

Periodic KYC. One connected process.

Keep customer reviews moving, from the first request to the next scheduled review.



Your customers

Your process

Your policy

Why reviews **stall**

01

Process not followed

Staff miss steps or work outside the agreed process.

02

Wrong documents

Incorrect, expired or unreadable uploads create rework.

03

Slow automations

Customers and staff wait for the next step.

04

Customers drop off

Reviews lose momentum and remain unfinished.

05

Too little follow-up

Customers put reviews off. Reminders are too infrequent.

06

Fragmented records

Teams lose sight of what is missing and who should act.

More chasing. More rework. Reviews left open.

Project outcomes. Delivery targets.

Banking onboarding

Reported project outcomes

Business onboarding

Before

After

75 days → **Same day**

Individual onboarding

Before

After

45 days → **Same day**

Insurance operations

Proposed delivery targets

Queries requiring document follow-up

Study finding

Target

~70 % → **0–5** %

Periodic KYC: low-risk scenarios

Human review today

Human review target

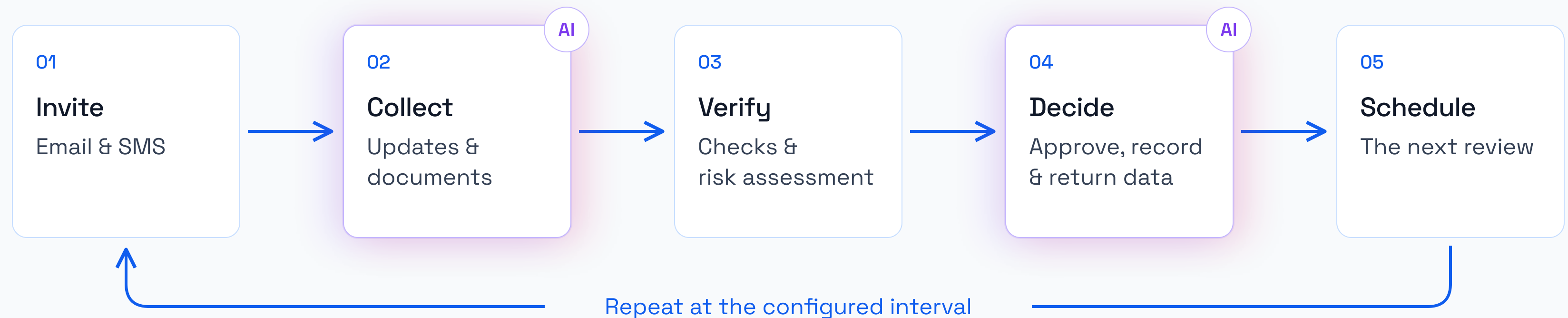
100 % → **0–10** %

90–100% reduction in human review

Anonymised examples. Discovery: 400k+ records analysed; document follow-up finding from one servicing team.

A simpler review lifecycle

Five connected stages, configured around your process.



