

# Improving KYC

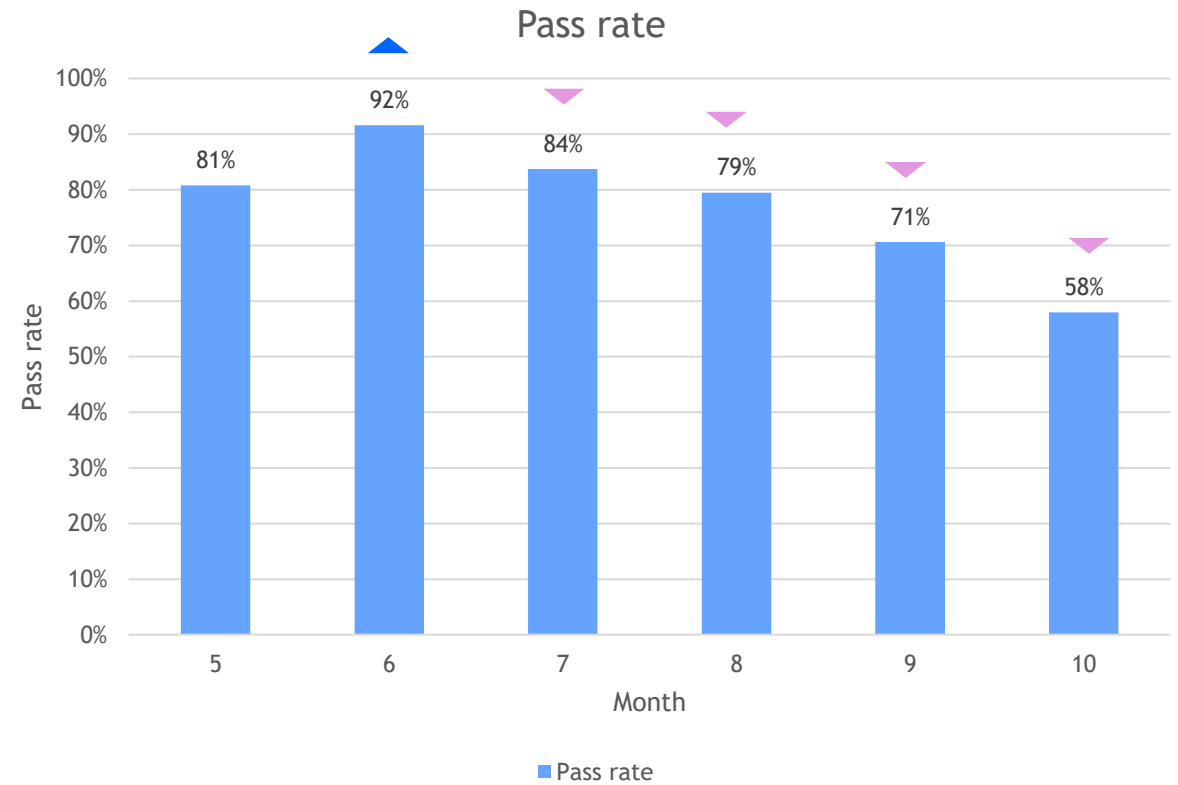
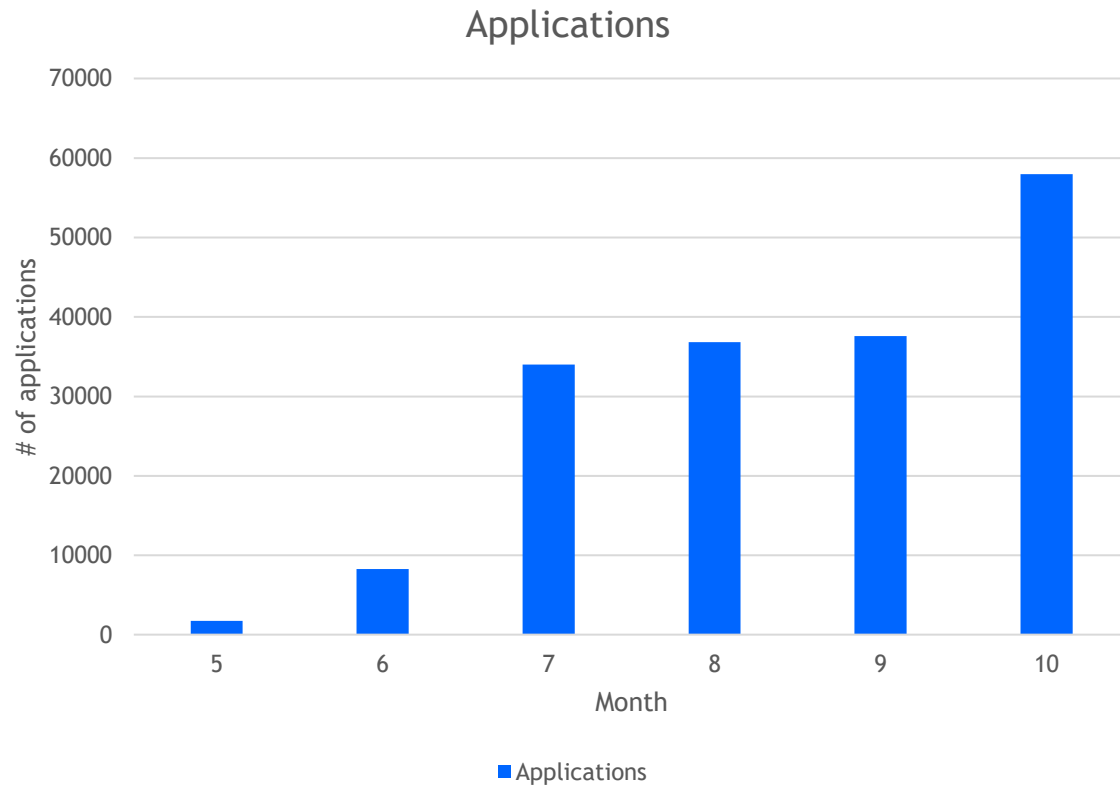
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# Pass rate has been decreasing

Even though the number of prospects is increasing, the number of prospects passing both identification checks is decreasing.



