Experience Powerful Digital Onboarding

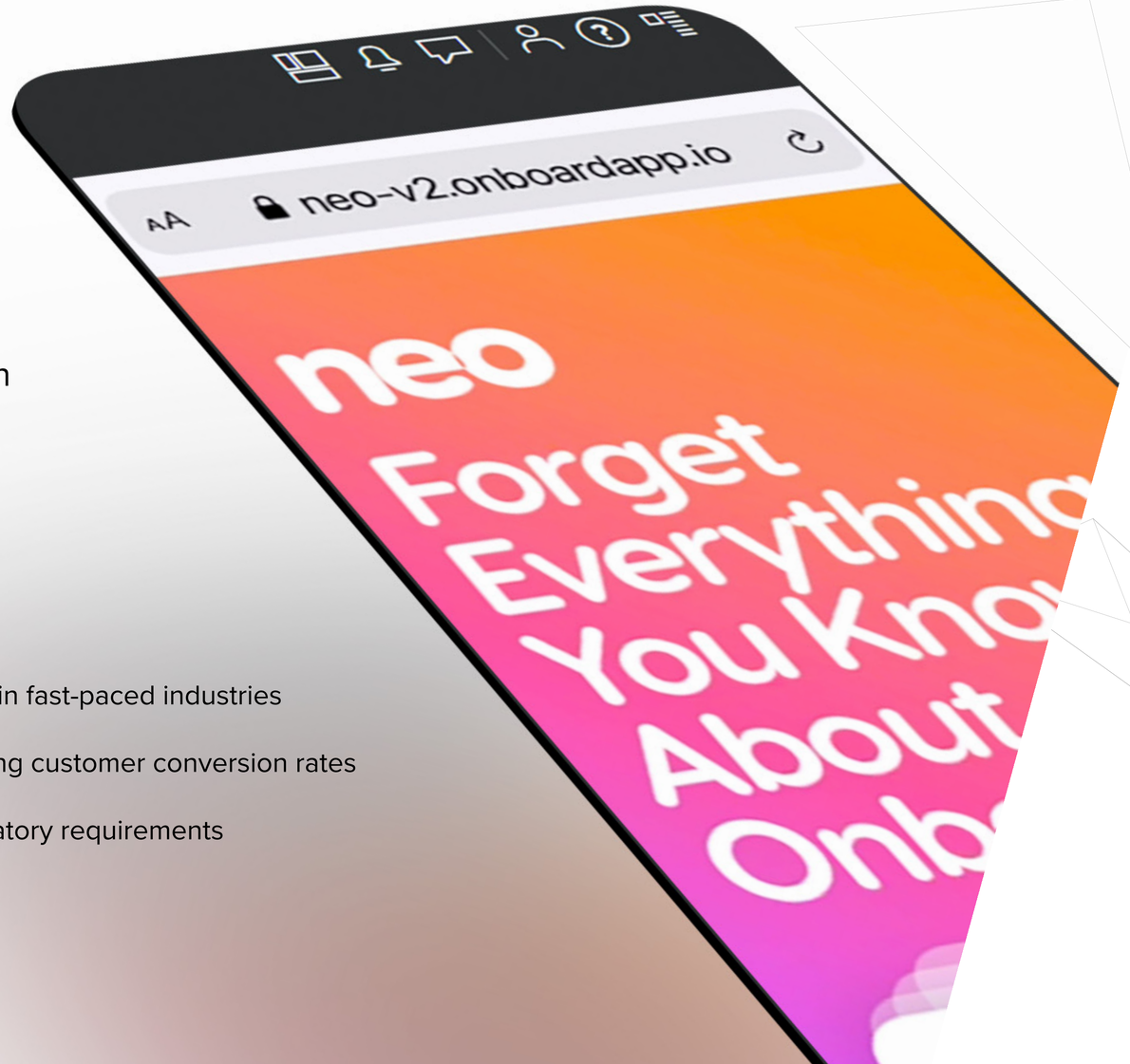
Convert more prospects to customers, deepen relationships and manage all your verifications effectively — all with an easy-to-use and quick-to-deploy digital onboarding tool.

