



CASE STUDY

Delivering Know Your Customer Remediation - High and Medium Risk Customers

RESULTS  
AT A GLANCE

CLIENT

Large UK tier 1 bank

FOCUS AREAS

High risk remediation

Customer outreach

Know Your Customer (KYC)

PROJECT HIGHLIGHTS

**7,000**

high and medium risk cases remediated

**Implemented**

training and process design

**85%**

'First Time Right' score achieved

Learn more at  
[AstonCarter.com](https://www.AstonCarter.com)

Business challenge

Our client, a large tier 1 bank, was embarking on a transformational Financial Crime Project across their high-risk customer base to ensure that they fully met Financial Conduct Authority (FCA) regulatory standards. Our client did not have the in house capability due to all internal resources being diverted to Payment Protection Insurance (PPI) and they needed to build a new function to remediate approximately 7,000 cases. Due to time constraints and lack of capacity, the client decided to engage Aston Carter.

Our solution

Aston Carter designed a complete solution to ensure the client would have a standalone operation that could deliver KYC remediation for the future. This included:

- Developing policy and processes as well as training and process documentation
- Establishing the team structure for the most efficient operation
- Full end-to-end case management, from analysis to quality checking, including a telephony team that managed the full spectrum of customer outreach
- Management Information (MI) oversight for the client's Financial Crime Project Team
- Policy subject matter expertise to provide Quality Assurance (QA)
- Remediation of 7,000 high and medium risk customers

Additionally, our solution ensured Aston Carter and the client worked cohesively together with an approach built on trust and transparency.

Results

Aston Carter remediated over 7,000 cases. We consistently achieved an 85% 'First Time Right' score and implemented process improvements that included a revised QA checklist and framework. Our onsite management partnered with the clients operational team and implemented an onsite workflow and capacity forecast tool to enable effective management of the full end-to-end case cycle including oversight of the telephony volumes. We supported the client over several workstreams and provided additional BAU support in the closing weeks.