

75<sup>th</sup> Percentile

6

99<sup>th</sup> Percentile

71

# First Pass Rate — Averages

73.0

72.5

72.0

71.5

71.0

70.5

70.0

69.5

69.0

68.5

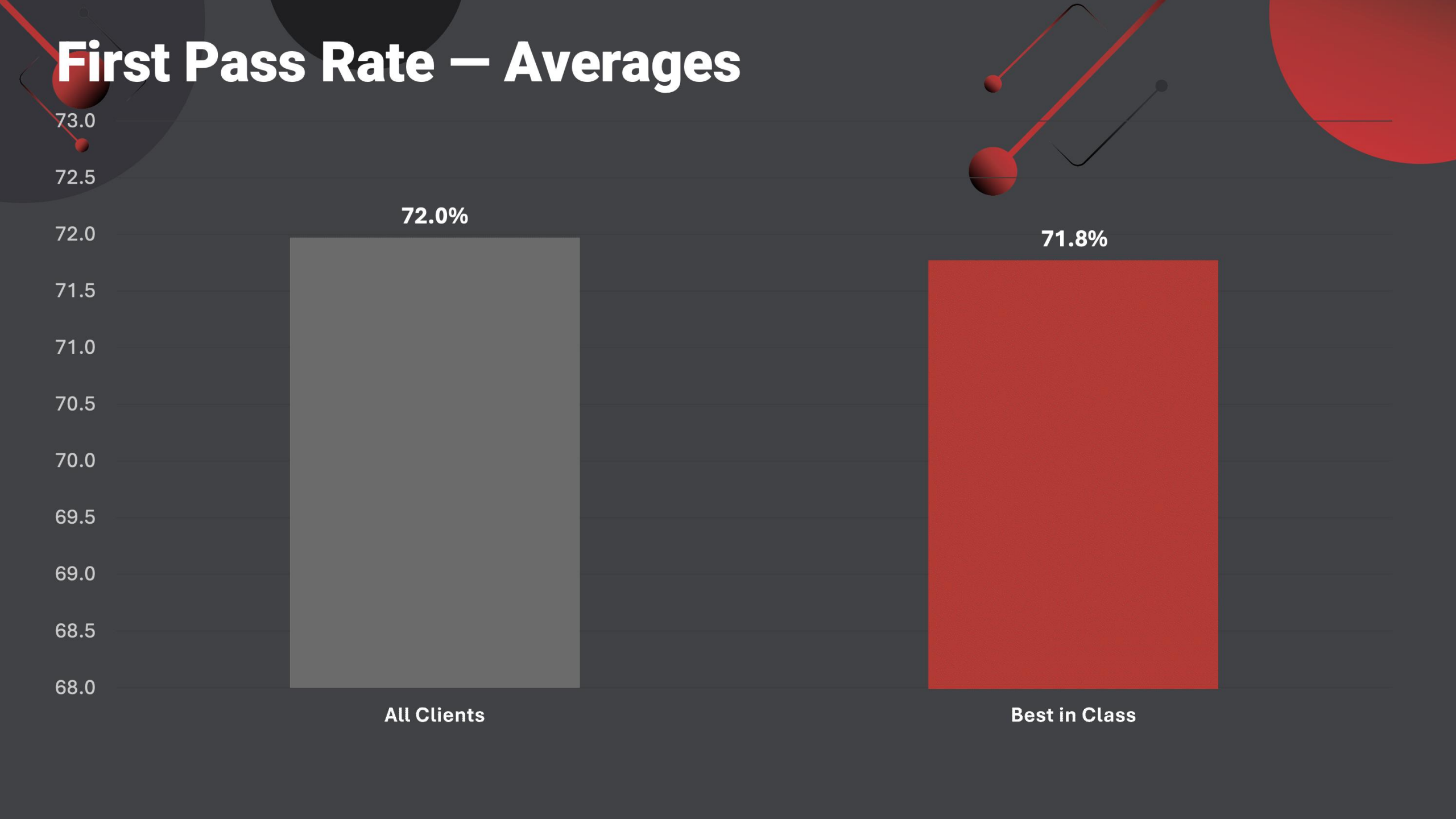
68.0

72.0%

