



Pega Know Your Customer

Ensuring Compliance, Faster On-Boarding and Time to Revenue

AT A GLANCE

KEY CHALLENGE: Manual processes, global institutions with isolated systems, and repetitive due diligence requests to comply with complex and ever-changing regulations are driving longer on-boarding times, higher costs, growing customer dissatisfaction and non-compliance.

THE SOLUTION: Pega KYC delivers a unified platform that enforces regulatory requirements and organizational best practices within the on-boarding process. Dynamic, rule-based processes automatically apply regulations by country, line of business and product to ensure compliance with multiple global and regional requirements. Built on Pega's award-winning *Build for Change*® technology, Pega KYC delivers the highest level of agility to manage changes to risks and regulations.

Global FSI Achieves Faster Time to Revenue with 100% Compliance

Pega KYC powers a unified solution serving thousands of customers and nearly 100,000 due diligence profiles across multiple lines of business. Integrated with the bank's on-boarding system, Pega dynamically displays KYC requirements based on risk rating, product and geography. The solution has **reduced manual processing by 60%, decreased time for due diligence and on-boarding by 70% and enabled a 100% improvement in compliance controls.**

Increase Compliance with Complex Regulations while Ensuring Agility as Risks and Regulations Change

Financial service institutions and insurance companies need more efficient ways to ensure compliance with complex global Know Your Customer (KYC) regulations that have become a significant challenge to delivering a timely, compliant and customer-focused on-boarding experience.

With Pega KYC, institutions gain a proven solution for streamlining compliance during on-boarding and maintenance. Pega delivers a unified platform that enforces common best practices and regulations while dynamically supporting unique regulations, policies and procedures by geography, line of business and product. Institutions can easily automate the steps required to comply with multiple regulations that affect on-boarding and time to revenue, including Enhanced Due Diligence (EDD), Suitability, FATCA, MiFID and FINRA requirements.

- ▶ **Standardize and specialize compliance globally.** Rules-driven processes dynamically apply the right regulation at the right time, reducing on-boarding time and time to transact while enabling compliance with global and specific regional regulations.
- ▶ **Optimize onboarding to improve the customer experience and shorten time to revenue.** Intent-driven processes guide staff through required activities based on customer, product, geography, regulation and risk rating to deliver a personalized experience with a 360-degree customer view.
- ▶ **Maintain compliance throughout the customer lifecycle.** A complete view of the customer and automatic re-reviews based on changes to customer profiles facilitate on-going compliance.
- ▶ **Accelerate response to regulatory change.** Pega's patented *Build for Change*® technology enables business-level modification and extension, providing the agility needed for rapid adaptation to new regulations and risks.



BUILD FOR CHANGE®



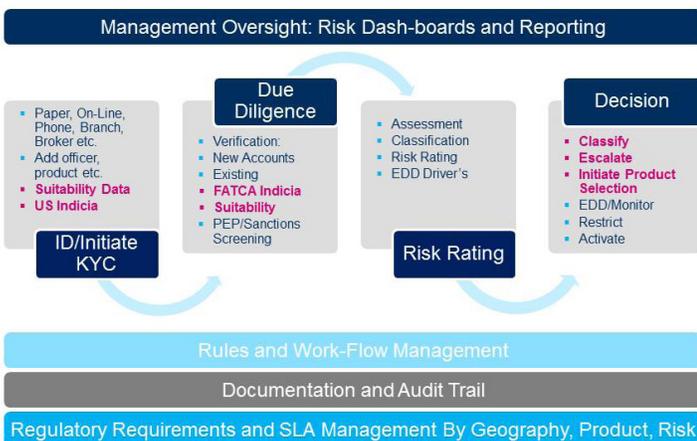
THE PEGA DIFFERENCE

Increase the Consistency of Compliance

- ▶ A master customer profile delivers a 360-degree view of individuals and entities across accounts, geographies, lines of business and complex direct/indirect and parent/child relationships.
- ▶ Dynamic rules support specialization by country, line of business and product for KYC, EDD, FATCA, MiFID, FINRA and other compliance requirements.
- ▶ Global reuse of current due diligence and KYC documentation presents required vs. existing due diligence, ensuring consistency while minimizing transaction time.
- ▶ A unified platform with automated SLAs and escalation prioritizes and routes due diligence activities among multiple users for timely and accurate evaluation.

Accelerate On-Boarding and Time to Revenue

- ▶ Intent-led processes guide users, automatically adjusting the steps based on customer, product, geography, regulatory requirements and risk rating.
- ▶ End-to-end workflow automation with easy, quick integration to enterprise and third-party systems eliminates manual processing and repetitive document requests.



Improve Risk Assessment

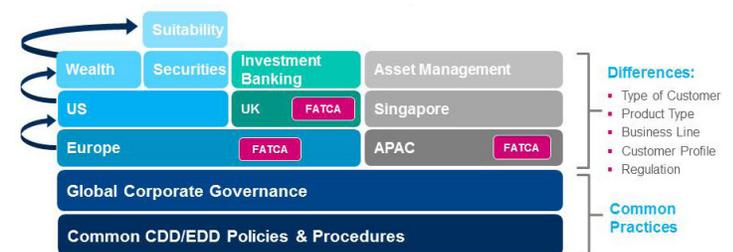
- ▶ Easily configured rules assign risk rating based on customer, product and geography.
- ▶ Automatically recalculated overall case and risk rating identifies and drives additional KYC requirements throughout the customer lifecycle.

Streamline Reporting

- ▶ An easily configured, real-time reporting dashboard combines with robust out-of-the-box reporting on key operational risk metrics, including timeliness, volumes and trending, to deliver exceptional visibility, transparency and control.
- ▶ A date- and time-stamped history provides a complete audit trail of all of manual and automated steps taken during evaluation, including related documentation and all system, rule and workflow changes.

Rapidly Adapt to Changing Regulations

- ▶ Familiar office tools enable rapid configuration and modification of rules, workflows, user interfaces and risk variables to support regulatory changes. Pega KYC is also easily extended to “Know Your Employee” and “Know Your Broker” requirements.
- ▶ Reusable and extensible case and folder structures maintain all KYC information for an entity’s KYC profile.



Pega KYC provides a complete solution for integrating compliance into customer on-boarding processes. The solution can automate compliance for a wide range of KYC-related regulations, including EDD, MiFID FATCA and FINRA rules.

