



KYC Portal

Lifetime Due Diligence

Customer Outreach Tool

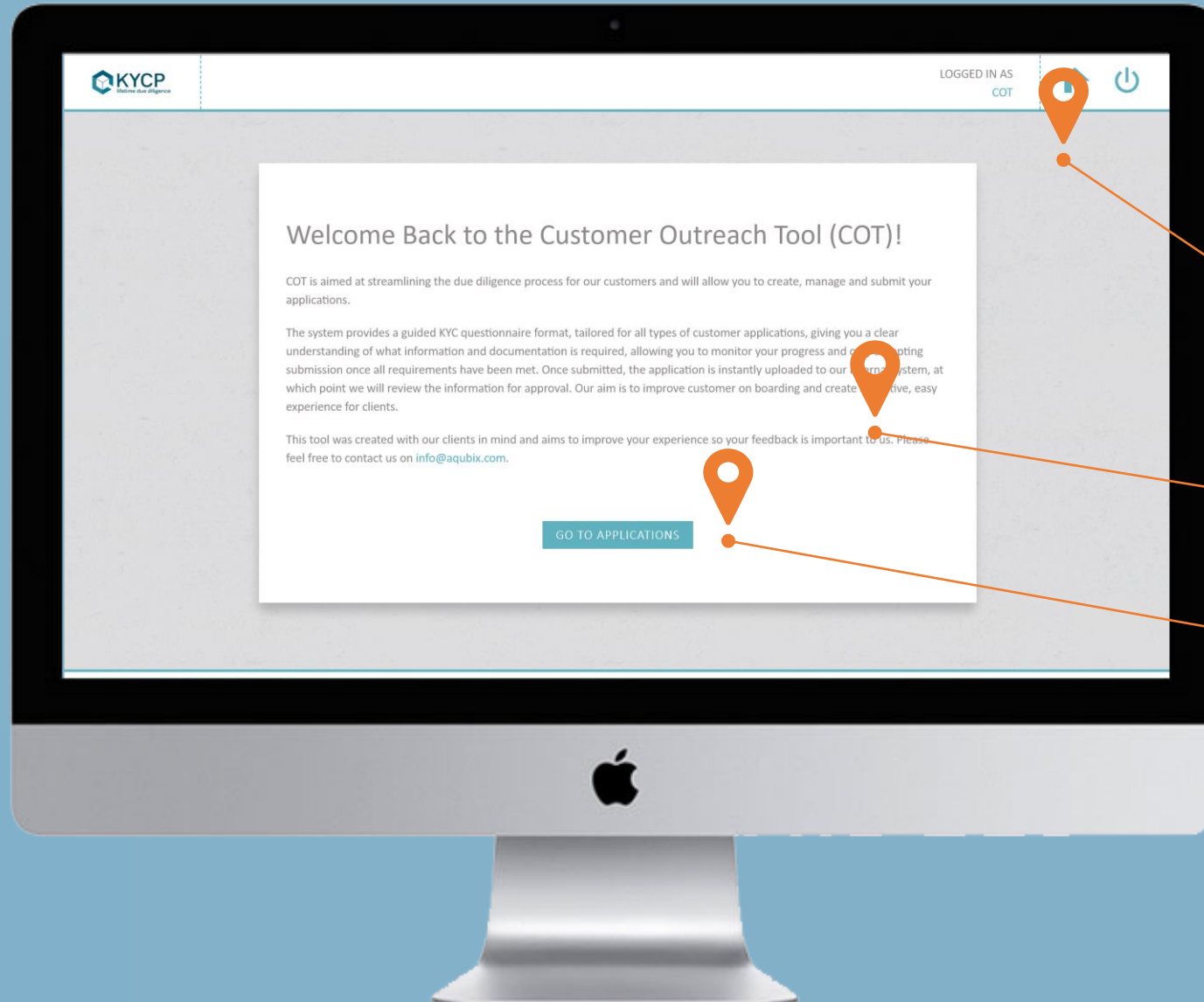
The Customer Outreach Tool in KYC Portal

This module within KYCP is fully focused on exposing a secure and fully auditable interface to your customers to be able to on-board themselves. Be it for individuals or corporate structures the entire scope of COT is that of presenting a guided stepped interface approach to KYC and due diligence irrespective of the complexity required.

