



CASE STUDY

Providing Customer Due Diligence support for a post-Brexit future

RESULTS
AT A GLANCE

CLIENT

Large financial services organisation

FOCUS AREAS

Customer Due Diligence (CDD)

Client Onboarding (COB)

PROJECT HIGHLIGHTS

4

phased ramp ups
to meet client deadlines

6,000

case completions
within regulatory deadlines

99%

resource utilisation

98%

QA score

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AstonCarter.com

Business challenge

Since the United Kingdom's (UK) decision to leave the European Union (EU) in June 2016, the UK financial services sector has been assessing the impact of Brexit, planning for the end of the transition period (31 December 2020) and implementing the changes required for it operate in a post-Brexit world. Our client was seeking an experienced services provider to carry out client onboarding activities in relation to their Dutch and European client population following the UK's exit from the EU. Our client were looking for a partner to deliver a co-managed solution with the ability to provide technical expertise across KYC remediation and refresh in order to enable their customers to continue to trade across the EU post-Brexit.

Our solution

Following delivery of a similar large Client Due Diligence programme with another banking client, Aston Carter's proven capability and delivery, combined with our understanding of the client's programmes made us the preferred partner to deliver the AML expertise required. The team deployed were experienced industry specialists with a full range of capabilities within CDD and COB. This was a fully cohesive team that included Aston Carter operations oversight to manage the multi-site teams. We provided a flexible solution that allowed us to ramp up and down to meet the client's demands and meet customer outreach volumes. Our initial deployment consisted of 16 consultants based in Manchester which later increased to 46 over two UK sites.

Results

We partnered to deliver against the regulatory deadlines completing 6,000 cases ensuring their customers were still able to trade. Throughout the programme we delivered excellence on site and identified a number of process improvements that included setting up a robust customer outreach framework to manage customer queries and the implementation of a 1st line quality check team who achieved a 98% QA score. Our team outperformed against targets and maintained a 100% productivity and 85% 'First Time Right' rate score. Our management oversight supported the client through a range of activities including management information creation, forecasting and capacity planning and advising on technical matters with the compliance function. Due to the standard of work Aston Carter delivered, we were awarded an additional Funds Remediation Programme by the client.