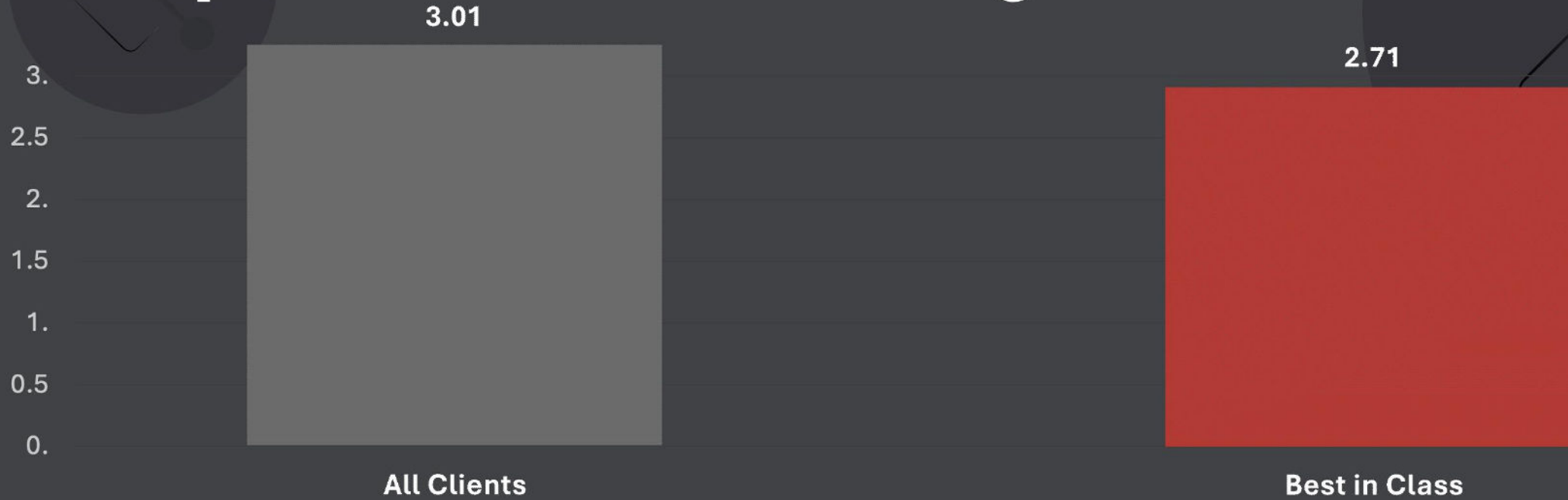
All Clients

71.8%

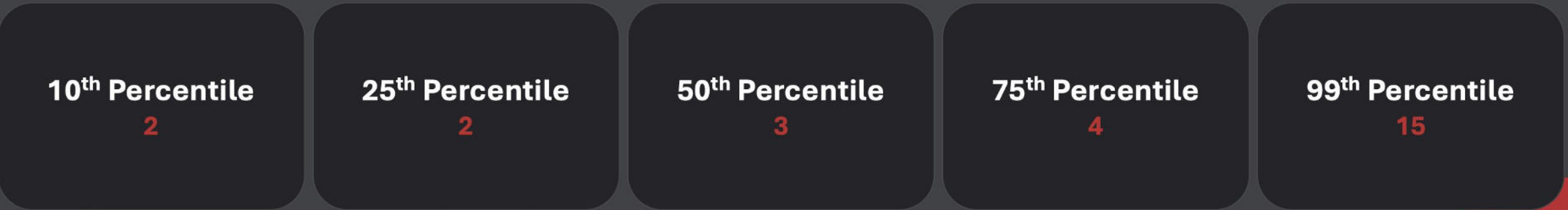
Best in Class



# Edits per Submission — Averages



## PERCENTILE DISTRIBUTION — EDITS PER SUBMISSION

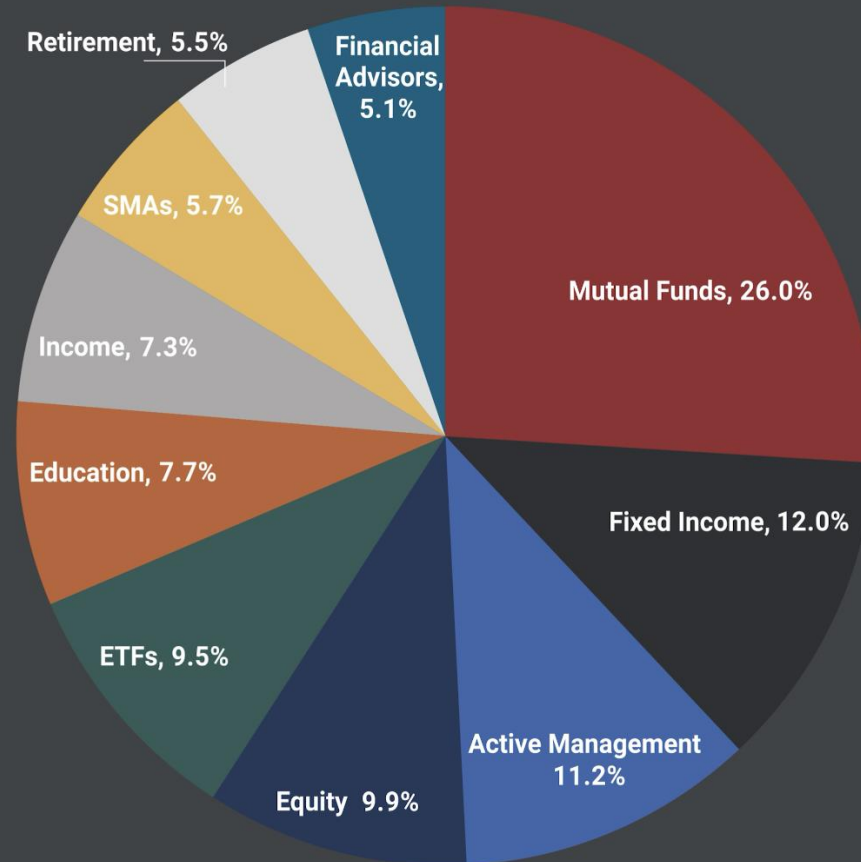


