

Customer Identification & KYC Verification SOP (Retail Banking)

Document Type: Operational SOP

Business Unit: Financial Crime & KYC Services

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Applies To: Westpac Retail Banking, Online Applications, Branch Onboarding

1. Purpose

This SOP outlines the standard requirements for verifying the identity of new retail customers opening personal banking products with Westpac. It ensures compliance with the AML/CTF Act 2006 and meets Westpac's customer identification program (CIP).

2. Required Customer Information

All new customers must provide:

1. Full legal name
 2. Date of birth
 3. Residential address
 4. Australian Tax Residency status
 5. Contact details (email + phone)
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3. Mandatory Documentation

Customers must submit **ONE** of the following primary photo IDs:

- Australian Passport
- Australian Driver Licence
- Foreign Passport with valid Visa

If unavailable, customer must provide **TWO secondary documents**, such as:

- Medicare Card
 - Birth Certificate
 - Utility Bill (issued within 90 days)
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4. Electronic Verification (eKYC)

Westpac's eKYC system must attempt digital verification before manual document handling.

If eKYC passes:

- Proceed to screening
- No further documents required unless flagged

If eKYC fails:

- Analyst must perform manual document validation
 - Capture images in the onboarding system (CustomerOne)
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5. Screening Requirements

All customers must be screened for:

- Sanctions
- Politically Exposed Persons (PEP)
- Adverse Media
- Watchlists

Analysts must escalate if **any positive match** is returned.

6. Escalation Rules

Escalate to the **Enhanced Due Diligence (EDD) Team** when:

1. Sanctions or PEP screening returns a positive hit
 2. Customer refuses or cannot provide required documentation
 3. Identity appears fraudulent or manipulated
 4. Customer has adverse media relating to fraud, tax evasion, money laundering
 5. Customer is linked to high-risk industries (crypto, gambling, remittance)
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7. Record Keeping

All KYC documentation must be stored in Westpac's CustomerOne system for **7 years** from last account activity.