Fully authenticated and secure portal which audits all client communication

Welcome screen fully managed through your KYC Portal

Interface can be fully customised (CSS) to your expectations, logos, colour schemes and look and feel



The Customer Outreach Tool in KYC Portal

Irrespective of the complexity required to on-board a client be it an individual or a corporate structure, COT always presents an easy 4 stepped approach guiding the user into what needs to be done.

STEP 1 / 4

Inputting of fields and forms based on type of entity.



Guiding the user through the whole progress of the application based on percentage completeness

The fields within the forms are fully dynamic and managed via your KYCP. Compliance can change the fields based on entity or type of application in real time.

Even though risk is not shown to the customer, the system is calculating the risk in real time based on the fields being input and also based on your configuration in KYCP. Which risk is dynamically changing the requirements in the next steps based on your EDD configuration.

The Customer Outreach Tool in KYC Portal

STEP 2 / 4 Uploading of documents



List of documents is dynamically presented to the user based on your configuration and based on your EDD process. Each list of documents can be tailored by type of entity being onboarded and by type of service / product,

Clients can directly upload documents and add the related meta-data to each document.

The Customer Outreach Tool in KYC Portal

STEP 3 / 4

Filling of any required questionnaires or forms. If there are no requested forms for this entity this tab will not be shown.

List of questionnaires to be presented to the subject based on type and service being on-boarded. This is fully configured based on your requirements in KYCP.

Questionnaires also have embedded risk based on the answers being input. Such risk is set at configuration level in KYCP. This risk is calculated in real time which removes the need to have manual intervention when assessing results.



The Customer Outreach Tool in KYC Portal

STEP 4 / 4

In the case of corporate structures COT also allows the customers to add involved parties to the structure.

Fully configured through your KYCP you can allow customers to build their related parties within the application

Irrespective of the type of entity being on-boarded COT will always present the user with the same guided 4 step approach. Allowing them to following the same procedure irrespective of the complexity of the structure. COT allows them to build the entire structure dynamically changing the content of the 4 steps based on your requirements.

