



Financial crime managed services

Standing alongside our clients to prevent financial crime



**MAKING AN
IMPACT THAT
MATTERS**
since 1845

We deliver **industry-recognised financial crime managed services** across multiple domains, standing alongside our clients **during moments of crisis** and in the **daily battle to prevent financial crime**.



Industry challenges



Navigating key compliance challenges



Why choose Deloitte?



Technology to streamline KYC operations





Industry challenges



Against a backdrop of an increasingly sophisticated global criminal economy, organisations continue to face significant regulatory disruption, with censure, punitive fines and reputational damage from enforcement actions.



With increased social and commercial pressures regarding how they manage their exposure to evolving financial crime risks, organisations need to demonstrate a robust approach to deterring, detecting and responding to financial crime threats in an efficient and effective manner.



Organisations are increasingly seeking outsourced solutions to access operational, regulatory and technical expertise, improve the customer experience and reduce the cost of compliance.



*Last year the FCA handed out
£392m worth of fines.*



Navigating key compliance challenges

We provide innovative solutions to complement your existing capabilities, tailored to address even the most complex financial crime issues.



Remediation

Technology-led retrospective completion, refresh and uplift of customer due diligence (CDD) files to meet your standards, risk appetite and regulatory requirements.



Quality control and assurance (QC/QA)

QC and QA services provided as part of the CDD process to test and improve business as usual functions, controls and processes or to fulfil time sensitive regulatory commitments.

KYC lifecycle

Execution of business as usual customer due diligence at the point of on-boarding as well as the ongoing review of case files. We offer a fully technology-enabled service to minimise customer impact and ensure manual case handling only where human judgement and analysis is required.

Sanctions, adverse media and PEP screening

Whether as part of the KYC lifecycle or on a standalone basis, review and analysis of your customers to identify PEPs and confirm any exposure to sanctions and adverse media.



Each year over £800m is laundered through the global financial system.

Transaction monitoring alert review

Review and analysis of customer transactions to identify unusual or suspicious behaviour, including that which is inconsistent with what you know about your customers and the business relationship.



Why choose Deloitte?



Client
benefits

1. Tailored processes to **enhance and effectively manage the customer experience and journey.**
2. **Transparent cost of compliance**, working with you to identify the most appropriate model to meet your objectives and procurement drivers.
3. Drive efficiencies and deliver faster results using a **Tech-Enabled** approach.
4. Access to **subject matter expertise** and **industry insights** to deliver better quality outcomes.
5. **Reduce key-man dependencies**, business continuity risks and operational risks.
6. Free up internal resources, allowing them to **focus on client facing activities.**
7. Significantly **improve your data quality, consistency and traceability.**





The Deloitte
difference

1. Operational team with **industry accredited AML qualifications** and strong industry experience across financial crime domains. Led from a **global Centre of Excellence** for Financial Crime Managed Services, in Cardiff.
2. **Flexible and rapidly scalable delivery model** to accommodate client on-site or remote working requirements.
3. **State of the art proprietary technology** to enable automated process efficiency.
4. Established **relationships with leading 3rd parties** to source and curate customer data.
5. Quality as a pre-requisite with **audit-proof regulator-ready** file outcomes.
6. Highly skilled in applying **industry good practice insights** with effective risk management and governance to support a risk-based approach.



*Every year over £1trillion is
laundered from the sale of
Illegal drugs and wildlife.*



KYC flow

Technology to help streamline and scale your KYC operations. Powered by Deloitte's next generation case management platform, Flow Engine.



We understand that embarking on programmes can be challenging, especially when you add into the mix disparate technology, processes and a lack of systematic controls.

That's why we developed **KYC Flow**. Founded on years of expertise and informed by financial services best practice, our cloud workflow solution addresses all your KYC requirements, including customer on-boarding, ongoing due diligence and remediation.

It provides a clear view of your KYC case management processes, using automation to help drive programme efficiency, whilst meeting your regulatory requirements in a robust way.

On top of that, you'll deliver a better customer experience through our communications and self-service portal, which allows end-customers to quickly and easily respond to case queries.



Benefits



Gain efficiencies and deliver faster results

Case completion is streamlined through automated data gathering and screening. We leverage open data sources and partnerships with leading 3rd party data providers, such as data aggregators, credit bureaus and local company registries which are integrated via API data feeds. These automatically source, curate, populate or update relevant fields for each case, significantly reducing manual effort, time and cost.



Achieve 'right first time' regulatory outputs

Our extensive experience and expertise in successfully running KYC projects has shaped in-built features such as defined QA/QC workflow review processes, to drive 'right first time' quality file outputs that are in line with regulatory expectations.



Easily configured

Our flexible cloud-based solution can stand up new projects in hours rather than days. With KYC Flow, we'll mobilise quickly, configuring your policy and regulatory requirements using case management and workflow templates informed by industry good practice.