# Distribution

Speed to delivery and overall content performance

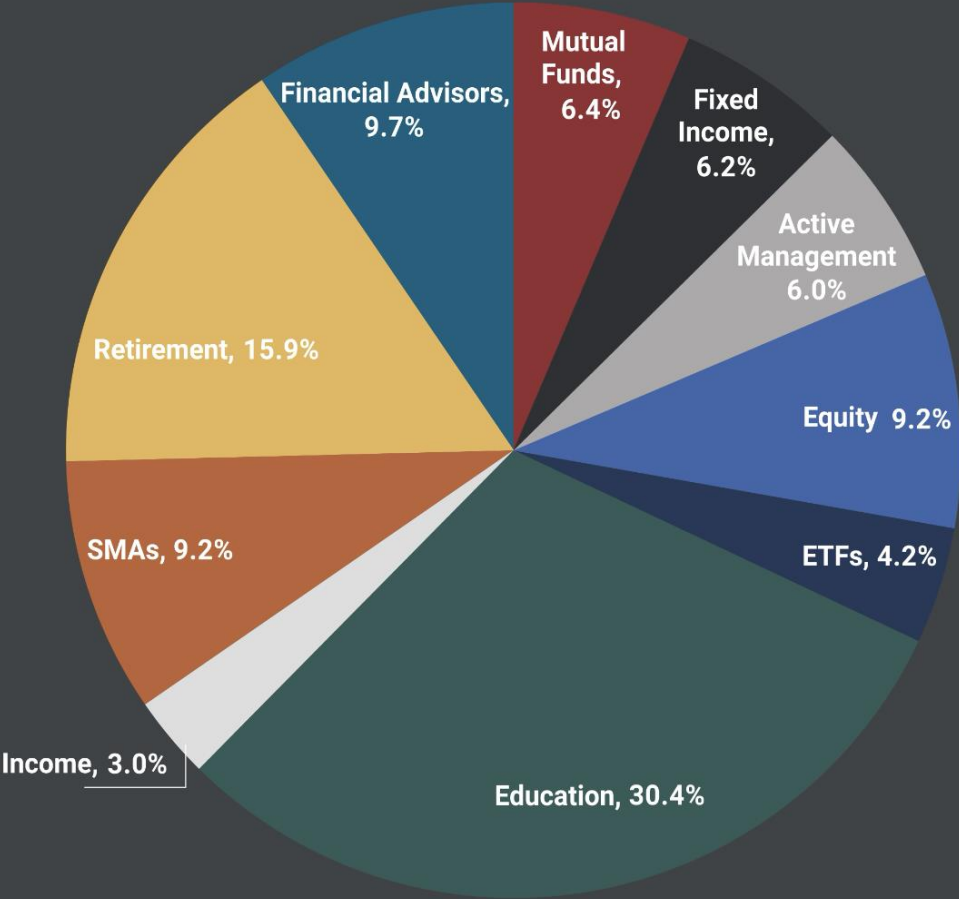
# Content Engagement - Volume

What types of content are published the most often?