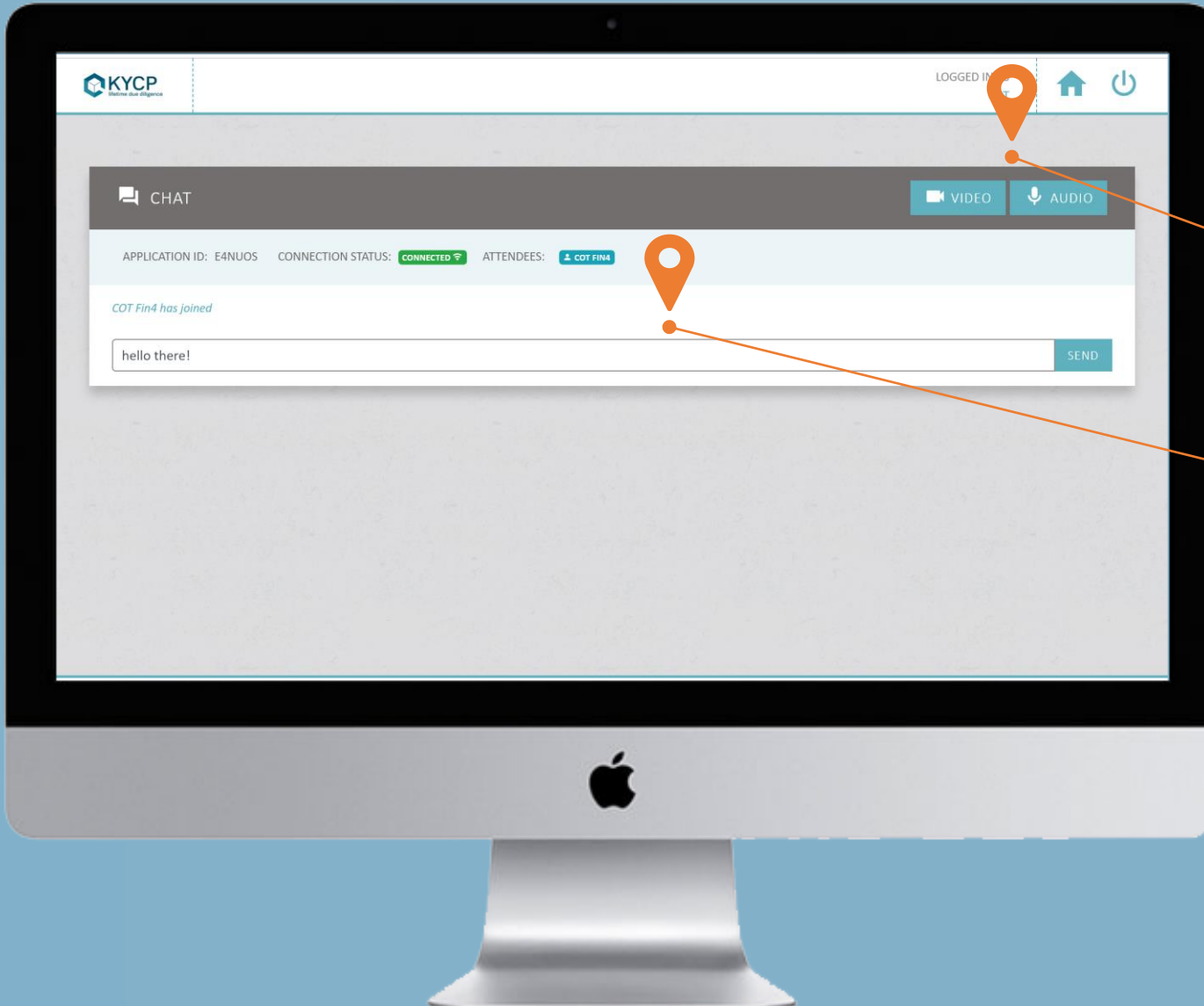


The Customer Outreach Tool in KYC Portal

Fully audited communication channel including chat, audio and video call. This module focuses on eliminating the reliance on email throughout on-boarding and ongoing applications.

