

# How Video Identification and Artificial Intelligence are changing the on-boarding of Banking clients

Proper identification is the foundation of the KYC-principle and the bank's transparency regarding client relationships. Onboarding is the most important step within customer due diligence. Growing complexity and high speed of regulatory change are challenging financial intermediaries worldwide.



Regulators take new technologies into account when examining compliance with regulatory requirements. Even more importantly, management bodies have to scrutinize the latest state-of-the-art technology to the fullest extent – not only to be compliant but to avoid any liability risks due to organizational fault.

#### How Grant Thornton can support:

- Support with operational preparations to adopt Video Identification
- Helping to find the right technology for your organisation's needs
- Executing a full gap analysis in order to detect gaps
- Defining exact recommendations for actions
- Facilitating a compliant implementation
- Assisting to build the right operational models and processes to reach full compliance under Swiss, Liechtenstein, German or other EU law



## Reliability & efficiency

- Evidence
- Digital paper trail & documentation
- Early detection of potential risks
- Real time authenticity
- System integration via API
- Process management: video advice, desktop sharing, client segmentation etc.



## Higher security standards

- Elimination of formal shortcomings
- Automated verification of security features
- Automated document signing
- Efficient contract management
- Combination of qualified agents and innovative technology



## Potential risks

- Falsification of identification documents
- Fraud, social engineering & phishing
- Cyberattacks
- Developing technologies
- Theft of sensitive personal data



## Artificial Intelligence

- Mitigation of potential risks by using Artificial Intelligence
- Avatar detection technologies
- Liveliness-check
- Automated MRZ scan
- Face recognition
- Other security features



## Further challenges

- Consistent AML/KYC requirements
- Video Identification as a possible transition instrument from the analogue world to a new, fully digitized world
- Video Identification as the first step towards a digital multi- & omni-channel strategy
- Video Identification and “Digital Identity”
- Recyclability and reuse of data (data portability according to PSD2)
- Secure Video Identification for ICOs & Blockchain applications

---

## Contacts

### Dr. Sebastian Neufang

Partner  
Head Advisory Financial Services  
Grant Thornton Advisory AG  
**T** +41 43 960 71 84  
**M** +41 79 482 13 30  
**E** sebastian.neufang@ch.gt.com

### Dr. Christoph Hasenkamp

Director  
Advisory Financial Services  
Grant Thornton Advisory AG  
**T** +41 43 960 72 77  
**M** +41 76 579 59 92  
**E** christoph.hasenkamp@ch.gt.com

### Pawel Raganowicz

Manager  
Advisory Financial Services  
Grant Thornton Advisory AG  
**T** +41 43 960 72 48  
**E** pawel.raganowicz@ch.gt.com



**Grant Thornton**  
An instinct for growth™

©2019 Grant Thornton Switzerland/Liechtenstein – All rights reserved. Grant Thornton Switzerland/Liechtenstein belongs to Grant Thornton International Ltd (referred to as “Grant Thornton International” below). “Grant Thornton” refers to the brand under which each individual Grant Thornton firm operates. Grant Thornton International (GTIL) and each member firm of GTIL is a separate legal entity. Services are provided by the individual companies separately from another, i.e. no individual company is liable for the services or activities provided by another individual company. This overview exclusively serves the purpose of providing initial information. It does not provide any advice or recommendation nor does it seek to be exhaustive. No liability whatsoever is assumed for the content.