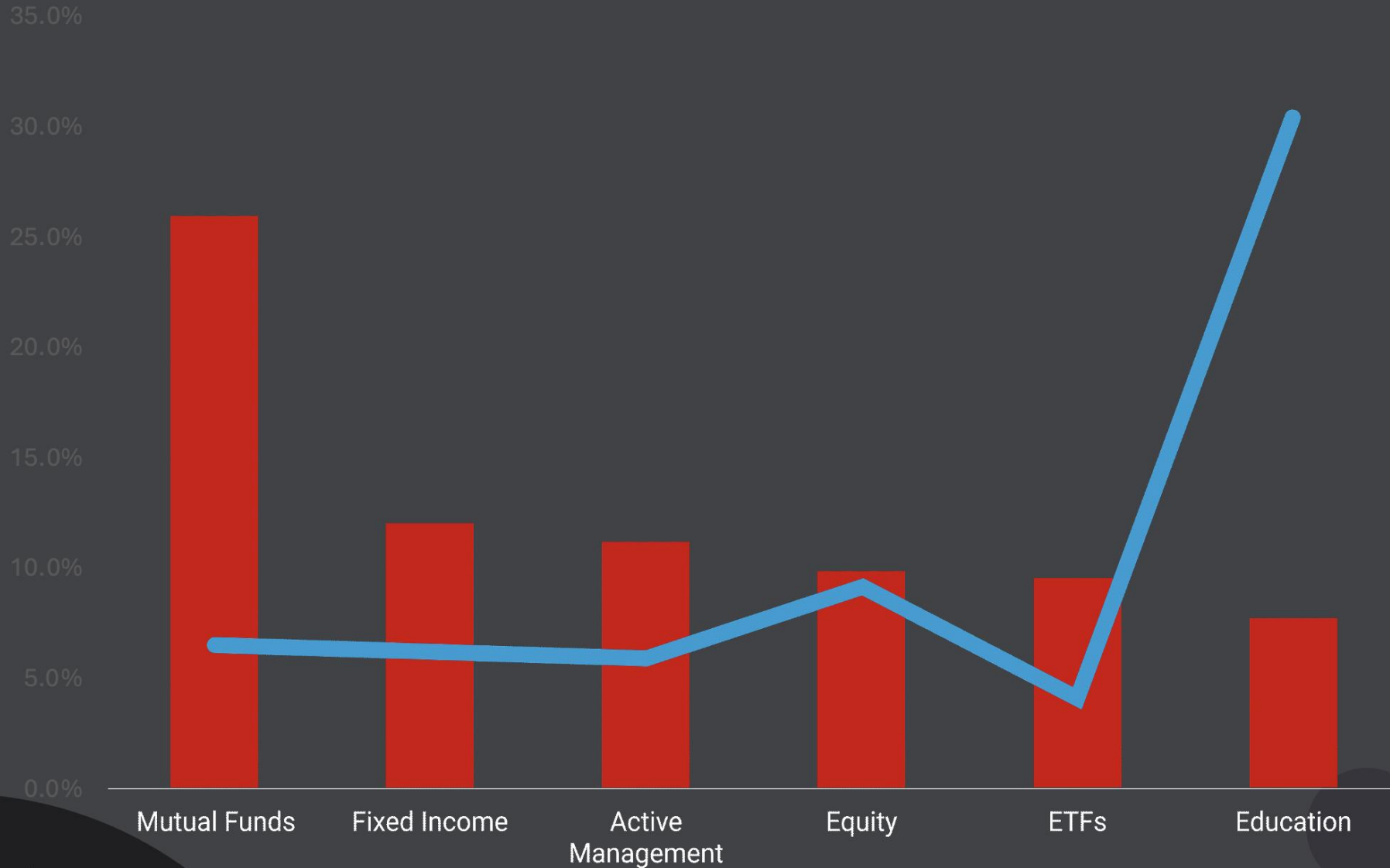
# Content Engagement - Consumption

What types of content are consumed the most often?



# Content Engagement Versus Consumption

What types is being published as compared to consumed?

