

KYC360

pKYC User Manual

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Introduction

KYC360 are proud to present the first phase of our Perpetual Know Your Customer module (pKYC).

We have developed a tool to allow users of the KYC360 platform to create rules based on a variety of data points (Risk, Collected Data, ID Documentation, Onboarded Date) that will trigger a configured review process. This could be an alert to your compliance team, or a full refresh KYC request being sent to the customer.

Prospects can now go on different onboarding types, and the system will keep history of previous onboarding type journeys for the prospect.

Deciding which pKYC Rules are required by your organisation

To begin configuring your rules it will be helpful to consider the data points you would like to monitor, the frequency you would like to alert on, who those alerts will go to, and which actions will be taken based on those alerts. See tables below for some examples of how this could be configured.

Date Onboarded + Risk Outcome	Frequency	Alert	Action
High	After Six Months	Handler, Supervisor	Email Alert and Start Onboarding Type
Medium	After 1 Year	Handler	Email Alert - for Handler to check data
Low	After 3 Years	Handler	Email Alert, copy DCF and Start Onboarding Type (full review)

Data Point - Identity Document Date	Risk Outcome	Frequency	Alert	Action
Date of Document Expiry	High	After Six Months	Handler, Supervisor	Email Alert and Start Onboarding Type
Date of Document Expiry	Medium	After 1 Year	Handler	Email Alert - for Handler to check data
Date of Document Expiry	Low	After 3 Years	Handler	Email Alert, copy DCF and Start Onboarding Type (full review)

Data Point -  Property (Date)	Risk	Frequency	Alert	Action
Date of Incorporation	High	After Six Months	Handler, Supervisor	Email Alert and Start Onboarding Type
Date of Incorporation	Medium	After 1 Year	Handler	Email Alert - for Handler to check data
Date of Incorporation	Low	After 3 Years	Handler	Email Alert, copy DCF and Start Onboarding Type (full review)
Date of Certified Directors Register	Medium	After 5 Years	Handler, Supervisor	Email Alert, Start Onboarding Type, Copy DCF

Data Point - Risk ↓	Frequency	Alert	Action
High Risk	After Six Months	Handler, Supervisor	Email Alert and Start Onboarding Type
Medium Risk	After 1 Year	Handler	Email Alert - for Handler to check data
Low Risk	After 3 Years	Handler	Email Alert, copy DCF and Start Onboarding Type (full review)

It is advisable that this information is decided upon within your organisation before beginning to configure your perpetual KYC rules. Once these decisions have been made, the configuration can begin.

Navigating to create pKYC Rules

pKYC rules are set at Onboarding Type level. You will find them in a separate section, listed as shown below.

Onboarding Types Home		
<input type="checkbox"/> Name	Description	Action
<input type="checkbox"/> testrig & Tickets	All email alerts on	Edit Property_Groups Copy Export Delete pKYC
<input type="checkbox"/> IP	stop	Edit Property_Groups Copy Export Delete pKYC

Clicking into this section will show you all the pKYC rules you have previously created that are in place for this Onboarding Type. If you have not created any rules yet, the pKYC dashboard will look like this:

pKYC - Monitoring, Actions & Alerts: Weighted Risk Test

◀ Go back

Risk

No pKYC configuration configured for this area.

Property

No pKYC configuration configured for this area.

Identity Approval

No pKYC configuration configured for this area.

Onboarded Date

No pKYC configuration configured for this area.

[Add pKYC](#) ▶

The option to add a new pKYC rule is shown at the bottom of this screen.

Clicking into this option will show you the screen that allows configuration of a new pKYC rule.

Add new pKYC

Monitor Name*	Monitor Description*	Monitor Area*	Option:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Monitor Action*	Who to Email Alert?	Monitor Onboard Journey	Monitor Onboard Email Template
<input type="text"/>	<input type="text" value="Select Recipient"/>	<input type="text"/>	<input type="text"/>
Copy DCF?			
<input type="text" value="No"/>			
Date field logic			
Operator*	Magnitude*	Timespan*	
<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	
Monitor Status			
<input type="text" value="Active"/>			

Configuring your pKYC Rules

The first requirement is to name your Monitor Rule. This should be something descriptive that will allow you to easily identify and navigate to the correct rule in the future.

