

# Onboarding Experience Health Assessment

Is your financial institution's onboarding and account opening process effective?

**Find out by answering these three simple questions:**

As the financial services industry continues to innovate and evolve, leveraging automation and augmentation is crucial. By balancing these two approaches, financial institutions can unlock new levels of efficiency, effectively manage risk, improve the banker and client experience, and ultimately transform their operations.

## How efficiently do you collect documents, forms, and signatures?

- +1** Fully manual, paper-based. Documents scanned manually for storage.
- +2** Mix of paper-based documents and digital documents.
- +3** Information shared via email or file share solutions.
- +4** Information is shared digitally but not in one central location.
- +5** One digital location to house and collect all information, documents, forms, and signatures.

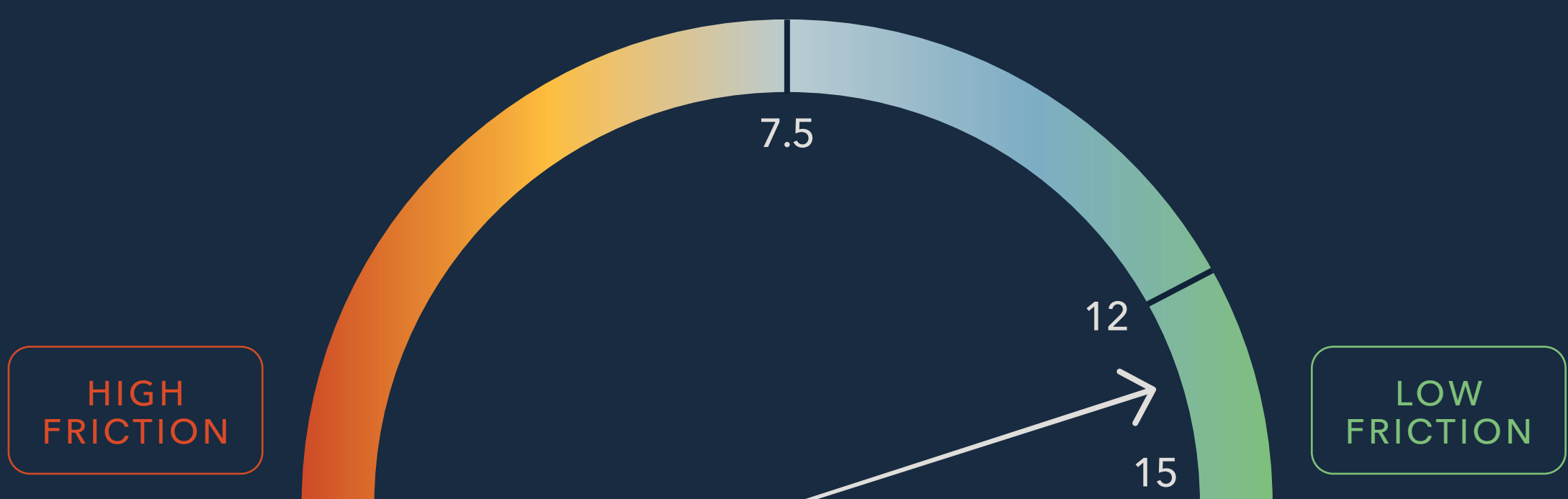
## How quickly can you complete KYC and KYB?

- +1** Performed through research or manual entry to standalone systems.
- +2** Using basic technology to streamline the KYC process, reducing the need for manual entry and research.
- +3** Some degree of integrated fraud and AML checks, with manual workarounds for all exceptions
- +4** Just beginning to automate and integrate fraud, AML and third party data integration.
- +5** Highly automated and fully integrated fraud, AML and third party data integration.

## What level of confidence do you have in your AML & audit processes?

- +1** Low confidence
- +2** Medium-low confidence
- +3** Medium confidence
- +4** Medium-high confidence
- +5** High confidence

### What is Your Opportunity for Optimization?



### Now add up your score:

- 1 - 7.5** High Friction
- 7.5 - 12** Low Friction

**12+**

**Experience Extraordinaire**

Want to work more efficiently and focus on customer relationships?  
**Use technology to strengthen client-banker relationships.**

### You need:

- Document collection and automatic indexing
- Digital disclosures and agreements
- Centralized data