FRICITIONLESS DIGITAL CUSTOMER ONBOARDING

THE CHALLENGE
First impressions matter and when signing up prospective customers, it is critical that the onboarding process is perceived as convenient, fast and secure. Today, account origination can be a complex, time-consuming process constrained by regulatory requirements and potentially vulnerable to security threats. Digital transformation initiatives seek to increase the efficiency of this process, thereby driving top-line revenue growth and creating competitive advantage by optimizing the customer experience.

DIGITAL ONBOARDING
IdentityX® Digital Onboarding enables companies to implement an online, seamless account origination process. Our platform delivers a truly digital experience that reduces the amount of manual steps required for verification, eliminates the need to step into a brick and mortar location to complete paper based transactions and/or send physical documents through the mail.

<table>
<thead>
<tr>
<th>With IdentityX Digital Onboarding</th>
<th>Legacy Experience</th>
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<tbody>
<tr>
<td>• Take a selfie (liveness checks are performed during capture)</td>
<td>• Customer signs up online or in person</td>
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<tr>
<td>• Scan identity documents</td>
<td>• Customer goes in person with identity documents and personal information</td>
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<td>• Integration with 3rd Party data sources to help perform AML and KYC checks (as necessary)</td>
<td>• Service provider uses data collected to perform KYC and AML in compliance with the country's regulator (as needed for their business)</td>
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<td>• Rule based decisioning to allow prompt response to the customer</td>
<td>• Service provider sends out-of-band message (letter, etc.) to a trusted contact point to link physical and digital identity</td>
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<td>• Customer uses biometrics to access their account</td>
<td>• Customer can access their new account using passwords or similar</td>
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<td></td>
<td>• Customer must authenticate with password/OTP to utilize mobile app (even if it has biometric authentication)</td>
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KEY BENEFITS

- **Reduces customer friction**
  - Easier enrollment lowers abandonment

- **Repels fraud**
  - Smart fraud detection with anti-spoofing, biometric watchlist and trusted source matching

- **Reduces cost and increases efficiency**
  - Less manual input and verification with no chasing or storage of physical documentation

- **Speeds up time to revenue**
  - Fast capture, slick user guidance and automated processing for quicker activation of the customer

THE IDENTITYX DIFFERENCE

- Unified platform for Digital Onboarding and Authentication
- Deep expertise in biometrics including the best liveness and quality techniques in the industry
- Comprehensive approach to security and auditing
- Solution is available on both mobile and web
FRICTIONLESS DIGITAL CUSTOMER ONBOARDING

EXAMPLE

STEP 1: Take a selfie
STEP 2: Liveness checks
STEP 3: Scan ID document
STEP 4: Confirm details

THE SOLUTION

IdentityX Digital Onboarding is made up of the following components:

CLIENT SDKS
- Document capture
- Facial image capture
- Facial quality checks
- Biometric liveness – active, passive and more
- Document type recognition
- Fast OCR on mobile
- Device signals
- User feedback
- Integration readiness

MANAGEMENT CONSOLE
- Customer registrations
- Onboarding checks
- Matching and liveness results
- Management reporting
- Policy and configuration

DIGITAL ONBOARDING SERVER
- ID Document Processing
  - Document recognition
  - OCR
  - White light authentication
- Scanning of Supporting Documents
  - Scan utility bill e.g. for proof of address
- Server Side Liveness
  - Server directed liveness
  - Server liveness detection
- Biometric Matching
  - Document’s facial image
  - Liveness video best frame
  - Trusted source matching
  - Biometric watchlist matching
- Identity Registration
  - API security
  - Secure Data at Rest

- Process Applicants
  - Integration to external data sources
  - Ability to maintain and match against multiple face watchlists
  - All decisions and actions based on configurable rules

ID DOCUMENTS SUPPORT
- For fast OCR on mobile:
  - Machine-readable passports
  - Driver’s licenses
  - National IDs
- On server recognition:
  - 2,500+ documents including passports, driver’s licenses, national IDs and more
  - 110+ countries in Asia, Africa, Europe and the Americas
  - OCR, MRZ and barcode processing
  - Ability to add support for non-standard document types

ABOUT DAON

Daon is an innovator in developing and deploying biometric authentication and identity assurance solutions worldwide. Daon has pioneered methods for securely and conveniently combining biometric and identity capabilities across multiple channels with large-scale deployments that span payments verification, digital banking, wealth, insurance, telcos, and securing borders and critical infrastructure. Daon’s IdentityX® platform provides an inclusive, trusted digital security experience, enabling the creation, authentication and recovery of a user’s identity and allowing businesses to conduct transactions with any consumer through any medium with total confidence.