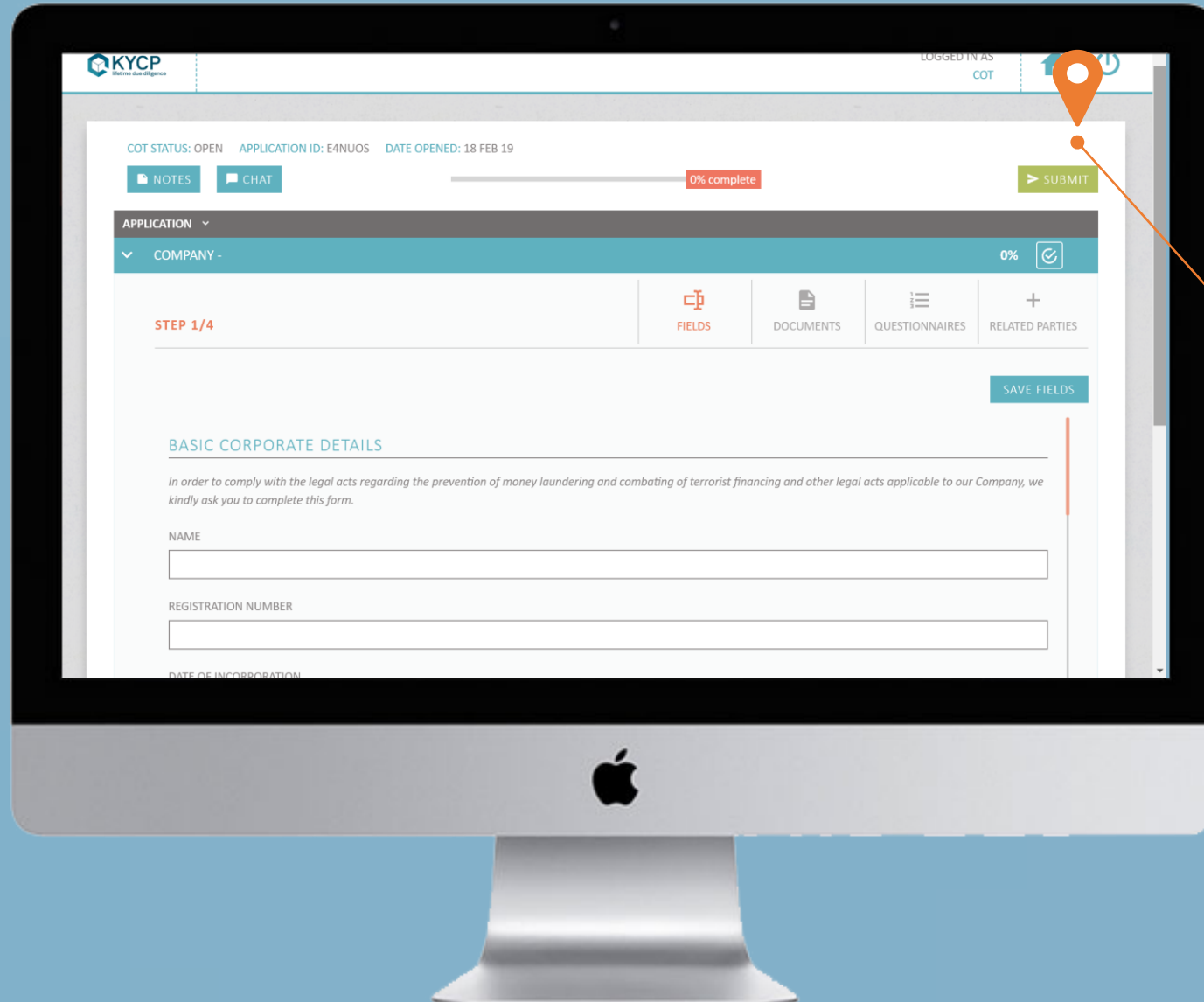
Fully audited audio and video (face to face) calls and stored in a tamper proof audit against the application within KYCP. Ability to playback all calls throughout the application.

Ability to conduct a fully audited chat with customers at any point of the on-boarding process or throughout the lifetime of the application.



The Customer Outreach Tool in KYC Portal

Submission of applications with all related data into
your KYCP.



KYCP lifetime due diligence

LOGGED IN AS COT

COT STATUS: OPEN APPLICATION ID: E4NUOS DATE OPENED: 18 FEB 19

NOTES CHAT 0% complete

APPLICATION

COMPANY - 0%

STEP 1/4

FIELDS DOCUMENTS QUESTIONNAIRES RELATED PARTIES

SAVE FIELDS

BASIC CORPORATE DETAILS

In order to comply with the legal acts regarding the prevention of money laundering and combating of terrorist financing and other legal acts applicable to our Company, we kindly ask you to complete this form.

NAME

REGISTRATION NUMBER

DATE OF INCORPORATION

When a client submits an application all the data, forms, documents and related material is passed on to your KYC Portal with the risk already calculated

Upon receipt of such applications, KYCP then allows you to automate the next steps using the workflows engine based on risk and data supplied.

You can limit the submission of applications by type of customer. You can choose which customers can submit only once all the expected data is completed (100%) or else allow a customer to be able to submit at any point in time of the application.

The Customer Outreach Tool in KYC Portal

COT is not only adding benefit within the on-boarding aspect of applications but throughout the lifetime of the customer. Here is how the module helps with REVIEW processes of existing customers.