Monitor Description should be treated in a similar way – this should explain the purpose of the rule

Edit pKYC : High Risk Review (Rule Id: 41)

Monitor Name*	Monitor Description*	Monitor Area*	Option:*
High Risk Review	High Risk - Every 6 Months	Risk	High
Monitor Action*	Who to Email Alert?*	Monitor Onboard Journey*	Monitor Onboard Email Template*
Email Alert and Start Onboarding Type	Handler, Supervisor	pKYC LC (current)	Prospect Reminder
Copy DCF?			
No			
Date field logic: Using Onboarded completed date.			
Operator:*	Magnitude:*	Timespan:*	
After Date	6	Months	
Monitor Status			
Active			

Next, the Monitor Area indicates which type of pKYC data point this rule will use. Choosing one of the options in this section will dictate which of the subsequent options becomes available.

If **Risk** is chosen here, the options in the next field, called Option, will be risk-based.

Monitor Area*	Option:*
Risk	High
Monitor Onboard Journey*	Standard
pKYC LC (current)	Medium
	High
	Special

If **Property** is chosen, the option field will show all date properties within the current Onboarding Type that are set as Date.

Monitor Area*	Option:*
Property	
Monitor Onboard Journey*	Entity Details - Date of Incorporation

If **Identity Approval** is chosen in the Monitor Area field then the Option field will show the types of document that the KYC360 platform can check expiry date on within the ID verification stage. This refers to passport and either Driving License or National ID Card.

NB. Please check which documents your ID Pal profiles are utilising before configuring this rule

Monitor Area*
 Identity Approval

Option:*
 Passport Expiry
 ID expiry

Monitor Onboard Journey*
 pKYC LC (current)

Lastly, if **Onboarding Date** is selected in Monitor Type, then the Option field will be blank (you will see the cursor change to a 'stop' sign if you hover over it) because there's no options or variability available with Onboarded date.

Monitor Area*
 Onboarded Date

Option:

Next, the Monitor Action field will provide the options for the action that will be triggered when the conditions for this monitoring rule are met. There are five options.

Monitor Action*

Email Alert and Start Onboarding Type

Email Alert
 Email Alert and Assign Onboarding Type
 Email Alert and Start Onboarding Type
 Assign Onboarding Type
 Start Onboarding Type

Email Alert – will send a notification to the Users named in the next field. Ie. Handler, Manager, Supervisor, Director. This will allow those users to check the details of the Onboarding that has triggered the alert, and decide to take further action based on their assessment. This option allows greater flexibility for executing internal processes.

Who to Email Alert?*

Handler, Supervisor

Handler ✓
 Supervisor ✓
 Manager
 Director

NB. The User list is multi-select, allowing all User role types to be chosen, if required. For all actions that do not include Email Alert, this option will be inactive.

Email Alert and Assign Onboarding Type – will send a notification to the Users named, but also assign an Onboarding Type, for example, a Review Journey. This allows the named User to simply log in and check that is appropriate and send to the customer if required.

Email Alert and Start Onboarding Type – will send a notification to Users, Assign an Onboarding Type and Send the request to the customer to check/complete the new Onboarding.

As part of the Start Onboarding Type selection you will be required to choose the Email template that you wish to use. The Monitor Email Template field will show all those templates assigned to the Onboarding Type selected in the Monitor Onboard Journey field.

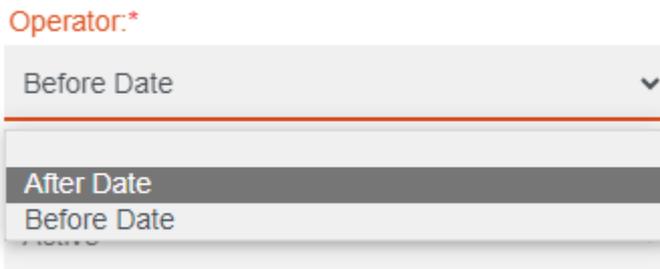
The Monitor Onboard Journey field is a required selection for all the action types that include an Onboarding Type being selected, as the KYC360 platform needs to choose the Journey it will use for the action. This will likely be a review, or a remediation journey, or simply a refresh of the existing journey type.

If the Monitor Onboard Journey field is set, as in the above example, to the current journey being monitored (ie. The Onboarding types will be identical in the original (Year 1) and the review (Year 2) journey) then the option is available to 'Copy the DCF'. This will copy the existing data from the original onboarding to the new journey, allowing the client to check, amend and submit the new onboarding (Year 2) without losing any information from the, otherwise untouched, Year 1 onboarding.

This option is seen here – and will only be active if the Action requires an Onboarding to be created and the Monitor Onboard Journey is the same as the original journey (the one you are currently setting up the pKYC rule for).