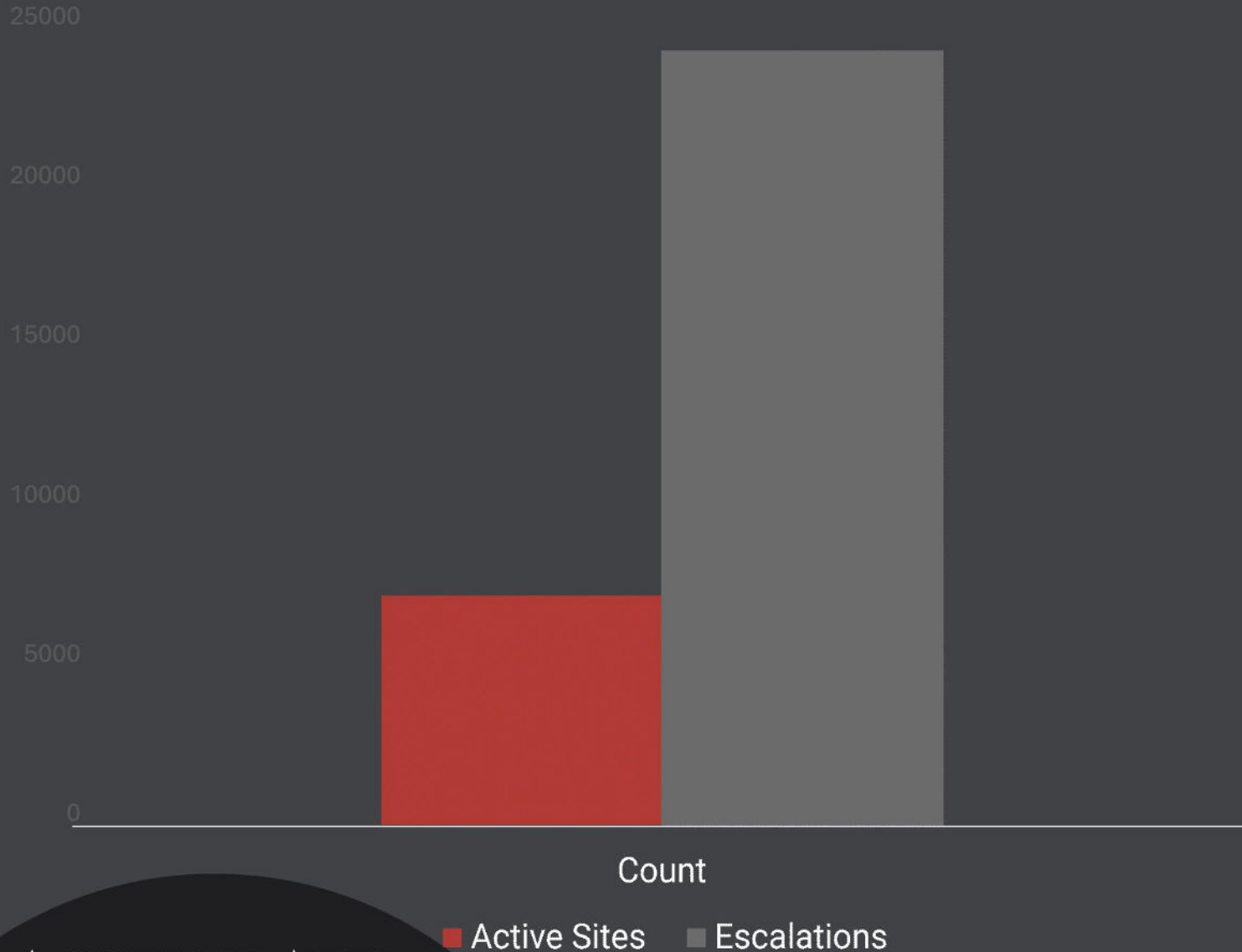




# Supervision

Value in data and sites that we're tracking

# Web Monitoring – Infractions per Site



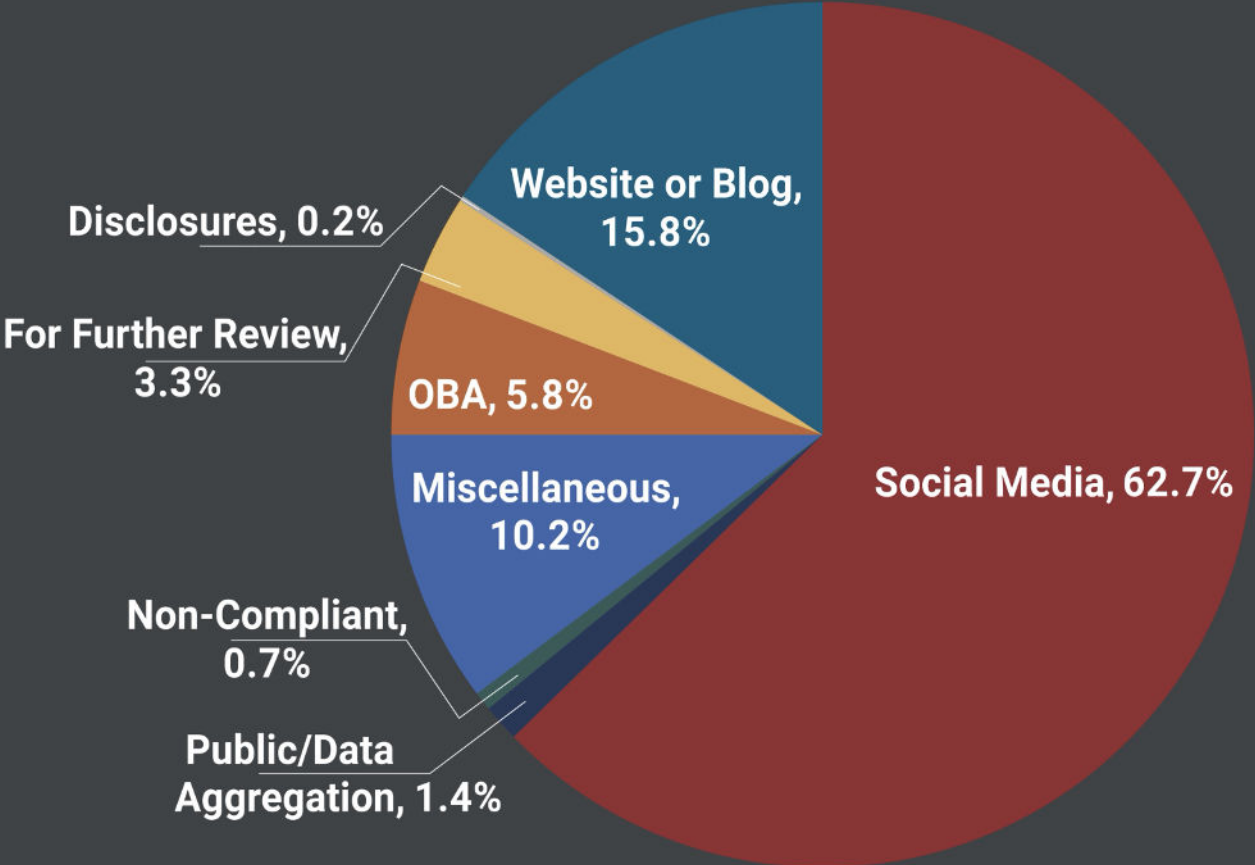
## Fun Facts

There were 19,099 escalations in 2025

The average number of escalations per site was 3.34

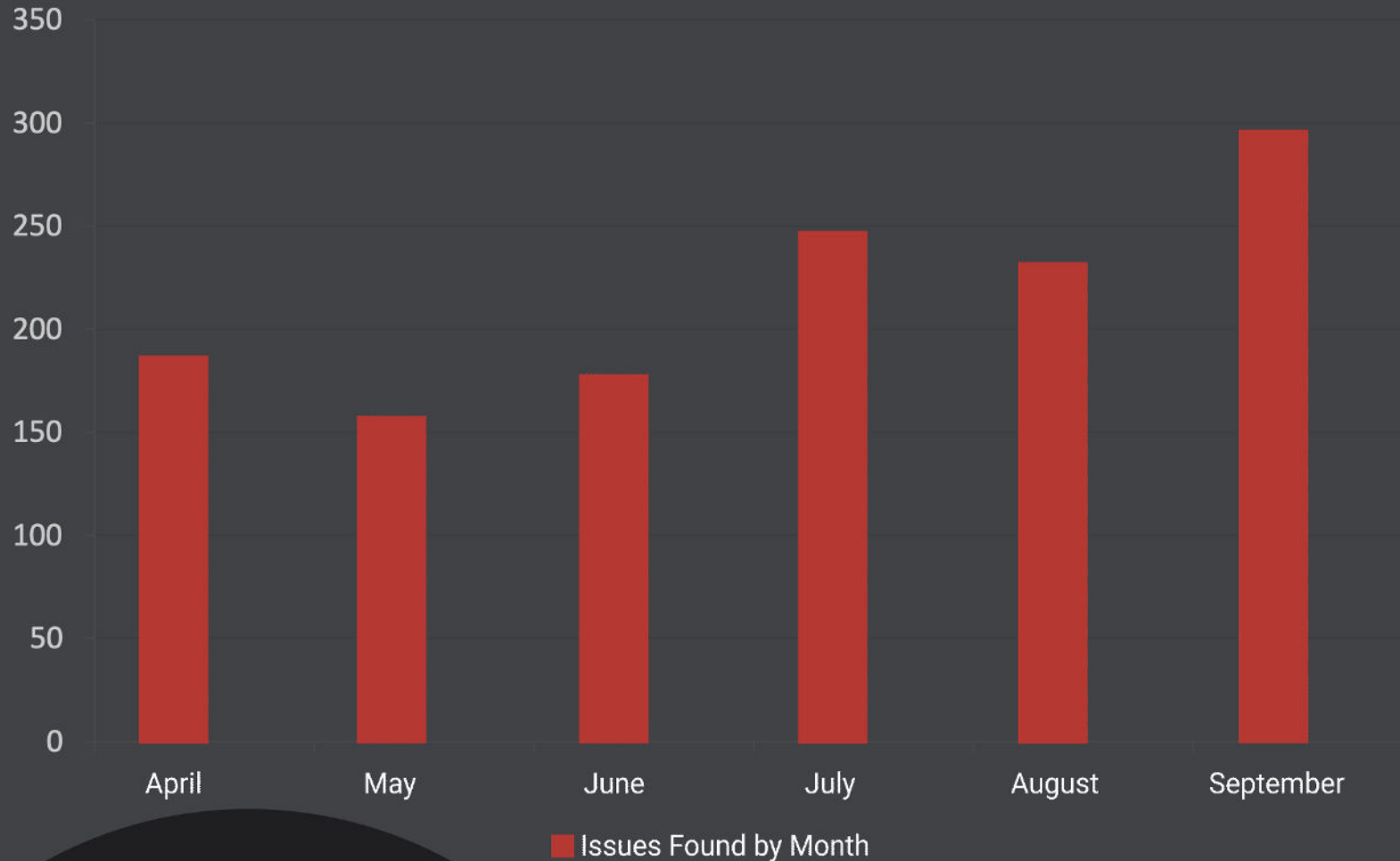
Of items that passed initial review, over 2% were escalated

# Internet Supervision - Category of Infraction



# Social Media Supervision

Volume of social media submissions and disapproval rate



## Fun Facts

**1 in every 3 supervised advisor had a compliance issue caught in 2025**

**Each advisor holds an average of 2.9 Social Media Accounts**

**LinkedIn is the #1 risk channel, with 59% of account monitoring taking place across advisor profiles and posts**



# Your Client Success Team

Let us help you achieve your business goals



