

**Case Study:**  
**Leading safer, smarter  
property workflows in  
Portugal**



## Company **Background**

Vanguard Lawyers provides **high-quality legal services**, supporting clients through major personal and financial decisions, including international **real estate purchases** and **immigration matters**.

Their work often involves life-changing investments. Clients need absolute confidence that their funds will reach the right place safely and securely. Vanguard's goal is simple: to protect clients' interests and make legal transactions clear and secure.



# The Challenge

Before Redpin, Vanguard relied on email to share **bank account details**, **request payments**, and **confirm payment progress**. Though common in the legal sector, this process created real risks:



Sensitive bank account details shared via email.



Lack of payment visibility once funds were transferred.



Potential exposure to phishing and fraud attempts.



Manual processes tied to traditional banking systems.

Clients transferring large sums from savings they spent years building deserve complete peace of mind. Vanguard wanted two things: a secure, more formal way to request payments worth hundreds of thousands of euros, and full visibility of every transaction throughout the process. They needed a system that would protect clients, provide clear oversight, and reduce time spent on manual follow-ups.

## The Solution

Redpin provided a secure platform for managing all client payments in one place. Vanguard's team began using Redpin within days, with no major change to how they worked.

Instead of emailing details or waiting for payment confirmations, lawyers now:



Request transfers securely through the platform.



See every transaction status at a glance.



Simplify reconciliation with organised client/property payments.



Schedule payments for ease and efficiency.

Redpin replaced uncertainty while providing structure, flexibility, and control. Vanguard still leads every transaction, only now they do it with stronger protection and a clearer workflow.

# The Results

Although the partnership is only a few months old, the benefits for Vanguard are both immediate and significant.

## Transaction Confidence & Security



100% of client funds now move through Redpin.



Zero exposure to email-based phishing risks.



Less manual admin and more time for client support.

## Operational Efficiency



Real time visibility into the status of all deals.



Rapid payment requests and approvals.



Improved productivity amongst the team.

## Client Experience

Vanguard reports stronger client trust, faster decision-making, and a more premium service experience that sets the firm apart and positions it as a leader in their field.



# The Impact

Redpin has become a strategic element of Vanguard's service model. The platform has:

- ♥ Strengthened Vanguard's position as a modern, innovative law firm.
- ♥ Saves hours of administration on every deal
- ♥ Provided a competitive advantage in an industry that's typically slow to modernise.
- ♥ Delivered a scalable foundation for future digital transformations.

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*Redpin has definitely improved the productivity of my team and the services that we provide to our clients.*

**Susana Lóres Marum**  
Lawyer & CEO, Vanguard Lawyers

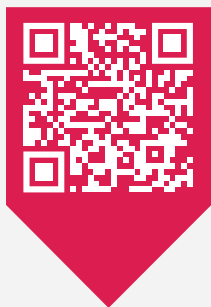
# Our Conclusion

Vanguard Lawyers remains committed to a legal experience built on trust and clarity. Redpin supports that commitment by building trust into every client transfer and simplifying how funds are handled throughout a property purchase.

Together, Redpin and Vanguard are pioneering a safer and more innovative future for legal financial workflows in Portugal.



# redpin



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