Thales Gemalto
IdCloud KYC
Cloud based solution to secure onboarding to digital banking services
Swift and secure customer onboarding

Customers today expect that they can open a new account online, only using their laptop or mobile. Financial institutions thus need to offer a **fully digital onboarding experience** to avoid abandonment during the enrolment phase.

To be able to offer this you need KYC services such as **document verification, face recognition and anti-money laundering checks (AML)**. There are many suppliers of document verification solutions on the market, but what sets our Gemalto IdCloud platform apart is that you also get access to **risk management and fraud prevention services** which are essential in the onboarding process to **minimise identity theft fraud**.

Our risk engine collects signals during user onboarding such as IP address, device information, behavioural biometrics and cyber threats intelligence.

By adding this risk management to your KYC services you can introduce **adaptive onboarding**, for instance start the whole process by checking for any signs of potential fraudulent activity, before even launching the actual KYC process. The goal is to prevent ID fraud and lower false acceptance rate (FAR), one of the most important KPIs to track during digital onboarding. It is also possible to lower total cost of ownership by avoiding additional checks and instead abandon high risk enrolments at an early stage.

**Can also be used for:**
- International remittance
- Mortgage
- Insurance
- Remediation
Document verification

Document verification is a digital verification process used to verify if a user’s ID document is authentic. The customer uses his or her own mobile device to capture the document and send the photo to the Gemalto IdCloud server for the document verification process which screen for all security elements to prove the authenticity. A score is produced for every verification and the FI will get a result if a customer’s document is fake or genuine.

Advanced document verification shall include (not limited):
- Data integrity checks
- Data format checks
- Visible security features or patterns: water marks, stamps, line patterns …
- Machine Readable Zone (MRZ) inspection and cross verification with visual information
- Expiry date check
- Data extraction; such as name and date of birth to be used in FI’s CRM system

Facial recognition

In order to complete the remote onboarding process, customers must be able to prove they are genuine and physically present during the onboarding process. This step is essential to associate the physical user with the use of his or her document. The principal of a facial match service is to ask the user to take a selfie and compare this with the picture extracted from the ID document, which has already been proved genuine. Again, the mobile device can be used to perform the action and streamline the remote process.

Thales can provide one of the best facial recognition technologies in the world. The service also provides liveness detection options for guaranteeing a live person is performing the request.
Anti-money laundering checks

Anti-Money Laundering (AML) and Countering the Financing of Terrorism (CFT) regulations are being imposed and reinforced all over the world upon onboarding new customers and to fight identity fraud. FIs must now strengthen customers’ identification using reliable and independently sourced documents, data or information. With the latest AML v5 and v6 regulations, new customer registration requires **PEPs & sanction lists verification** and proper **risk assessment policies** to be set in place. The identity verification can be completed only once these additional AML sanction lists are checked on each end customer attempting the onboarding.

Benefits for financial institutions

**BUSINESS**
- Reduce ID fraud
- Streamline enrolment
- Optimise conversion rates
- Cost effective
- Meet regulation compliance

**PRODUCT**
- Mobile ready
- Fraud prevention ready

**TECHNICAL**
- API Based
- Scalable
- Bank grade security

Thales Gemalto IdCloud
- a cloud platform to secure onboarding and access to digital banking

Our cloud based managed services lets financial institutions combine KYC, authentication and risk management services to secure onboarding and access to digital banking services and enhance the customer journey. With one simplified API.