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# What is Client Success?



*A partnership-first approach to ensuring you achieve your desired outcomes*

## What It Is

- 1 Proactive Partnership**  
A dedicated relationship model focused on long-term goals
- 2 Continuous Value Delivery**  
Identifying new opportunities within the platform to maximize value beyond initial implementation.
- 3 Ongoing Check-ins**  
Regular business reviews keep clients aligned with updates and best practices.
- 4 Dedicated Expertise**  
A named CSM brings deep knowledge of your business and business needs.
- 5 Advocacy & Escalation**  
Your CSM coordinates with product, engineering, and support on your behalf.

## What It Delivers

- ✓ Confidence at Every Stage**  
Clients always know where they stand, with clear communication and a trusted partner in their corner.
- ✓ Higher Value**  
Active CS engagement drives stronger business outcomes and platform value.
- ✓ Reduced Risk**  
Proactive identification of issues minimizes compliance gaps and disruption.
- ✓ Long-Term Partnership**  
A relationship that grows with you, expanding capabilities as your business needs evolve.
- ✓ Strategic Alignment**  
Platform capabilities aligned to your evolving business goals as you grow.



**Meet Your CSMs!**



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**Jennifer Whitney**



**Juliana Nadir**



**Lori Dervis**



**Ricky Urbina**



**Sarah Sopiartz**



**Thank You**

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