



Online KYC processes
Potential use of eID schemes

How do we verify customers at TransferWise?

- Products offered by Transferwise:
 - Remittance
 - E-money wallet
- Distribution model of TransferWise products:
 - Online
- We verify our customer's identity online **exclusively**
- We verify different aspects of customer's identity [identity information (full name, date of birth and residential address, digital fingerprint etc)]
- Our biggest concern? Risk of impersonation

Verification methods

- 2 main verification methods:
 - Electronic verification: various providers depending on the jurisdiction
 - Documentary verification: automatic or manual
- Electronic verification:
 - Advantages: almost instant, convenient for the customer, data kept by public authorities, constant update of information
 - Disadvantages: higher impersonation risk, need to integrate different partners depending on the country of residence of the customer (success rate)
- Documentary verification:
 - Advantages: security features, decreases the impersonation risk
 - Disadvantages: not always instant, technical limitations, diversity of documents

Collection of KYC information

Personal Business

Full first and middle names

Full last name(s)

Please fill out this field

Date of birth

Phone

To confirm your new mobile phone number, [click here](#) (Optional)

Your address

Country

Address

City

Postal code

Confirm my identity and address instantly through our verification partner

[Read more](#)

Continue

ID Documentary verification

Verification

We take the security of your money seriously — that's why we ask you for more information from time to time.

We'll check over everything as quickly as we can, but it could take 2–3 working days to verify you. We'll send you an email when it's done.

Confirm your identity

Upload your passport's photo page, driver's license or national ID card confirming your details as:



Upload ID

Upload your ID document



Upload your documents

Drag and drop a JPEG, PNG or PDF less than 10MB or

[Upload document](#)

Make sure your upload:

- Is a photo of the front and back of your driver's licence or national ID card. Or a photo of your passport's photo page.
- Is valid.
- Shows your nationality.
- Shows your details:

Current impediments to the use of e-ID

- **Cost** of integration
- **Technical** maintenance
- **Lack of interoperability** of the national Digital ID systems - each national e-ID system requires an *ad hoc* integration for the financial institution
- **Solution at the European level** is a must for online e-money institutions:
 - Single point of access of European e-ID registers, or
 - Standardised integration for each Member State.
 - Same level of reliance (identity information, secure authentication, update of the information over time)

AML Compliance aspects

- Which **status** given to this type of verification?
- Will the residual **impersonation risk** be consistent across countries?
- Financial institutions must **have access, collect and store the KYC information** (in accordance with the applicable AML Regs) in order to comply with AML Regs
- Which **other type of information** could be collected *via* those solutions?
Enhanced Due Diligences
- Maintains a strong knowledge of the customer **throughout the relationship**