LSEG RISK INTELLIGENCE

Digital Onboarding

Industry challenges

As business resiliency requirements and customer expectations have evolved, to keep pace with competition firms now need a fully **digital onboarding experience** to guide customers through their onboarding journey.



TO BE FULLY EFFECTIVE, DIGITAL CHANNELS MUST BE:

Flexible to scale quickly and meet changing business needs in fast-paced industries

Easily deployable to reduce time to revenue, maximising customer conversion rates

Robust to ensure adherence with evolving regulatory requirements

Digital Onboarding

Industry trends

- Unprecedented rate of change
- Digital leaders growing market share
- New customers expectation
- Stricter regulatory oversight
- Expanding ecosystem of third-party tools

Market response

- Digital-first policy
- Frictionless onboarding journeys
- Move away from legacy technology
- Automation & agile approach

What is it?

Our Digital Onboarding solution supports the end-to-end customer journey from applying for to receiving your product. You can quickly configure this low-/no-code solution to your specific requirements (eg. business, legal, privacy, data protection etc.) to support your growth objectives and legal requirements.

At the same time, you can undertake a variety of checks aimed at KYC/AML verification and fraud prevention.

We will provide:

- An out-of-the box, fully branded digital onboarding journey to maximise the conversion of new customers and drive revenue growth.
- Integrated data and verifications services to connect the digital communications between your customer, internal systems and third-party services, customisable by you to meet your legal and data protection obligations.
- Standardised API end points, simply formatted and easy to integrate with your in-house applications

How you'll benefit:

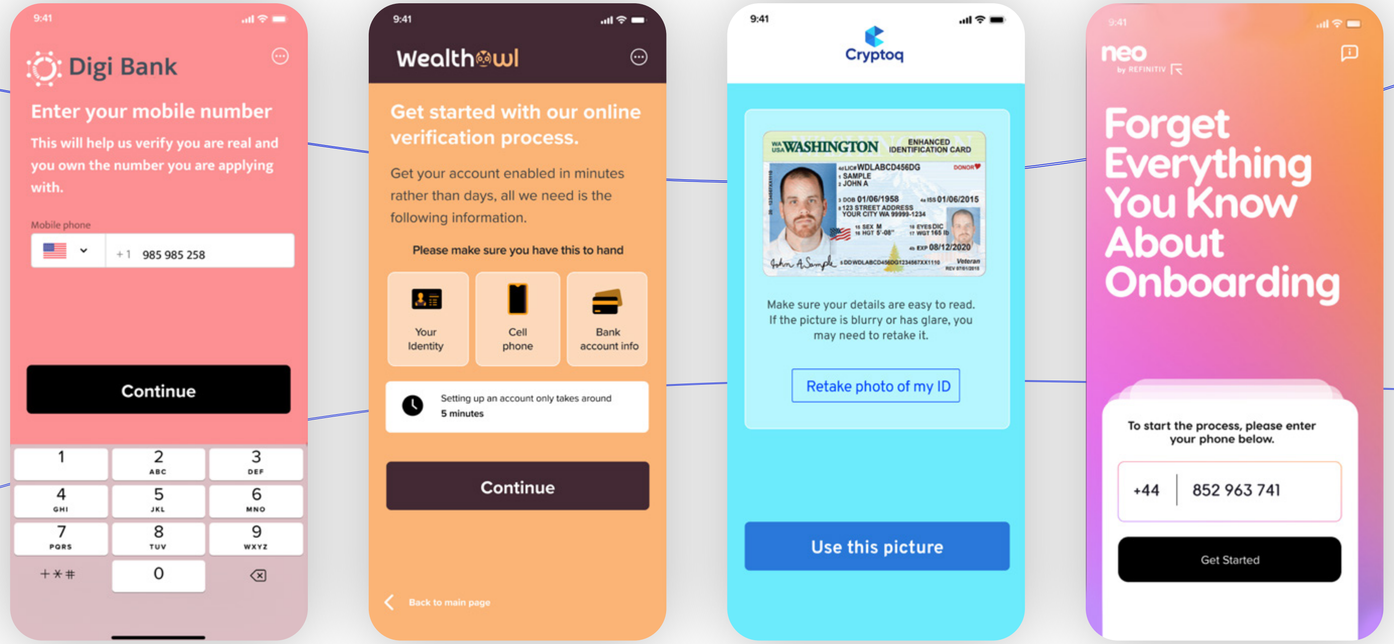
- Maximise revenue by increasing customer conversion rates through the onboarding process via a world-class user experience.
- Enable rapid digital transformation: create personalised, high-converting onboarding experiences quickly and with minimal effort.
- Reduce integration headaches, providing a multi-layered digital experience for customer onboarding, including ID&V, sanctions screening and necessary KYC/AML checks supported by a single, stable and extendible API.
- Achieve cost savings through automation of manual processes and a reduced number of referral cases that require manual review.
- Extend your reach by onboarding customers across the globe seamlessly through digital channels.
- Retain a competitive edge by being able to adapt your customer journeys easily in our low-/no-code environment, without dependency on your in-house technology stack/teams.