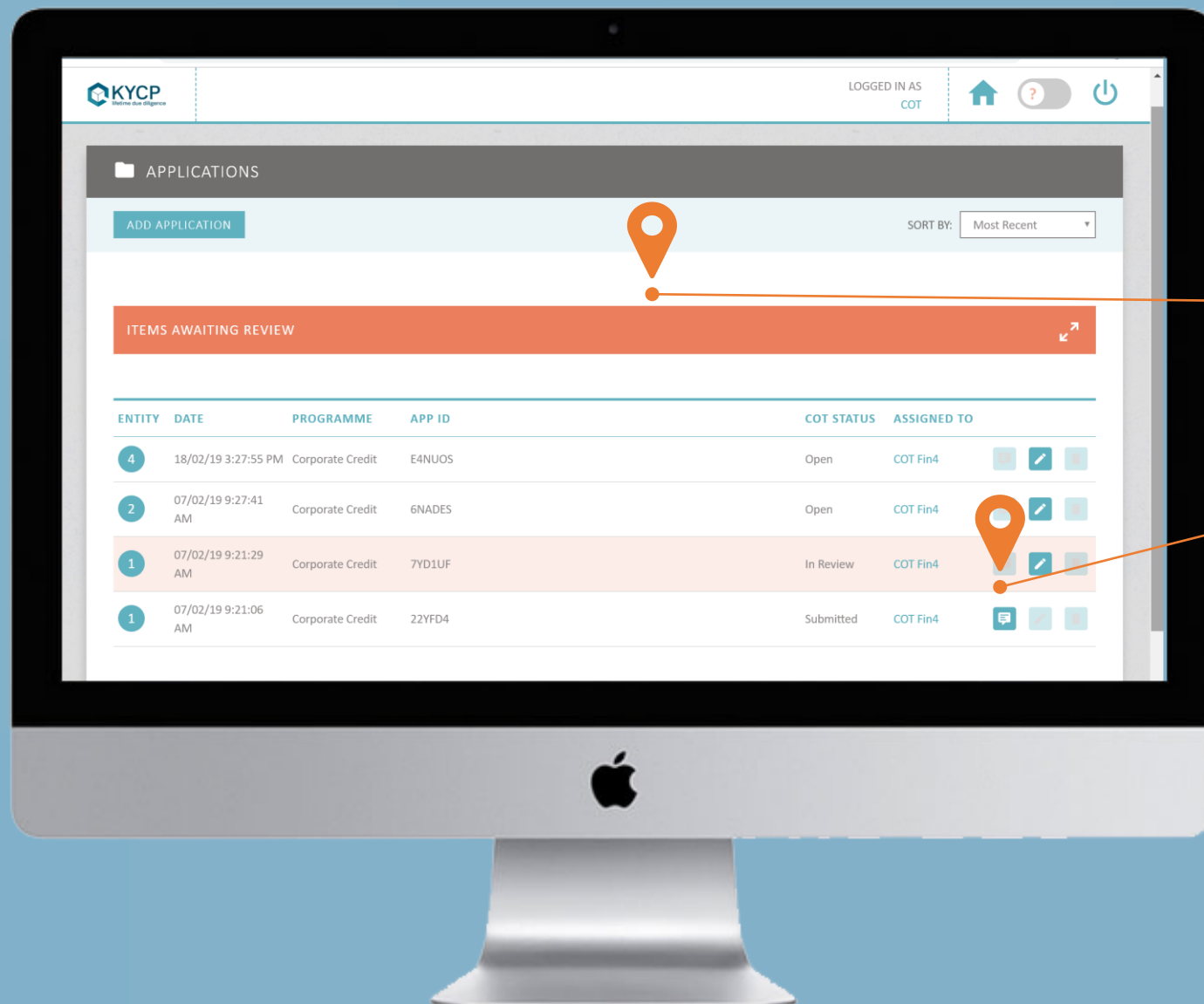


Guided review processes alerting customers in which applications need to be reviewed.

Stepped tasks per application allowing the customer to go directly to the required step within the application which needs to be reviewed.