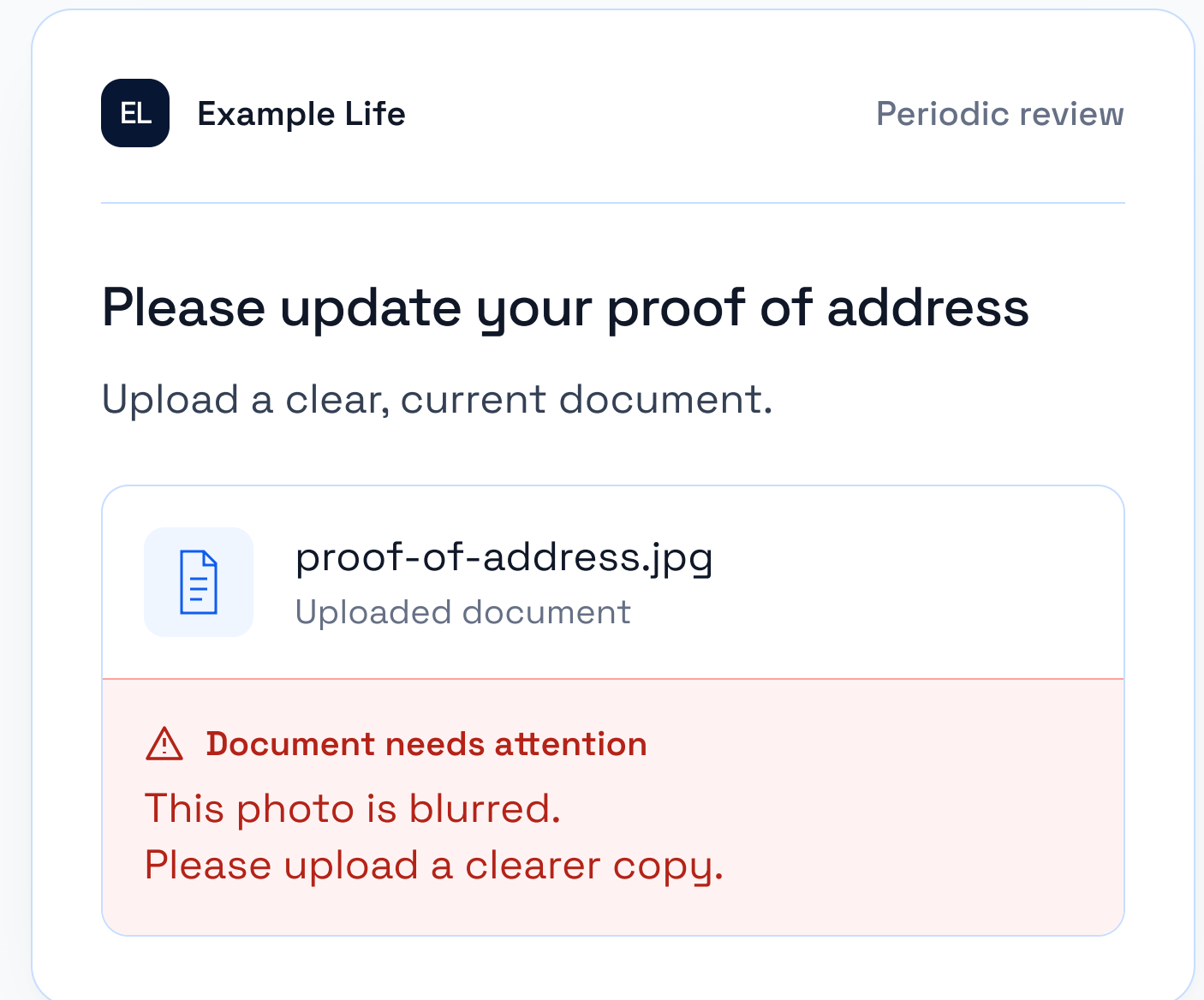
Exceptions and non-response route to your team.

Make the next step obvious

Help customers submit the right documents.

Show what is missing and flag unreadable or incorrect files during upload.