Solution Capabilities

Solution Capabilities

Responsive Web App

Delivered using a **fully branded**, optimized, **high converting**, use experience



Solution Capabilities

Powered by LSEG Services

Harness LSEG's collective experience and data services by utilising 'out of the box' connectivity with our Screening, Digital Identity and Fraud Prevention Solutions, imbedded into customer journeys using industry best practices.

- **ID Document Proofing**
- **Passive liveness and facial matching**
- **Payment account verification**
- **PEP/Sanctions screening**
- **Digital ID&V**

Solution Capabilities

LSEG Digital Onboarding is easy to integrate and quick to start using

1 Get a unique link

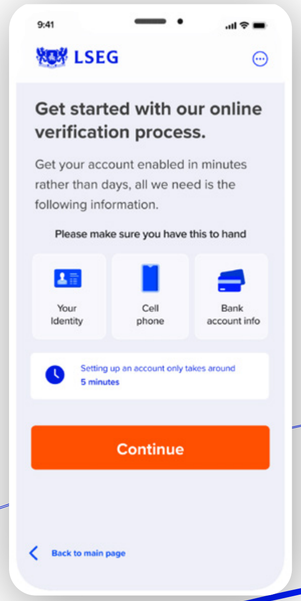
With just a few lines of code you can request a link via API to initiate the onboarding process.

```
# Create the session
lnk_session = Refinitiv::lnk.create({
  type: 'basic_kyc',
  metadata: {
    user_id: '{{USER_ID}}',
    email: '{{EMAIL}}',
    phone: '{{CELL_PHONE}}',
  },
})

# Return the token
lnk_token = lnk_session.client_secret
lnk_url = lnk_session.url
```

2 Share the link with users

Share the link as part of your existing journey or via other channels like email orsms.



3 Download the results

Collect information provided by your customer, verified by LSEG, via a simple API

Why LSEG Risk Intelligence?

- **LSEG Risk Intelligence** has an established track record as a provider of information, with proven depth, breadth and scale across our customer base. Our solution is highly flexible and both workflows and data integrations can be quickly adapted to meet our customers' specific industry or market requirements.

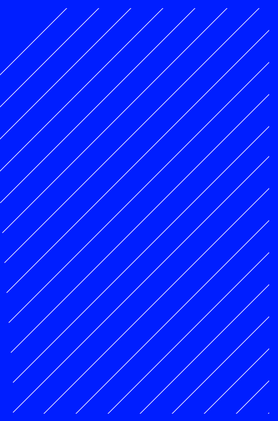
- LSEG Risk Intelligence is a leader in digital onboarding solutions and technologies that support **IDV/ KYC, AML and fraud detection** within e-commerce, retail, loans/payment service providers, insurance, digital banking (challenger/neo-banks), virtual asset service providers (VASPs) such as cryptocurrency exchanges. Our platform can be quickly deployed, delivering rapid return on investment and is built on scalable architecture that can flex and grow with your business.

- Our team is focused on ensuring we are best placed to deliver and drive significant benefits to you in relation to revenue growth, customer conversion, operational efficiencies and customer experience, all delivered via our complete **Digital Onboarding** solution.

LSEG Risk Intelligence makes digital onboarding simple, fast and hassle-free

Launch your digital onboarding solution with our no-code and preconfigured tool, create your fully branded customised version and get up and running in weeks.

Visit www.lseg.com/risk-intelligence



LSEG RISK INTELLIGENCE