

WELCOME TO

ProjectCRAFT™

powered by
Thompson Coburn LLP

ProjectCRAFT™ is a collaborative web platform that allows banks and financial institutions to easily handle responses to legal citations and garnishments through a dedicated team of outside counsel while predictably managing their resources.

Why ProjectCRAFT™?

Banks and financial institutions are customer service businesses. Every day, you provide essential and valuable services for your customers. In today's competitive market, that requires constant innovation and focus.

While creating value and building stronger client relationships is always the goal, financial services businesses often face unique challenges, including dealing with legal process problems that have little to do with customer service: citations, garnishments, subpoenas and third-party pleadings.

These matters can cause a number of headaches while siphoning away funds and personnel:

- Different citations are routed to **different departments** — often with their own practices for handling them.
- Intake professionals and in-house counsel must decide whether the action **requires a call to outside counsel**.
- Filings requiring outside counsel generate a significant amount of **email traffic** — perhaps dozens of emails for each of the numerous citations institutions receive each month.
- Each citation comes with a **ticking clock** for a response or a court appearance. If not handled in a timely manner, banks face a costly ruling to show cause or a possible judgment.

After watching our bank clients struggle with these types of filings, we decided to "CRAFT" a solution: ProjectCRAFT™.

CITATION
REVIEW
ANALYSIS
FILE SUBMISSION
TRACKING

HOW DOES IT WORK?

- 1** Your intake professionals upload citations to a secure, encrypted site, fill in a few simple fields, and click "submit."
- 2** Our ProjectCRAFT™ team triages the information you submit and seamlessly executes the required legal response — including electronic filing, court appearances, additional filings, or other appropriate measures.
- 3** At the same time, your personnel can easily track and review pending actions with a suite of alerts, data analytics and tools — available to your team 24/7 and from any type of device.

What makes this solution so innovative?

We developed this offering in collaboration with one of the largest banking systems in the United States. Offered through a flat fee, ProjectCRAFT™ provides consistency and predictability to your budgets, while giving you significant institutional control over a wildly variable process.

Features of ProjectCRAFT™:

- Access to documents, reports, and status 24/7.
- Ability to receive daily digests with links to the documents added to the system the prior day.
- Customized citation tracker.
- Robust search capability.
- Real-time analytics via a dashboard.
- Reports and search results can be exported to Excel for additional analysis.
- Q&A module that allows you to communicate with Thompson Coburn attorneys entirely within the site – no email traffic needed.

How long will it take to implement?

It takes less than 48 hours to set up your customized ProjectCRAFT™ site and invite users. We have developed a series of easy-to-understand training videos and can launch the extranet by hosting a Webex training session tailored for your bank or institution.



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Chris leads complex litigation and class action defense for a host of major corporations in the financial services and agriculture industries. A partner in the Firm's Class Action and Business Litigation groups, Chris serves as the co-chair of the Financial Services Litigation practice area and is a member of the Firm's Management Committee.

CUT THROUGH THE CHAOS. CONTROL COSTS. COLLABORATE SEAMLESSLY.

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