The Frequency operators must also be set for your pKYC rule. These indicate the cadence that the action chosen will be repeated on.

For rules which are triggered by Dates (ie. Onboarded Date, Identity Approval or Property Types) the operator option of 'Before Date' will show as well as 'After Date'. Above the operator, the system will tell you which date the operator will be using.



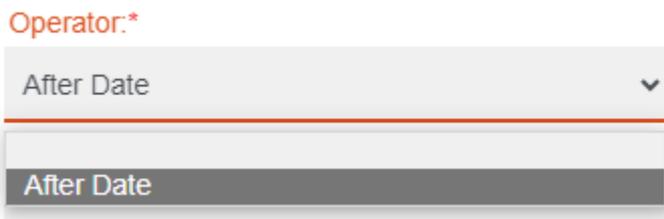
This allows the pKYC rule to be set to trigger 3 months before the expiry of a document, or before a particular date selected from the DCF property chosen.

For rules triggered by Risk alone it is only After Date that is available. This allows the frequency to be set from the date of Onboarding, using the selection information from that point.

Date field logic: Using Onboarded completed date.

Operator: * Magnitude: * Timespan: *

After Date 6 Months



The **Magnitude** and **Timespan** fields will work together to set the frequency for your rule to be triggered. In the below example the action will be triggered to take place every 6 months from date of onboarding.

Magnitude: * Timespan: *

6 Months

Days
Weeks
Months
Quarters
Years
Decades

There is also the option to create rules and make them inactive. This might be useful if rules for a particular onboarding type should be activated for a particular team or business unit or for a segregated phase of a project.

When you have configured all the desired pKYC rules for a particular Onboarding Type you will be able to view them, edit them and manage them within the Onboarding Type pKYC screen.

– Risk (1)

Name	Description	Option	Monitor Action	Monitor Onboard Journey	Recipient	Email Template	Copy DCF?	Frequency	Monitor Status	Action
High Risk Review	High Risk - Every 6 Months	High	Email Alert and Start Onboarding Type	pKYC LC	Handler, Supervisor	Prospect Reminder	No	After Date 6 Months	Active	Edit Delete

– Property (1)

Name	Description	Option	Monitor Action	Monitor Onboard Journey	Recipient	Email Template	Copy DCF?	Frequency	Monitor Status	Action
Date of Incorporation Check	If incorporated less than 5 years ago	[Entity Details]-[Date of Incorporation]	Email Alert and Start Onboarding Type	pKYC LC	Handler	Prospect Reminder	No	Before Date 3 Months	Active	Edit Delete

– Identity Approval (1)

Name	Description	Option	Monitor Action	Monitor Onboard Journey	Recipient	Email Template	Copy DCF?	Frequency	Monitor Status	Action
Passport Expiry Check	Review based on Passport Expiry	Passport Expiry	Email Alert		Handler, Supervisor		No	Before Date 3 Months	Active	Edit Delete

– Onboarded Date (1)

Name	Description	Option	Monitor Action	Monitor Onboard Journey	Recipient	Email Template	Copy DCF?	Frequency	Monitor Status	Action
Standard Review based on Onboarded Date	Standard Review based on Onboarded Date		Start Onboarding Type	pKYC LC		Prospect Reminder	No	After Date 1 Years	Active	Edit Delete

[Add pKYC](#) ▶

Compliance Approval

At the compliance approval stage within the prospect onboarding, when the final approval is being requested, you will see a section that allows you to create a new rule for this Prospect specifically or override the defined rules set at Onboarding Type level.

Compliance Approval

Approve / Reject Onboarding

Handler Notes:
hvghjgh

Manager Notes:

Action:* Approve ▼ Update Client Entity Interface Reference On Approval:*
026718FA-397C-4AE5-B5A1-471883AEA731

API Snapshot Type:*
None ▼

pKYC - Monitoring, Actions & Alerts (no active pKYC rule defined for this risk, you can set below if required or leave blank if not required.)

Monitor Action ▼	Who to Email Alert? Select Recipient ▼	Monitor Onboard Journey ▼	Monitor Onboard Email Template ▼
Copy DCF? No ▼			
Date field logic: Using Onboarded completed date.			
Operator: ▼	Magnitude: 	Timespan: ▼	

Manage Prospect Screen

Within the manage prospect screen you will now see a new column called Onboarding Type. Here you can see previous onboardings the prospect has been on, and which onboarding type was utilized.