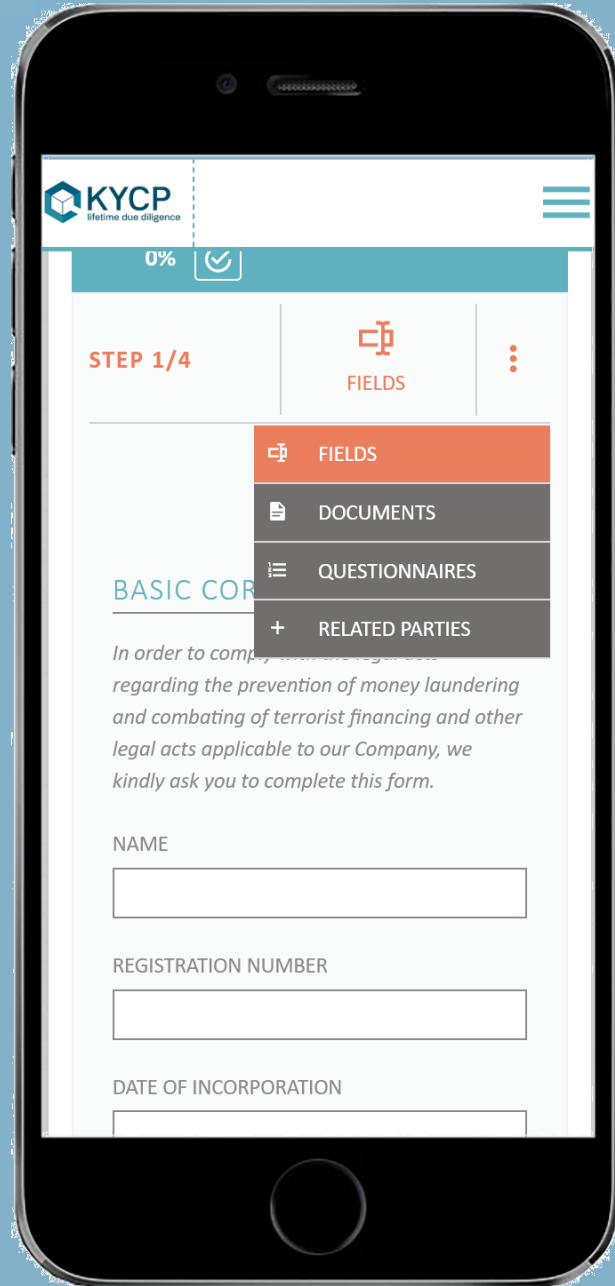
The Customer Outreach Tool in KYC Portal

COT also allows your customers to handle multiple applications for business with your organisation all in one secure and audited interface.



Allowing the customer to be able to see all applications with your organisation seeing what was submitted in the past and on-going applications.

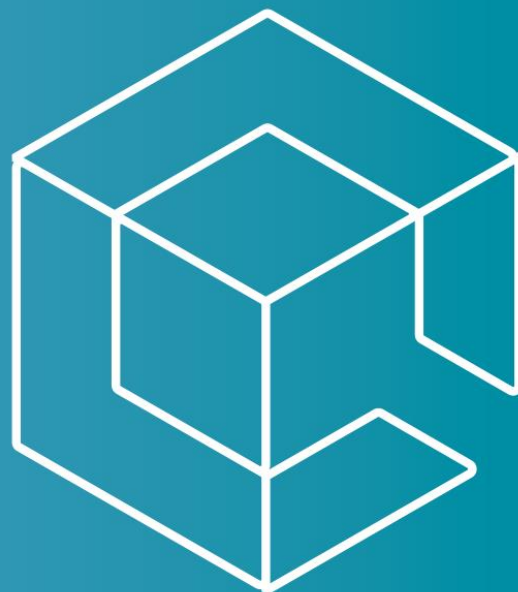
Allows customer to be able to request changes to past submitted applications instantly triggering a request within KYCP.



The image shows a smartphone screen displaying the KYCP mobile interface. At the top, the KYCP logo and 'lifetime due diligence' text are visible. Below this, a progress bar shows '0%' completion. The main content area is titled 'STEP 1/4' and features a 'FIELDS' section with a dropdown menu. The dropdown menu is open, showing options: 'FIELDS' (highlighted in orange), 'DOCUMENTS', 'QUESTIONNAIRES', and 'RELATED PARTIES'. Below the dropdown, the text 'BASIC COR' is partially visible. A paragraph of text follows: 'In order to complete the KYC process regarding the prevention of money laundering and combating of terrorist financing and other legal acts applicable to our Company, we kindly ask you to complete this form.' Below this text are three input fields labeled 'NAME', 'REGISTRATION NUMBER', and 'DATE OF INCORPORATION'.

The Customer Outreach Tool in KYC Portal

The entire COT interface is also mobile responsive allowing customers to be able to go through the entire guided KYC Process on their mobile devices.



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