



Customer remediation

Regulated product remediation and customer redress analytics expertise

We are a globally trusted leader in data management, specialising in customer remediation programmes for financial institutions. We leverage the expertise of seasoned professionals, deploy repeatable accelerators, and apply proven best practices to deliver remediation outcomes with unmatched speed and precision.

Why financial leaders choose us

CROs, CFOs, and Heads of Retail Banking trust us for regulated product remediation and customer redress analytics when they face:



Regulatory pressure to deliver accurate, timely, and complete customer remediation.



Limited internal resources and lack of specialist remediation expertise.



Legacy systems and complex, closed data platforms.



Outdated, inconsistent, or fragmented customer records.



High volumes of claims straining operational teams.



The need for transparency and minimal reputational risk.

How Version 1 solves these challenges

With experience across **30+ customer remediation projects** and advanced data management expertise, Version 1 unlocks insights from legacy systems and fragmented data. Our proven methodologies, accelerators, and expert teams enable institutions to meet regulatory requirements while **improving efficiency** and customer outcomes.

Our distinctive approach



Data remediation community a network of 30+ remediation architects and 170+ data specialists sharing insights and best practices. This enables us to rapidly deploy experts who understand your architecture and deliver fast, effective results for regulatory deadlines.



Remediation accelerators a suite of proven tools including frameworks, checklists, templates, and calculators that streamline data readiness, standardise remediation processes, and improve accuracy and reporting.



People-first methodology a structured approach to identification, containment, correction, and reconciliation focused on people and process rather than just technology. This improves stakeholder engagement, data clarity, and operational alignment for better remediation outcomes.

Proven results

Our approach has enabled the remediation of over **500,000 customers across 28+ programmes** covering loans, mortgages and investments. Our work reduced remediation scope **by 90%** for a prominent Irish banking provider, **avoiding €25M in costs** for the client.

Exclusive offer

We offer a complimentary one-day consultancy session with our remediation experts to assess your compliance, performance, and readiness.

