

Countering financial crime with tech-enabled transformation



KPMG. Make the Difference.

In the fast-changing landscape of financial crime, companies globally, now more than ever, are seeking solutions that are not only effective but that can be rolled out at scale. It was within this context that one of our clients, a leading global bank with a vast network of small and medium-sized business customers, came to us with a significant challenge.



Our focus was on making the client experience as frictionless as possible by leveraging previously submitted customer information and streamlining the compliance process.

Rupert Chamberlain

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The challenge: fast, large-scale customer assessments amid strict regulatory deadlines

Our client needed a solution that would allow them to review a very significant and diverse customer portfolio against their Financial Crime Policy and Standards and complete the necessary remediation within strict regulatory deadlines. Furthermore, they sought a cost efficient and customer friendly solution that would move beyond mere compliance, to provide a holistic review of financial crime risk backed by a robust audit trail.

The solution? KPMG assembled a global team that merged technological innovation with regulatory expertise

The result was a managed service solution delivered through a dedicated operational centre and cloud based technology. The operation handled many thousands of remediation review cases a month during its first contract period. The solution's key feature was the codification of regulatory and policy rules into an operational workflow, enabling KPMG case agents to ask customers the right questions at the right time, through their preferred channels. Furthermore, the solution was priced per case, rather than on a standard time and materials basis. For the subsequent contract period, technology further enhanced operational efficiency with features such as automatic data population and assessment.

The outcome: efficiency, improved customer experience and reduced costs

After successfully delivering remediation on time and meeting all service level agreements for tens of thousands of customers, the solution continues to evolve to accommodate changes in policy, customer demands, and the latest technology. Providing a sustainable, efficient, adaptable, and customer-friendly approach to combating financial crime.