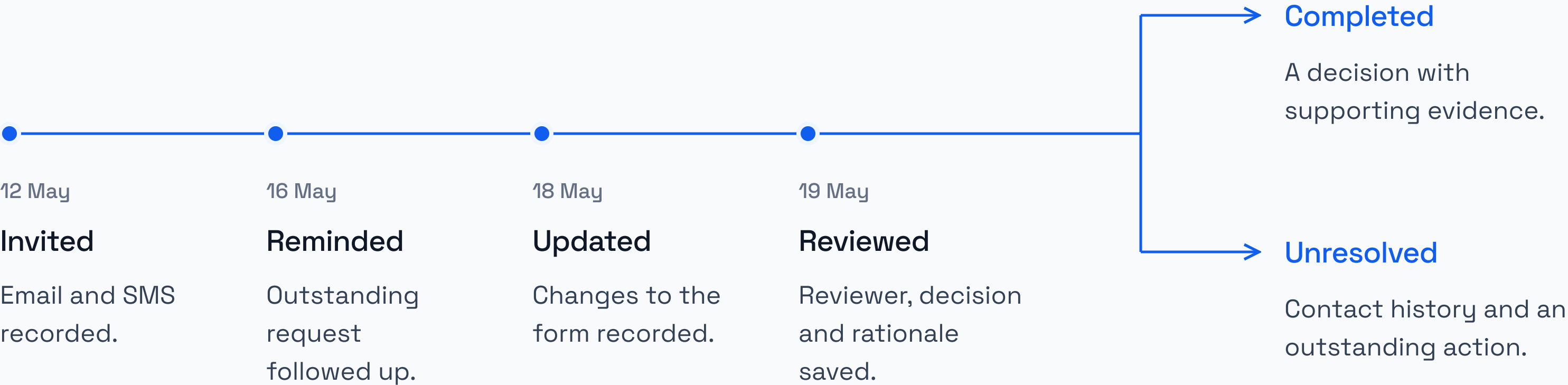
Your brand Email & SMS reminders



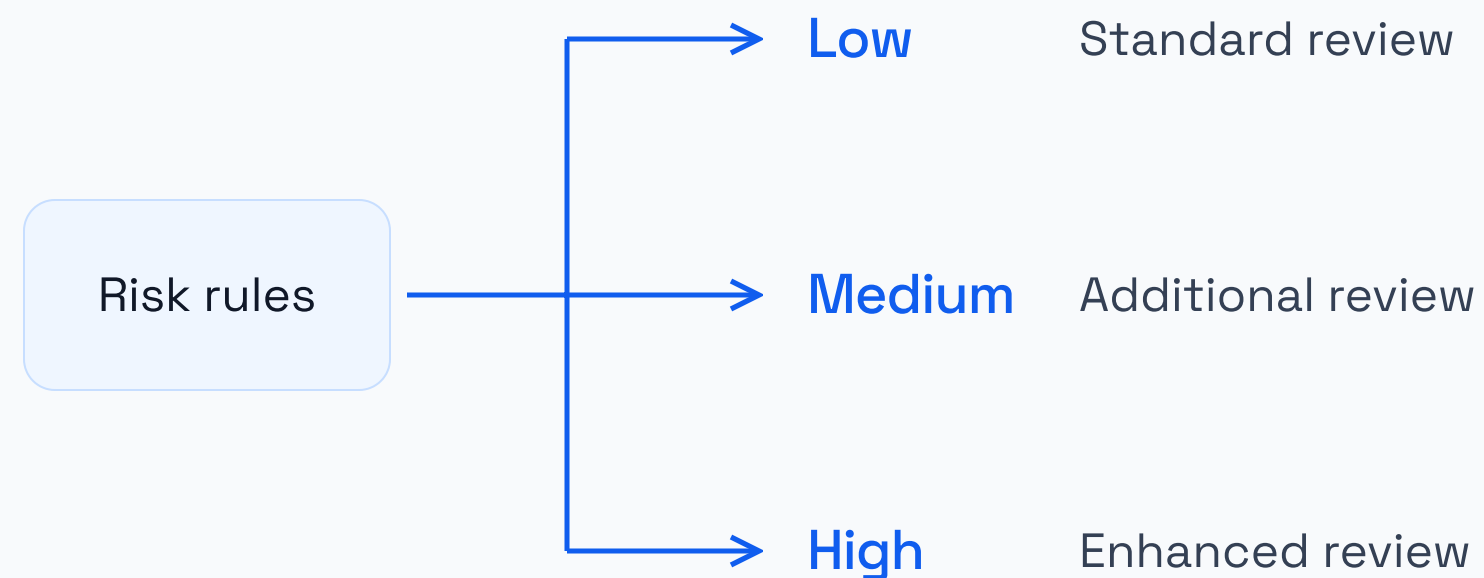
Illustrative customer view

The evidence **stays with the case**

Review KYC-1042 Illustrative history and possible outcomes



Clear checks. **Controlled decisions**



Optional AI assistance

Support the reviewer

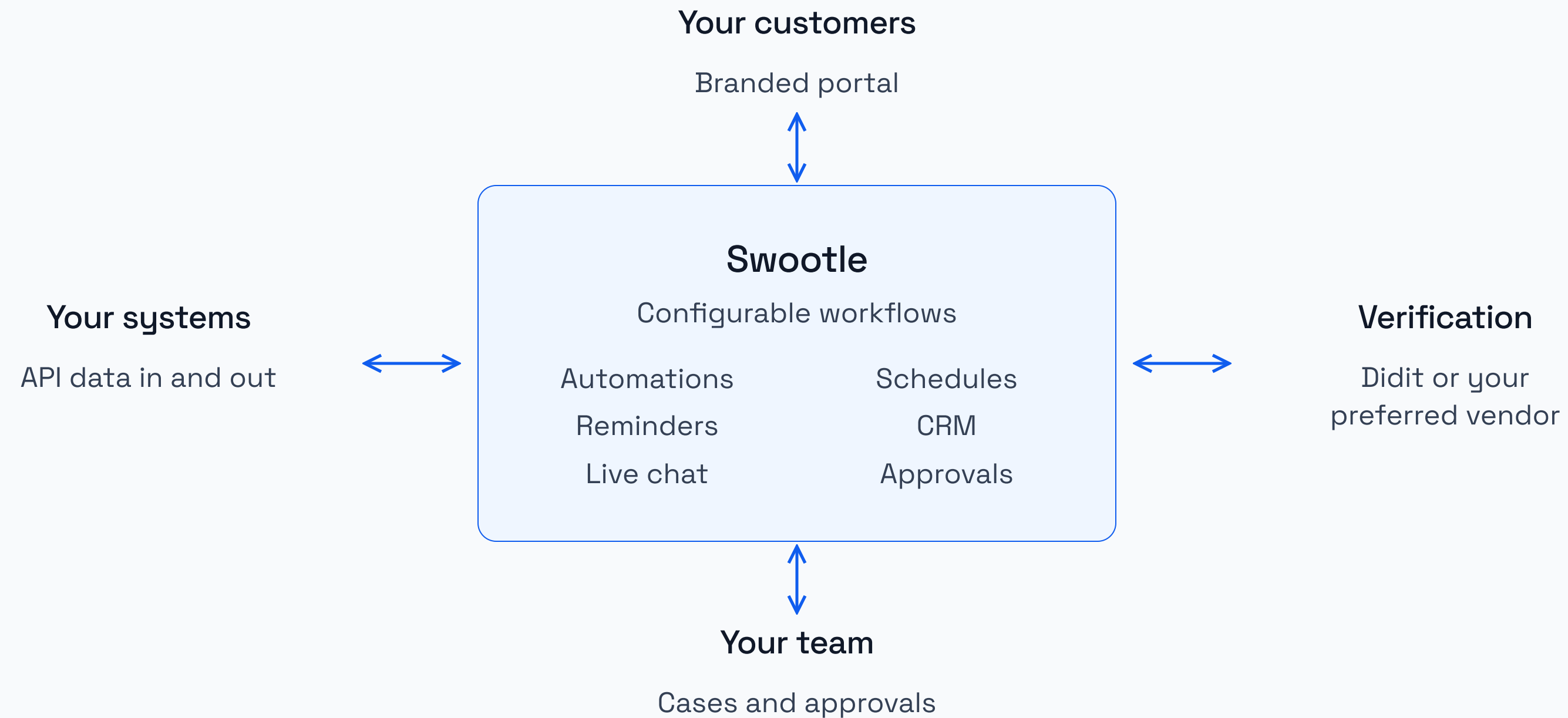
Document feedback.
Shadow recommendations with rationale.

Human oversight. Policy-led approval.

Screening PEP Sanctions Adverse media

Human approval by default; automated decisions only for agreed low-risk routes. Identity checks also available.

Fits around **your existing systems**



Draft workflows with AI. Review and refine them with your team.

One workflow. A clear proof of concept.

Configure, test and review the evidence together.

Synthetic data first

- Synthetic data
- Proof of concept
- Live pilot
- Rollout

Pilot and rollout by separate agreement

Which review workflow should we scope together?

Evaluate completion, document handling, exception routes, audit evidence and data return.