

# THE GLUE ENABLES A KYC PLATFORM

## THE COSTS OF KYC FOR FIs ARE INCREASING EXPONENTIALLY

### Costs of KYC are already high and continue to increase due to the ever changing regulation

- The increased KYC procedures lengthen the customer onboarding process

### Many banks struggle with their KYC process:

- Difficult to keep up with the continuous changing KYC regulation
- Conflicting standards between countries
- Costs for KYC on complex customers are often outweighing the revenues
- Process is in many banks still very paper-based
- Same information is asked multiple times to the customer
- Public information is also requested directly to the customer
- Corporate customers are not (always) providing proactive updates of important corporate information

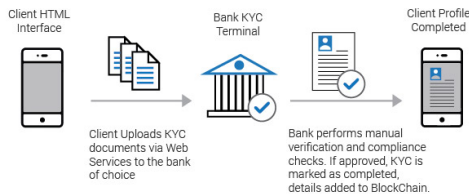
Having an efficient KYC process can bring a competitive advantage.

## SOLUTION

### A CROSS-BANK KYC PLATFORM

#### KYC platform set-up

- Collect, verify & analyse KYC information
- Support the onboarding process & the continuous KYC monitoring of customers
- Customer is in full control of his data
- Secure exchange of KYC information with other banks



#### Provide high efficiency & customer centricity in each step of the process

- Transparency on the onboarding status (via notifications, but customer should also be able to check digital status of his file)
- Possibility to the customer to digitally upload additional documents
- The customer the full control over his data (GDPR)
- Centralization of all customer data, avoiding any data duplication

#### The DATA CAPTURE step

- Omni-channel platform with cross-channel continuation
- Digital adaptive questionnaire
- Ability to securely upload documents and pictures
- Pre-fill certain data via a digital identity card reader or OCR
- Real-time data validity and consistency checks
- Convert client onboarding process into sales opportunity
- Demand continuation
- Authenticate physical user via “public” authentications

The DATA ENRICHMENT step enriches the data with all data available in accessible (public) sources

#### The DATA VERIFICATION step

- Automatic verification of the info collected in previous steps
- Verify consistency between data capture and enrichment
- Verify correctness of identity & address
- Matching process: avoid duplicate customers & redoing KYC process

The DATA ANALYSIS step performs the detailed customer due diligence process

- Perform Sanctions Screening,
- Conduct AML Risk Assessment and calculate Risk Rating,
- Creation of an expectation of a customer's transactional behavior
- Apply the Risk Rating to determine
  - which information should be additionally collected
  - whether Enhanced Due Diligence is
  - the degree of monitoring required when client is accepted

The DATA MUTUALIZATION step shares the KYC data with other banks

- KYC information should be exchanged
  - Simply
  - Securely
  - Transparently
- Customer should be in full control of who can view & modify which of his KYC data
- Potential use of BlockChain technology allowing to exchange KYC data between financial institutions

**FIS THAT HAVE A POSITIVE AND EFFICIENT ONBOARDING PROCESS CAN GAIN A COMPETITIVE ADVANTAGE**

The Glue is a modern software platform which accelerates innovation and facilitates rapid transformation initiatives within the financial services industry. It reduces the cost and complexity of developing and deploying enriched banking services designed specifically for today's digitally driven world. It empowers financial institutions to evolve from rigid, technology-bound organisations, into agile service providers that can fully support the changing needs of an increasingly demanding customer base.

The new customer centric, Open Banking environment is characterized by many interactions with multiple services. These services generate and manipulate new data sources, combining them with existing information which, amongst other benefits, improves management insight into emerging customer preferences or changing behavioural trends. The official systems of record of this data typically resides within the legacy backend applications which still power the day-to-day processing of most financial institutions. The Glue is a unique, highly enabling solution, which can protect and prolong the lifespan of existing infrastructure investments.

The Glue was designed to enable the rapid creation of customer centric capabilities, such as PSD2, whilst protecting the related, non-functional requirements (NFRs) that exist within the financial services industry. Event driven service modelling is implemented using an in-memory data and processing grid to build data rich, powerful micro-services. The Glue's modern architecture significantly reduces the dependency on legacy systems and facilitates higher performance and enhanced scalability capabilities. Deployment is fully based on containerisation software. This approach provides our users with the confidence to expose new service offerings to open API ecosystems

Size doesn't matter, because The Glue is appropriate for all financial institutions. Its comprehensive development framework enables users to very quickly create and customise digital journeys and to dynamically implement changes, as and when required. Multiple versions of a journey can co-exist enabling the gradual roll-out of new business functionality. The orchestration of event driven journeys underpins truly reactive, personalised and intelligent interaction. It seamlessly processes context aware events simultaneously from multiple channels, blending them with real-time input from customer intelligence, risk, compliance or other systems.

