

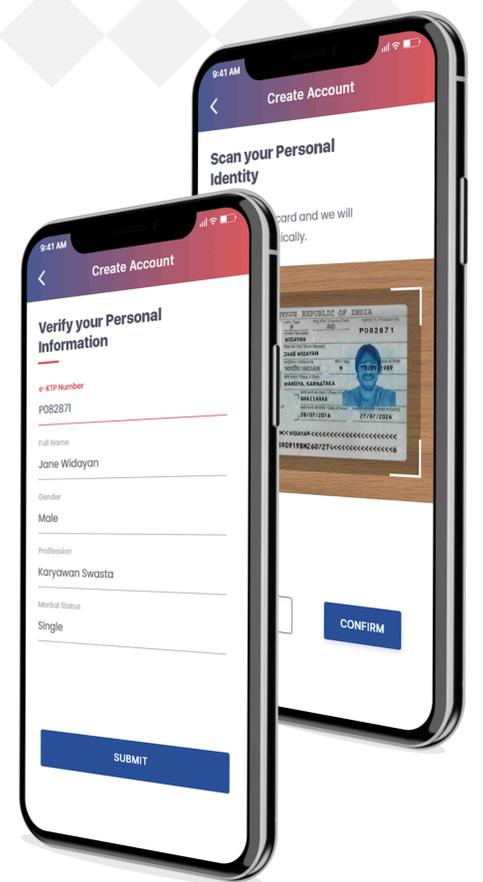
Mobeix™ Digital Onboarding

Redefine Customer Onboarding Experience

The increased use of digital capabilities and channels across all industries has had and continues to have a dramatic impact on how customers expect to engage with their bank. Knowing that you only have one chance to make a first impression puts great pressure on providing a customer-friendly, frictionless experience for how a customer becomes your customer. The onboarding journey is the customer's first impression of how they will be able to interact you with the bank once an account is opened.

Additionally, ensuring a smooth onboarding process can give the banks an edge over competitors as well as enhancing how existing customer relationships are expanded with new products and services.

Mobeix™ Digital Onboarding enables banks to accelerate the customer onboarding journey by automating the end-to-end process in a simplified and streamlined manner by using the most current biometrics capabilities, capturing accurate information, adhering to regulatory standards and optimising operational efficiency.



Enhanced User Experience

Digital onboarding provides greater flexibility and user-friendly interface for customers to create accounts & to use the banking services



Reduced Customer Lead Time

Integrated streamlined process of document validation & faster support reduces onboarding time from hours/days to minutes resulting in better customer experience.



Reduced Cost-to-Serve

Automation of process reduces the overhead of manual interventions while increasing productivity



Streamlined Process

Personalised digital onboarding journey for customers with a reduction in multiple touch points, has a significant impact on banks revenue



Accurate Evidence Validation

Enhanced Customer due diligence process using AI, ML for banks and credit score reduces AML/ blacklist risk



Increased Customer Acquisition

Effortless digital enrolment with better user experience, increases account openings, decreases drop-out rates and enhances customer loyalty

Mobeix™

Digital Onboarding Capabilities



Seamless Data Capture & Extraction

Collect customer's data either by manual entry or by auto-filling of data from the scanned identity documents using OCR (Optical Character Recognition) technology.



eKYC AML/Blacklist Checks

Verification of captured customer's data for background checks such as blacklist or AML by integrating with KYC (Know Your Customers) to reveal the credibility & for credit score.



Digital ID

Integrate to country's regulators maintained Digital/Unique ID through available open API's to fetch customer details or validate biometric information (if maintained).



Comprehensive Onboarding Flow

Comprehensive onboarding flow covers product suggestion, user id and password creation across all channels, account setting in the core system and integration to any payment system.



Identity Proof

Validation of the scanned identity proof, including images with highly secured features such as hologram, edge detection etc. with advanced technologies such as AI and ML.



Real-time Proof of Ownership

Solution validates the ownership of proof by comparing the image in the document with customer's selfie. It can also be done through Email/SMS OTP or by video calling the bank's agent/employee.



Digital Signature

E-signature/Digital Signature feature enables banks to provide a digital seal on the onboarding digital document generated for the customer.



Customer Authentication

If the country's regulatory mandates further customer validation, after completion of the eKYC, a video call or appointment can be scheduled at the bank's branch to streamline the process.

call now +65 6338 4824



1 Changi Business Park Crescent,
#03-07, Plaza 8, Singapore 486025



sales@tagitmobile.com



sales@tagitmobile.com