



Experian Consumer Onboarding

Build trusted relationships with legitimate customers from day one



Experian Consumer Onboarding

Getting your new customers signed up quickly, efficiently and properly is just as important as ensuring dishonest or prohibited people are stopped from progressing.

You need confidence that a customer is who they say they are. That they live at their given address. That they are old enough to purchase your products. That their bank account details are real and their own.

You need a solution that will verify the identity of your customers, without slowing down or adding friction to their onboarding journey or purchase process.

With Experian consumer onboarding you seamlessly verify and validate your customers' data inputs in real time, easing your conversion process for genuine customers.



Experian has held the UK's largest consumer and business information bureau for over 20 years, informing more than 2.7 million decisions every day.

What are the benefits of Experian consumer onboarding?



Reduce time and friction to onboard

Time poor customers with the luxury of consumer choice expect slick, seamless systems that allow them to sign-up or open an account quickly. By validating and verifying a customer's personal information in real-time you are conducting the appropriate level of checks whilst delivering a rapid customer onboarding journey, meaning increased first-time pass rates and happier customers.



Reduce fraud

By verifying that address and payment details match a customer's identity, you can immediately identify potential fraudsters early in the process, without disrupting the onboarding journey for genuine customers.



Improved data capture

Validating personal contact data such as mailing address, email address and mobile number at the point of entry will support you in building a 360 view of your customers, leading to better business decisions and cleaner customer databases.



Due diligence

By verifying the age of a consumer you can relax knowing you are selling your products to customers of the appropriate age. You can also have peace of mind that our bank account verification helps ensure you are compliant for the paperless BACS direct debit scheme.

How does Experian consumer onboarding work?

Offering you a way of maximising customer acquisition, whilst managing your exposure to identity and payment fraud, the end to end consumer onboarding solution helps you to:

- ✔ Cleanse and fix contact data
e.g. address, email and mobile
- ✔ Verify bank account information
- ✔ Verify the customer is who they say they are and that the details they've given are linked to them
- ✔ Approve, refer or decline a request based on your prerequisites

With tools available via API or screened access through a secure login, speak to your account manager today or visit www.experian.co.uk/consumer-onboarding for more information on Experian consumer onboarding.

Emily opens an account



1

Enters name and email address



2



We match Emily's details against our database

Enters mobile number



3



If she enters this incorrectly we'll highlight it

Enters house number and postcode



4



We find and validate her full address from her house number and postcode

Meet Emily

Enters account number and sort code



5



We check Emily's bank details are correct and linked to her

6



Account created



Registered office address:
The Sir John Peace Building, Experian Way,
NG2 Business Park, Nottingham, NG80 1ZZ

E: gtmcontactus@experian.com
www.experian.co.uk/consumer-onboarding

© Experian 2018.

Experian Ltd is authorised and regulated by the Financial Conduct Authority. Experian Ltd is registered in England and Wales under company registration number 653331.

The word "EXPERIAN" and the graphical device are trade marks of Experian and/or its associated companies and may be registered in the EU, USA and other countries. The graphical device is a registered Community design in the EU.

All rights reserved.