▶ **Update your KYC files, customer data and documents using our digital tools and communication channels**

▶ **Multi-channel digital KYC data, document retrieval and consent automation toolkit**

▶ **Full compliance with Luxembourg financial industry regulation**

# KYC
# Remediation

**Update your KYC files, customer data and documents using our digital tools and communication channels.**

Finologee's KYC Remediation toolkit enables financial industry professionals to retrieve and client KYC files, identity and evidence documents, customer consent, approval and e-signatures, as well as due diligence and profile/risk assessment files. Interactions with clients are operated via e-mail, SMS, secure chat features, automated voice and on-demand call centre services.
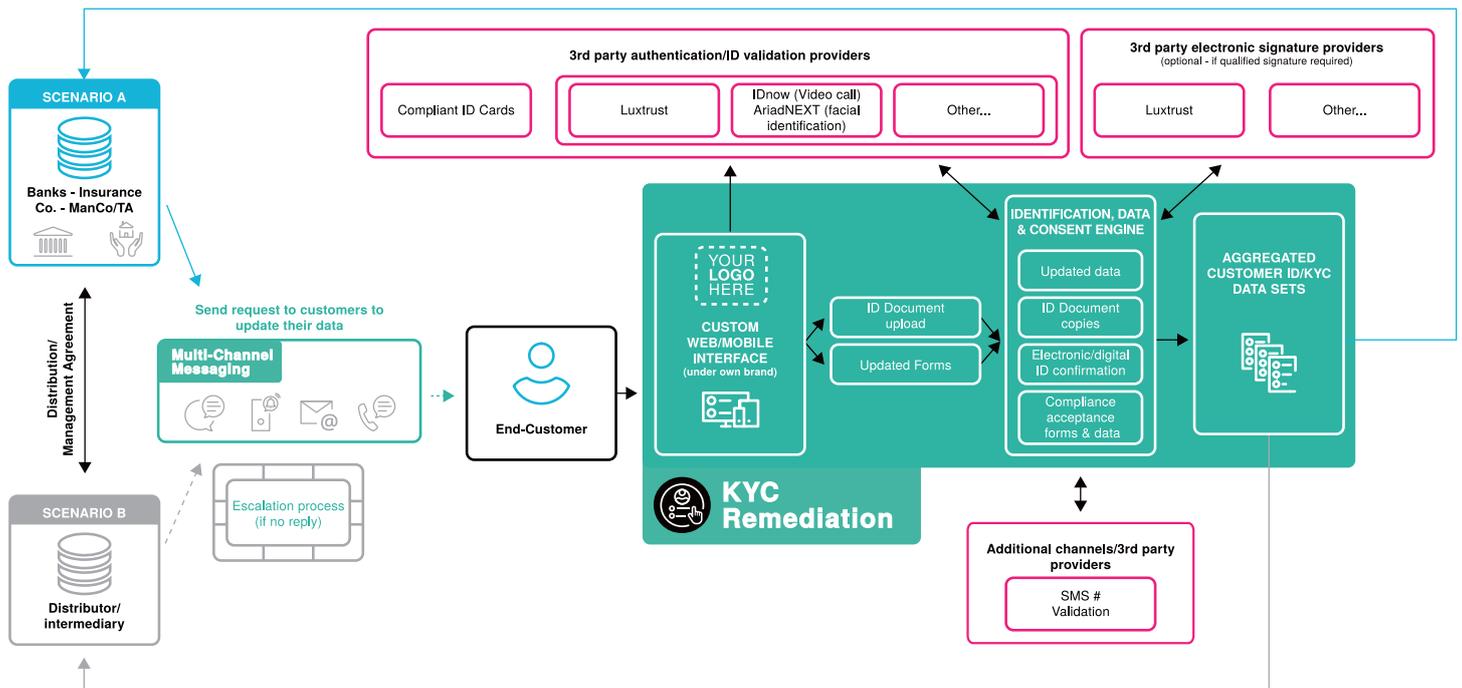
A compliant selection of partner FinTech services implemented on our Trusted FinTech Platform such as automated document recognition, video chat sessions, identity validation via a low value bank transaction, one-time passwords and electronic signatures power very efficient and fully digital customer journeys to make this process as smooth as possible for your clients. The KYC Remediation toolkit runs on Finologee's highly secure Trusted FinTech Platform that is fully operated by the company and compliant with Luxembourg regulation. Finologee is a regulated financial services professional ('Support PFS') supervised by the Luxembourg regulator CSSF.

# How does it work?



**3rd party authentication/ID validation providers**
- Compliant ID Cards
- Luxtrust
- IDnow (Video call) AriadNEXT (facial identification)
- Other...

**3rd party electronic signature providers** (optional - if qualified signature required)
- Luxtrust
- Other...

**SCENARIO A**
Banks - Insurance Co. - ManCo/TA

Distribution/ Management Agreement

**SCENARIO B**
Distributor/ intermediary

Send request to customers to update their data

**Multi-Channel Messaging**

Escalation process (if no reply)

End-Customer

YOUR LOGO HERE
**CUSTOM WEB/MOBILE INTERFACE** (under own brand)

- ID Document upload
- Updated Forms

**KYC Remediation**

**IDENTIFICATION, DATA & CONSENT ENGINE**
- Updated data
- ID Document copies
- Electronic/digital ID confirmation
- Compliance acceptance forms & data

**AGGREGATED CUSTOMER ID/KYC DATA SETS**

**Additional channels/3rd party providers**
- SMS # Validation

# Main features

- Using a back-office dashboard and interfaces, **customer data** (names, email, SMS, existing data to be validated …) **is transmitted to Finologee's secure KYC Remediation toolkit and filled into the tool's database.**
- **Processes and user journeys are defined upfront by the institution with the help of Finologee** (and potentially a third-party advisor or law firm) **and deployed on Finologee's Trusted FinTech Platform**, using both communication channels (Email, SMS, push notifications, automated voice, call centre, secure chat with chatbots automated postal mail) and data forms and screens that have been implemented according to the specifications agreed on.

- The **system provides for dynamic user journeys** based on risk categories, on-the-fly assessments or decisions based on a matrix or tree.
- **Implementations** with our clients **are usually white-labelled** and in accordance to the client's brand.
- **Data sets get delivered automatically via API or transmitted to the institutions systems** for further processing or automated insertion into CRMs and databases.

# Frequently Asked Questions

### Why should I be doing KYC Remediation digitally?
Little things often make the difference and forge the overall impression: "Are there pre-fill options for this form?" "Are you able to suggest my address based on my current location?"… Customers expect a high level of comfort, they want convenient features and optimised procedures. KYC Remediation enables Institutions to save time and quickly optimise internal processes.

### Why should I outsource my KYC Remediation to you?
Finologee analyses and designs every form on every platform to create the best user experience, both for internal use and for your customers. Finologee's KYC Remediation platform offers a very high degree of flexibility and customisation options, from Role Based Access, ID document validation, documents upload, "pick-up where you left" session to qualified signature.

### Who are you?
Finologee is an entrepreneur-run and owned company founded in 2017 by the DIGICASH mobile payment system's founders. We leverage more than 20 years of experience in building digital products combined with a solid experience with AML/KYC, compliance and payment products. We are based in Luxembourg.

### Do you store customer's data?
Typically, we do not keep customers' data: once we have delivered it to our client, we delete it. However, for auditing purposes, we are able to apply selective logging and data session storage strategies at our client's request.

DIGITAL FINANCE