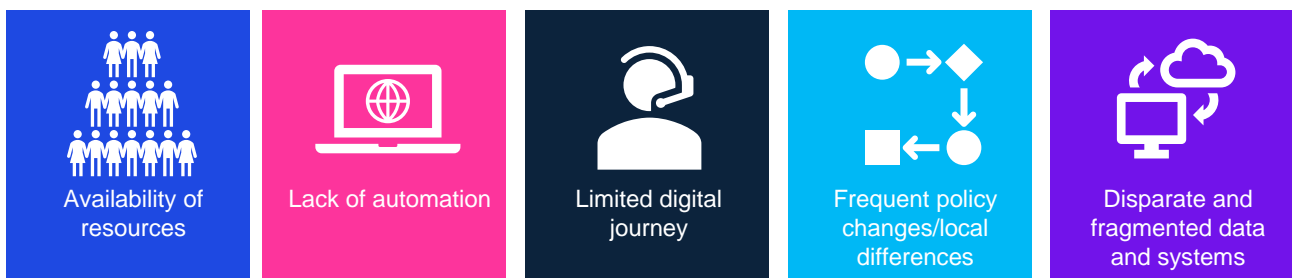


# Optimising operations with KYC Managed Services

Implementing scalable and efficient solutions

UK firms spend an average of £1.1 billion annually on dedicated Financial Crime staff, yet many continue to struggle with meeting regulatory requirements with over £565 million in fines issued by the FCA in 2021.

Common challenges experienced in KYC operations, include:



## How can we help clients?

KPMG Managed services takes on and transforms the end-to-end due diligence process for clients. From completing case backlogs to periodic reviews and perpetual KYC, KPMG can streamline the CDD process and drive cost efficiencies.

We are currently running large operations for some of the world's leading banks from our global delivery centres:

UK Retail & Commercial bank CDD Remediation	Global bank Wholesale CDD Remediation	Global Commercial bank KYC Periodic Review
<ul style="list-style-type: none"> <li>Undertook <b>remediation of c.250,000</b> Business Banking &amp; Commercial Banking customers over a three-year period</li> <li>Mobilised both onshore and offshore and trained and recruited 600 FTEs to perform case review, customer contact by telephony activities and QC</li> <li>Our solution reduced the end-to-end time for <b>completing a customer review by ~70%</b> compared to the in-house solution, and attained high first-time-right quality scores</li> <li>As a result of KPMG's solution, the client has the benefit of a new, market-leading and data-led process, providing more robust protection against financial crime</li> </ul>	<ul style="list-style-type: none"> <li>Our Client was looking for a partner to help remediate <b>c.3000 wholesale files</b> to a high standard</li> <li>Completed a discovery phase with our client to review their existing policy. <b>40 areas identified</b> where our experience could provide beneficial change</li> <li>Mobilised an operational team including 50 skilled KYC Analysts in the UK, as well as near-shore analyst support with language capabilities</li> <li>Identified ways of <b>saving the bank at least €1 million euros</b> by making changes to their BAU KYC process</li> </ul>	<ul style="list-style-type: none"> <li>Client was seeking a multi-year partner to undertake a significant volume of customer files scheduled for review</li> <li>Due to the high standard of service and performance, KPMG have been re-engaged each year and we are beginning <b>year 8</b> and have completed over <b>35K cases</b></li> <li>Successfully demonstrated our ability to meet and exceed the client's Quality standards, achieving a consistently high-quality pass rate at QA whilst delivering all productivity targets</li> <li>Provided quality checking, analysis, and training to Client teams to support internal quality improvement initiatives</li> </ul>

# Our CDD accelerators

## End-to-End CDD Solutions

- Built in workflow with industry-leading standard modules
- Fast to deploy and rapidly scalable
- Fully integrated with third-party data enrichment

## Policy Lineage Tool

- Removes risk of policy misinterpretation and human error
- Increased compliance with policy
- Allows lifecycle automation

## KPMG Third Party Intelligent Diligence

- Reduces manual data gathering and decision making by over 80%
- Collects client due diligence data and performs regulatory risk and adverse press reviews in minutes

## QC/QA Tool

- Automates QC and QA process
- Voice analytics to assess calls and analyse member sentiment
- Letter/communication checks ensuring that correct templates are used

## MI Visualizer

- Consistent and transparent reporting to drive accountability
- Rapidly identify and address issues and blockages
- Removes need for manual MI team

## Digital Portals

- Removes unnecessary outreach to clients
- Ensures data is collected and appended to correct entity
- Open access allows efficient collaboration to complete case files

## Population Analyzer

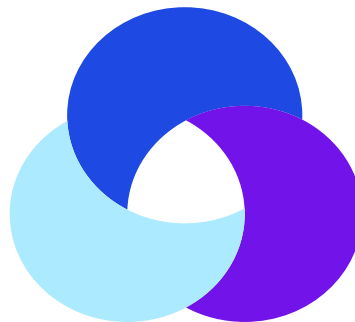
- Accelerated analysis
- Prioritisation of cohorts to optimise remediation flows
- Identification of related entities to drive further efficiencies

## How can clients benefit from a CDD Managed Service?

### People & Organisation

**We have remediated over 680,000 customer files over the last 5 years**

- We have skilled resources with the requisite qualifications, training and experience ready to go
- We have unmatched expertise and experience in delivering KYC Operations
- Our governance structure ensures consistent collaborations whilst keeping our clients in the driving seat.



### Data & Technology

**We can reduce AHT's by up to 70%.**

- We have a range of tools and accelerators, that have been demonstrably proven to reduce operational delivery costs, improve the quality of outputs and enhance the customer experience
- Our best in class operational MI drives enhanced performance through agent scorecards and real-time insights

### Process Efficiencies

**We have embedded high quality, automation and operation efficiencies across all engagements**

- Our SME's are embedded in our operations you to identify efficiencies across the end to end process
- Our established Quality Framework drives consistency and a sustainable compliance culture
- KPMG has a proven delivery model, we will share our learnings and bring our experience to benefit our clients

**For more information on Managed Services and how we can support your clients, please contact:**



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