



DIGITAL ONBOARDING SERVICES AT e4

Onboarding represents the first interaction that customers have with an organization. Using best of breed technology from around the globe, e4 has built a range of digital back-end services that cater for all aspects of customer verification during the onboarding process- including FICA-regulated KYC. These services can be configured and customised for any internal regulatory architecture. e4 can provide a single service or a combination of these services, depending on the requirements of each client.

By digitising the process, the customer is placed at the centre, ensuring a positive experience.

The following enterprise-ready services are available at a retail banking level for use across multiple channels and products. They include:



DATA



ID
VERIFICATION



PROOF OF
RESIDENCE



LIVELINESS
DETECTION



FACIAL
MATCHING



VIDEO
CONFERENCING



AFFORDABILITY



INCOME
CONFIRMATION



EMPLOYMENT
VERIFICATION

DATA

- As one of the largest data aggregators in the country, via “SearchWorks”, we offer access to more than 130 data searches
- This data can be used for verification purposes as part of any digital onboarding process creating a seamless customer experience

ID VERIFICATION

- A video/non-video-based solution for web and mobile is available, to verify a new or existing client’s identity
- Validates and extracts text from an image of an ID document (RSA green booklet or smart ID card)
- This text/data is then validated against the data from Home Affairs for verification
- The ID photo can also be extracted and compared to an ID photo from Home Affairs or a selfie from the client
- RSA & international passports are supported

PROOF OF RESIDENCE

- e4 offers RealRes, the leading proof of residence service in South Africa, by allowing institutions to access address data via integration to a wide range of sources
- e4 offers a sophisticated rules engine with algorithms that compare a declared address to existing records at various sources with a multitude of configurable rules, including setting rules on the best quality and/or the best pricing available. In addition, we offer a verification at a geo-location level to compare addresses
- The service is completed via a third component, being the OCR of an image of the customer’s proof of address, to extract the data and validate the authenticity of the document against our unique library of the most common address documents used in SA
- The service creates a unique digital proof of address record for a customer, with the output being a PDF for digital storage

LIVELINESS DETECTION

- This technology performs various functions to test whether a real person is transacting and not a BOT
- This is essential for any automated digital onboarding process, where there is no face-to-face human interaction (non-video services)
- It allows for a fully digital FICA process

FACIAL MATCHING

- We perform facial biometrics to match two images or more of a person
- This is used to determine, based on a confidence score, if the two images are of the same person
- This can be used for images provided by a client, extracted from a proof of identity or from Home Affairs

VIDEO CONFERENCING

- We provide a video-conferencing tool to allow two people to communicate via a web browser or mobile app
- This is used in business situations where a customer needs to speak face-to-face to a consultant, such as the virtual FICA process

AFFORDABILITY

- Our “Loan Potential” product offers digitised solutions to assess affordability
- Loan Potential imports and processes bank statements, from which it produces an income statement that confirms the discretionary income of a potential customer for an instant credit application

INCOME CONFIRMATION

- Our “Confirm My Income” product enables lenders to confirm an applicant’s stated income, from their banking footprint

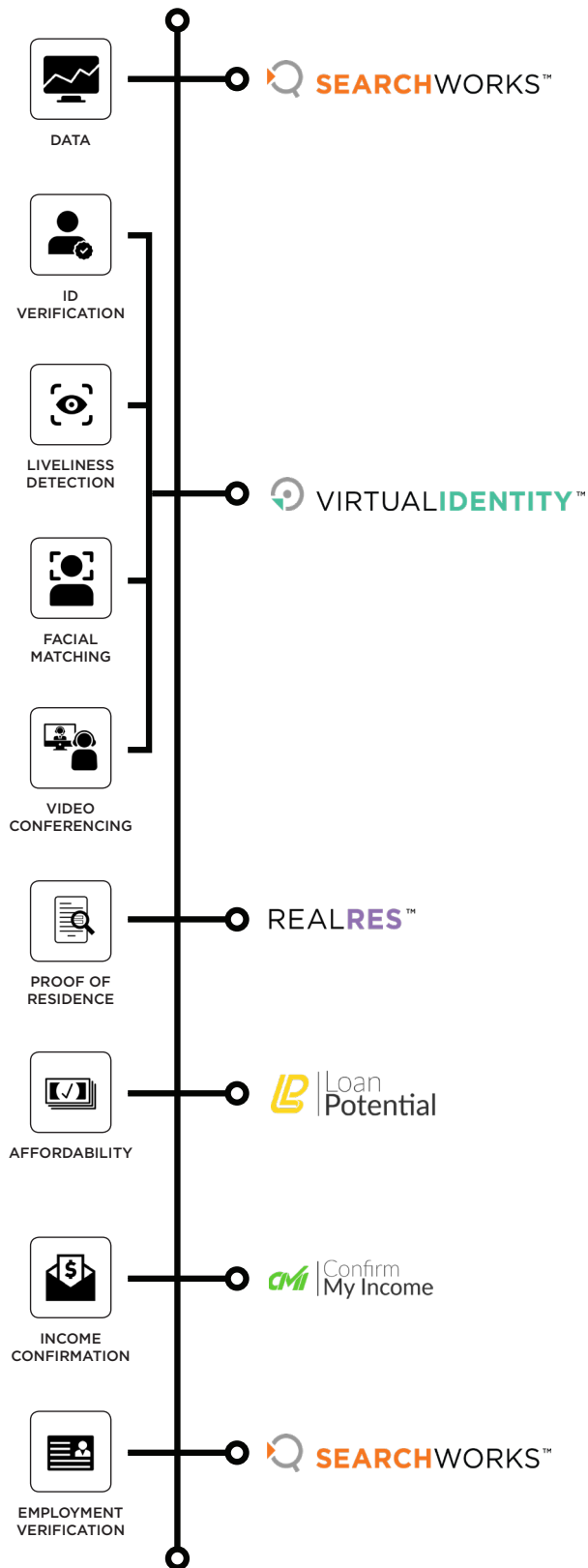
EMPLOYMENT VERIFICATION

- Our employment verification service enables a real-time data search to confirm an applicant’s employer

DIGITAL ONBOARDING PRODUCTS AT e4

SERVICES

PRODUCTS



To find out more about our onboarding services and pricing, please contact e4's Financial Services Department - 011 731 8001.



Want more information?

Contact us at: www.e4.co.za | 0860 877 877 | info@e4.co.za

LEGAL AND COPYRIGHT NOTICE: The contents of this brochure are made available for information purposes regarding the products and services provided by e4 Strategic (Pty) Ltd ("e4"), and are subject to change without notice. e4 makes no warranties or guarantees as to the contents of this brochure. Any e4 product or service provided is subject to the conclusion of a written and signed agreement with e4. All e4's rights, including its copyright in this brochure, remain reserved.