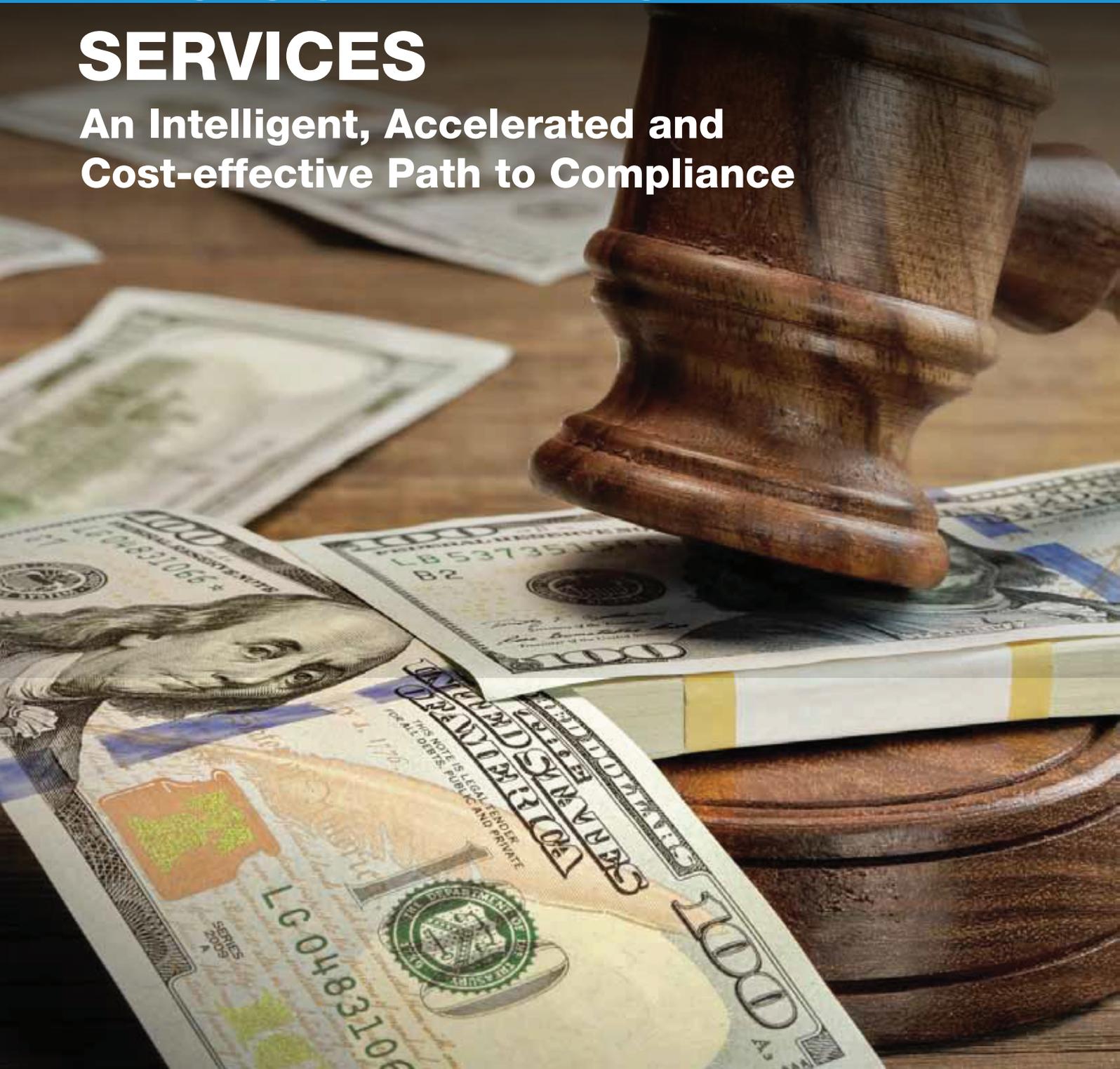




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KYC COMPLIANCE SERVICES

An Intelligent, Accelerated and Cost-effective Path to Compliance



Across the globe, dynamically changing regulations mandate banks and financial organisations to comply with stringent KYC (Know Your Customer) policies. They need to intensively probe for the following answers -

- Is the customer information current and up-to-date?
- Do clients feature in any negative news?
- Are they on any of the PEP, OFAC or other watch lists?
- Who are their Controllers and Ultimate Beneficial Owners (UBO)?
- Do they prefer communication through digital channels for submitting KYC data and documentation?
- Is the KYC programme agile enough to easily accommodate changes to regulations?