Onboardings

Onboarding Type	Stage/Status	Risk Score	EIDV Reference	Date Created	Edit	Delete
Initial onboarding journey	Onboarded	Custom-Low		16 Oct 2023	Edit	Delete
Update info journey	Data Collection	Pending Approval		04 Jan 2024	Edit	Delete

[Create onboarding](#) ▶ [Go back](#) [Search prospects](#) ▶ [Search prospect groups](#) ▶ [Create prospect group](#) ▶

When creating a new onboarding against a prospect, you will now be able to select which Onboarding Type you are assigning, from within the Add Prospect Screen.

Create Onboarding

Onboarding Type:* Allow KYB Lookup:*

NewApproval Yes

Notes:

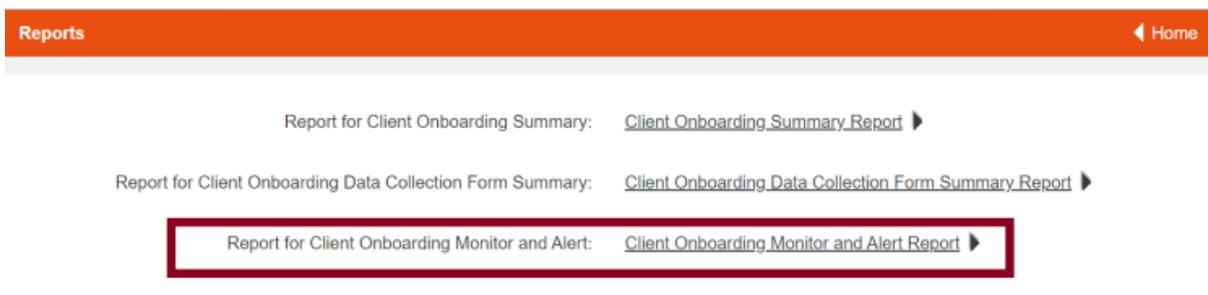
Create Onboarding
Go back

Reporting

A new report has been created that will be available with the pKYC module. This is found in the Onboarding reports section from the KYC360 home screen, as shown below.



The pKYC report allows you to create reports based on data point trigger, date range and User/User Group, per business unit. The report in question is shown below.



To create your pKYC report you should make selections in the below fields.

The screenshot shows the top section of the 'Client Onboarding Monitor and Alert Report' page. It features an orange header bar with the title and a 'Go back' button. Below the header, there are several filter fields: 'Date Filtering:*' (set to 'Future Alerts'), 'To Date:*' (set to '19/06/2024'), 'Business Unit:*' (set to 'View all'), and 'Onboarding Type:' (set to 'View all'). There are also fields for 'Monitor Area', 'Handler Group', and 'Handler User', all set to 'View all'. At the bottom of this section are three buttons: 'View Report', 'Export To Excel', and 'Go back'.

Date Filtering will allow you to select either Future Alerts/Actions, or Historic ones.

This is a close-up of the 'Date Filtering:*' dropdown menu. The menu is open, showing three options: 'Future Alerts' (highlighted in blue), 'Future Alerts', and 'Historic Alerts'. The dropdown arrow is visible on the right side of the menu.

If Future Alerts is selected, the Date field adjacent will show 'To Date', indicating how far into the future you would like to report on.

This screenshot shows the 'Client Onboarding Monitor and Alert Report' header with 'Future Alerts' selected in the 'Date Filtering:*' dropdown. The 'To Date:*' field is now populated with '19/06/2024' and includes a calendar icon.

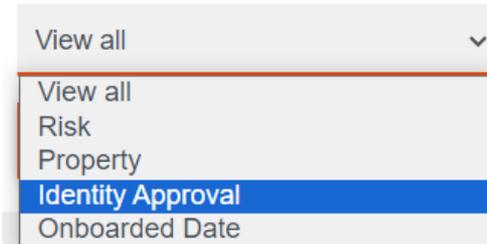
If Historic Alerts is selected then the Date field will show 'From Date', to indicate when you would like the historic report to start from.

This screenshot shows the 'Client Onboarding Monitor and Alert Report' header with 'Historic Alerts' selected in the 'Date Filtering:*' dropdown. The 'From Date:*' field is now populated with '19/12/2023' and includes a calendar icon.

Business Unit and Onboarding Type fields are clear in their purpose – this is a usual way to segregate data and reporting within the KYC360 platform.

For the pKYC report you will also need to select, per report, which Monitor Area you would like to report on. Combining multiple reports to show all data points is possible within the exported reports.

Monitor Area



User Group and Handler User can be selected to segregate data – and will reflect correct options indicated by the Business Unit selection.