Statistically significant difference with 95% confidence level.

# Documentation checks are decreasing Pass rate

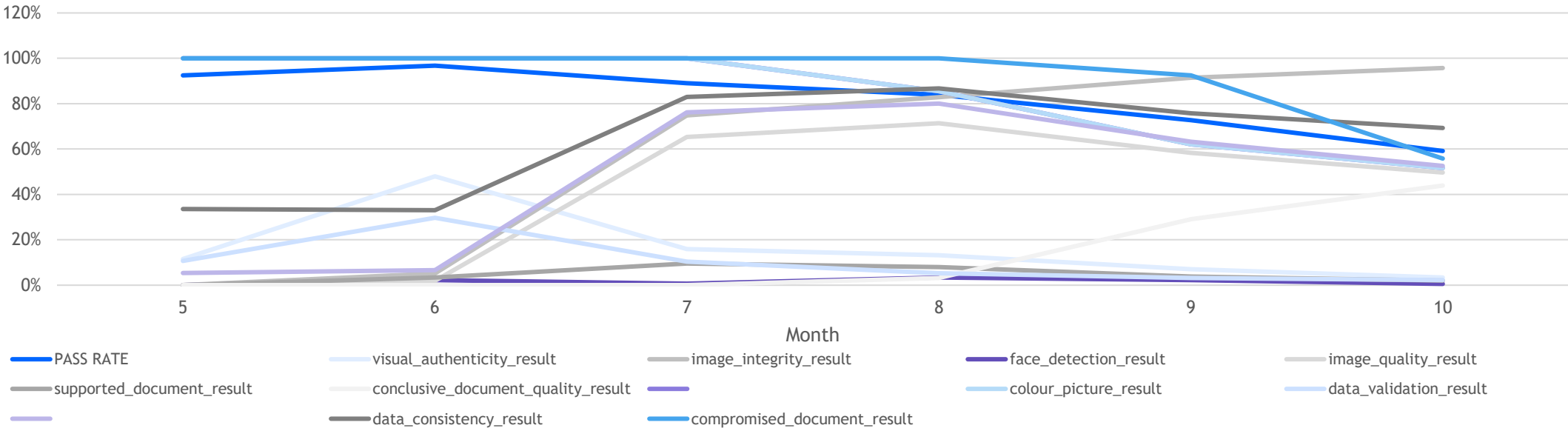
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Month	Pass rate	Documentation check	Facial similarity check
5	81%	92%	87%
6	92%	97%	95%
7	84%	89%	92%
8	79%	84%	92%
9	71%	73%	94%
10	58%	59%	96%

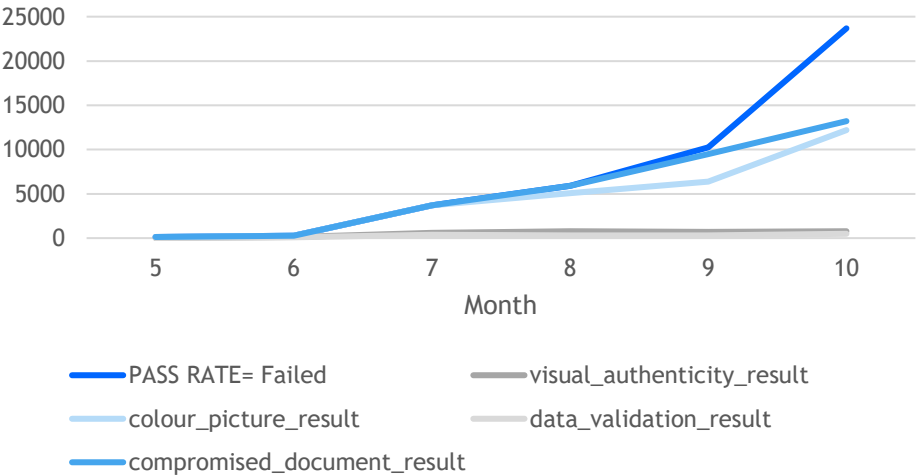
Documentation checks decrease in pass rate is decreasing substantially the overall pass rate in the recent period.

# Compromised Document and Color Picture are decreasing Pass Rate

Percentage of not “clear” outcomes per variable for denied prospects due to documentation checks



Absolute cases



1. We have past prospects that continue applying and they will be rejected
2. We may need to improve instructions as to lighting and other factors. Might even be the software to take photo

# Actionables

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We are having prospects applying up to 6 times, we could:

- Give instructions clearly so people know that we reserve the right to admit them and that they will only be considered twice.
- Make a filter in the App so that they can't continue applying even though they would like to. This would allow us to reduce work to decline people we know we would decline anyway.

We need to improve documentation to include more info as to what does the “colour\_picture\_results” mean. We might need to consider:

- With clients: Be more specific about the importance of lightning and good pictures.
- Check if our software is blurring pictures.
- Internally: Check if we have an update of formats that can be accepted in our database so the App can recognize different type of documentations from different issuing countries.