

THE COST OF MISSING MOBILE COMMS IN 2026

What Canadian banks need to know



One missed mobile message could mean millions in penalties

In 2026, a single uncaptured text could expose a Canadian financial institution to regulatory fines, investigations, and reputational damage.

The trends in how this risk is growing

Mobile business communications are surging, and compliance is racing to keep up. **New data** from 12,000 financial institutions shows why is this risk growing?

 <p>+114% increase in firms capturing Apple® Messages</p>	 <p>+36% increase in firms capturing WhatsApp</p>	 <p>89% of WhatsApp capture is in North America</p>	 <p>When WhatsApp is restricted, employees shift to Apple® Messages or SMS/MMS—often on their personal devices.</p>
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What counts as a “missed message”?

If a message is business related and not captured, it's a compliance failure. This could be:

-  A trader texting about a material non-public tip
- A banker sharing client instructions off channel
- An executive discussing pricing, strategy, or profit-sharing information
- Conversations moving from approved platforms to personal devices

Intent doesn't matter—evidence does.

What it costs

Regulators don't fine messages; they fine failures. Even one missed message can lead to:

 Millions in regulatory fines	 Internal investigations and audits	 Legal and remediation costs
 Reputational damage	 Loss of regulator trust	 Increased supervision in the future

Canadian financial institutions have no room for error

The following regulatory bodies oversee Canadian financial institutions:



 <p>The Office of the Superintendent of Financial Institutions (OSFI), which sets rules for governance, risk management, and auditability</p>	 <p>The Canadian Investment Regulatory Organization (CIRO), which requires complete and accurate records of business communications</p>	 <p>Cross-border regulators, such as the U.S. Securities and Exchange Commission (SEC) and Financial Industry Regulatory Authority (FINRA), whose expectations apply to global operations</p>
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! If a message should have been captured, regulators will expect to see it.

Why mobile comms could be the biggest compliance oversight in 2026

Policies that solely outline where employees should communicate no longer work.

<p>Most firms capture comms from:</p> <ul style="list-style-type: none">  Email  Microsoft Teams  Instant Bloomberg 	<p>But risk is also moving to:</p> <ul style="list-style-type: none">  SMS/MMS and Apple® Messages  Personal devices (BYOD)  Platform switching after bans
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! Regulators expect technical, automated capture of all business-related comms—not mere policy promises.

The solution

Capture every message with Global Relay Connectors, which enable you to:



-  Retain data from SMS/MMS, Apple® Messages, and WhatsApp
-  Support BYOD and corporate devices
-  **! If it's a business-related communication, it should be captured automatically.**
-  Automatically archive messages in a compliant repository
-  Enable supervision, audits, and eDiscovery

The highest standard of security

Our privately owned and operated Canadian data center is:



 Green Designed for a minimal carbon footprint with innovative technologies, such as free air and evaporative cooling, hydroelectric energy, and a flywheel UPS system	 Secure Built to store the most sensitive data and fully compliant with all Canadian privacy and security requirements, including those deemed equivalent in protection to GDPR	 AI ready Equipped to rapidly implement new technologies and scale seamlessly to meet evolving client needs without impacting capacity, performance, or reliability
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Modernize and protect your bank

The biggest compliance risk isn't the misconduct you can detect. It's what slips through the cracks.

Close the mobile capture gap.

Discover Global Relay for compliant business mobile messaging