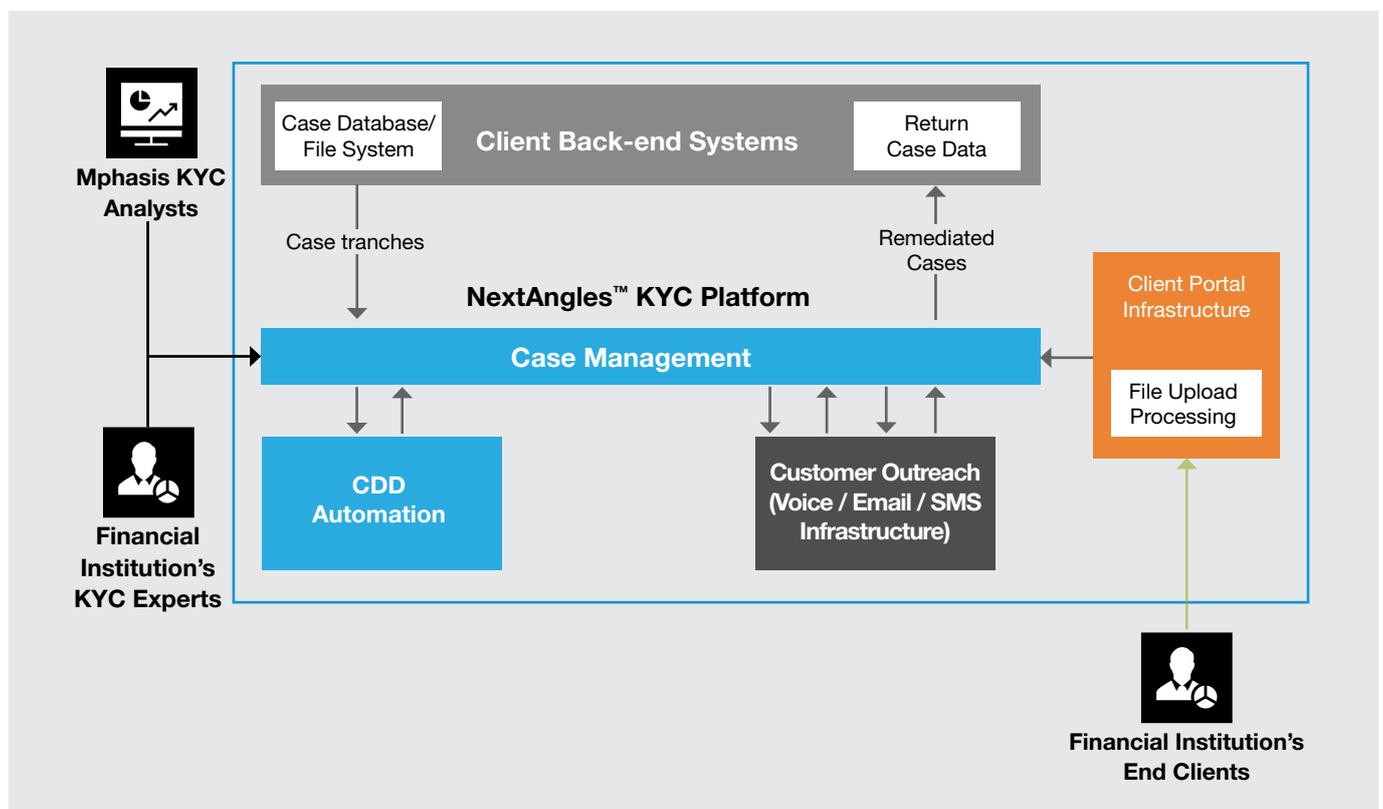
With no industry standards, it is an extremely manual and laborious process. Analysts spend lot of time and effort to access, research, compile and validate data from multiple and disparate sources – client-submitted documents, internal systems, feeds from utilities and service providers, web research, etc.

Internal compliance teams are often under-staffed, under-skilled and overburdened to keep pace with changing regulatory requirements. Financial services companies struggle to avoid lengthy investigations, crippling penalties and tarnished reputation. They need an expert helping hand to comprehensively manage their KYC with speed and accuracy, and minimise risk exposure to non-compliance.

Do you face these issues in KYC compliance?

- High cost of KYC compliance
- Repeated requests to customer to update information – leading to poor customer experience
- Inefficient, time-consuming, manual and error-prone data gathering
- Lack of automation and right technologies
- Keeping pace with regulatory changes

Mphasis' KYC Compliance Service deploys domain experts and its proprietary NextAngles™ AI platform to automate and deliver refreshed KYC case files.



NextAngles™, Mphasis' proprietary Artificial Intelligence (AI) platform for Smart Compliance

CDD automation: The NextAngles™ platform accesses public (e.g. Companies House & SEC) and third party data sources to automatically extract and populate relevant CDD fields. It also stores evidence and maintains audit trail of all activities performed by the analyst. We have observed from our client engagements that data collection typically ranges from 75 minutes to 210 minutes depending on complexity and client's legal structure. With NextAngles™, this is reduced to a third of the time taken.

Customer outreach: The module enables and manages client communication via multiple channels including tracking and reporting on incoming responses. Our analysts connect with your clients through any of their preferred modes of communication, to secure relevant documentation to complete KYC.

Case management: It provides a preview of all the cases in the platform along with their status. The case dashboard displays case data, documents, audit logs, and sub-workflows that can be performed on each case. It also includes workflows that automates acquisition of client data and documentation through client portal.

Client portal: Secure, cloud-based, user-friendly interface for customers to submit data and documentation required to complete KYC. Basic validations are performed on submitted data to identify invalid submissions.

Mphasis' KYC Specialists

Mphasis' domain experts continuously undergo training in the in-house KYC University. Skilled analysts in KYC regulatory environments provide the following services on the NextAngles™ platform:

- **Review and update client records** – Based on current KYC regulations and client's requirements. Validate data availability on approved sources and identify UBO, significant controllers for non-personal entities. The team is well-versed with FATCA, CRS and MiFID requirements.
- **End-client communication:** Follow up with end client to receive missing documentation/complete verification
- **Client screening (Adverse media checks, PEP and sanctions checks)** - To minimize potential risks

Advantage of the bundled offering: People, Process & Platform

- **45% reduction in cost per record:** Mphasis' global operations centres and KYC resources across America, Europe and the APAC regions trained on NextAngles™ platform allows 24x7 operational support to our clients, translating to significant cost reduction
- **55-70% increase in operational efficiency:** Our NextAngles™ technology moves the KYC effort from being a manual document-driven process to cognitive process automation. It further allows for administering CDD data, documentation and client communication centrally improving overall efficiency of KYC programme.
- **Enhanced scalability:** Our NextAngles™ KYC platform delivers workflow ability with automated data collation, enhancing our ability to scale
- **Increased transparency:** The granular audit trails ensure high transparency

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^m = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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