Transform your customer communications

KYC Flow's digital portal improves customer experience by transforming your customer outreach processes. The self-service portal allows your customers to provide information and upload documentation with minimal intervention from KYC compliance teams. A key feature of the portal is the ability to provide electronic identification and verification, using digitally enabled biometrics, documentation verification and fraud detection software.



Access and scale with ease

By using KYC Flow's agile cloud infrastructure, operations can be scaled on demand. The solution can be spun up to virtually host the data in specified domains to comply with your security and regulatory requirements. Remote access and role-based controls also allow you to assign appropriate access and permissions for different user groups across jurisdictions, ensuring privacy and security are carefully managed.



Total visibility of your programme

KYC Flow acts as a single source of truth for managing case queries, data and multi-channel communications – providing a full audit trail. This is supported by detailed service logs at a data field level. In addition, KYC Flow's detailed and granular analytics & MI provide you with key insights and give you full visibility over operational status on a real-time basis.



Features



Automated third-party data gathering and screening



Best practice workflow and CDD requirement templates



Self-service customer portal



Cloud hosted, scalable solution



In-built QA/QC frameworks



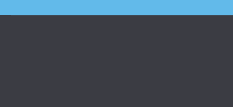
Regulator ready outputs



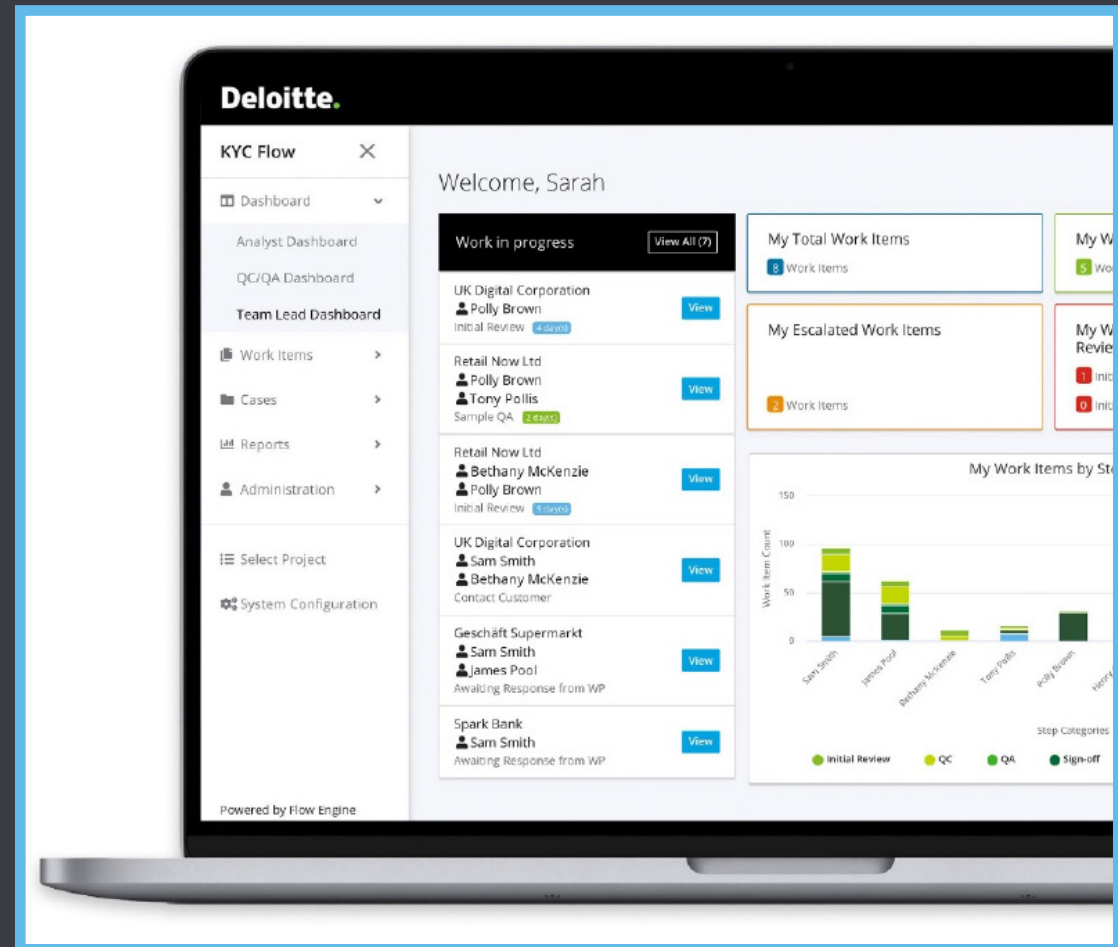
Analytics and MI dashboard reporting



Triggers and ongoing monitoring



Audit trail capture





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