

Paysafe deploys Documentchecker to verify customer IDs and prevent fraud

As one of the world's leading specialized payments platforms, Paysafe delivers a diversified range of payments offerings and services including digital wallets, eCash solutions and payment processing. The company conducts business globally, processing millions of online transactions.

To meet regulatory requirements, and protect its business from fraud, the online payments company must verify the identities of customers from all over the world. Authenticating ID documents from that many countries is no small task.

To face these challenges and ensure a secure identity verification process, Paysafe subscribed to Keesing Documentchecker. Good business practices made Documentchecker, with its global coverage of ID documents, a good choice for Paysafe.

AML, CFT, KYC: Compliance with regulatory requirements

For payments companies like Paysafe, customer due diligence obligations are driven by regulatory requirements, primarily anti-money laundering (AML) and counter financing of terrorism (CFT) regulations and Know Your Customer (KYC) processes. Each of these requirements involves checking a customer's ID.

Failure to comply with these regulations can result in financial penalties and heavy reputational damage. It can also adversely affect the company's relationships with its partners, including banks, processors, and merchants.

Paysafe has been utilizing **Keesing Documentchecker – International ID Documents** since 2006. The company recently added the North American ID Documents module to their subscription.

Learn more about how Keesing's extensive ID reference database helps the company to verify the divergent identities of its customers.



Customer due diligence: A crucial step in the customer's journey

At Paysafe, identity verification is a core responsibility of the Customer Due Diligence team. We spoke with Nikolay Matanski, Team Leader of Paysafe's Customer Due Diligence (CDD) Digital Wallets to better understand the challenges his organization faces and how Keesing Documentchecker has proven helpful in meeting those challenges.

Paysafe is required to perform all necessary due diligence checks on all parties with whom they do business, across all business units and functions. The company has a large customer base and performs hundreds of thousands of identity checks every month. The Customer Due Diligence (CDD) Team is specifically focused on the verification of Paysafe's customers' identities. In that role, the CDD Team must examine each ID document presented to them and determine whether it is genuine or fake. Matanski comments: "Identity verification is a crucial step in the customer experience because verified accounts gain access to higher limits for transactions. The verification process allows us to flag and prevent potential fraud at an early stage.

The typical types of ID fraud we encounter fall into three categories:

- Fake/manipulated ID documents;
- Impersonation fraud;
- Purchased identities.

"Of these, fake/manipulated ID documents are what we see the most of," Matanski says. He explains why the identity check has a huge impact on the customer experience. When a certain transaction limit is reached or a new account is created, the customer needs to be verified by means of a valid identity document. "Basically, every account created for regular use of our services reaches the point where an identity check must be performed. This verification process, in which Keesing Documentchecker plays a huge role, enables our clients to take advantage of our services to a full extent," Matanski says.

High transaction volumes and an international scope make a reliable ID reference source imperative

The Customer Due Diligence process requires Matanski's team to verify all the ID documents presented to them. Given the volume of transactions the company processes, it's imperative for them to have a reliable reference resource against which to compare the ID documents. That is no easy feat, considering the company's international scope and the many details, including sophisticated security features, that are integrated in today's ID documents. That's exactly where Keesing's Documentchecker online solution comes in.

By comparing an ID document with the sample shown in Documentchecker, Paysafe can distinguish legitimate ID documents from those that have been tampered with. From there, they can take appropriate measures if necessary.

As Documentchecker covers ID documents from more than 200 countries, the team has sound reference material available, even for the most exotic applications. According to Matanski, the Keesing database helps Paysafe to mitigate risk and prevent fraud: "By helping us verify our customers, Keesing Documentchecker protects Paysafe's business because the identity checks ensure that Paysafe knows who it is dealing with, and the company is able to prevent criminals from using its products and services".

"As a team leader for Customer Due Diligence, I lead and coach a team of identity verification specialists. One of my main responsibilities is to make sure that the identity documents submitted by our customers are processed by the team within the agreed service level agreement. At Paysafe we receive thousands of ID documents from our customers every day, and we use Keesing Documentchecker to determine the authenticity of the submitted documents.

Documentchecker offers access to a huge and constantly updated database of ID documents. The information is really detailed and exhaustive, but at the same time it is well-organized and quite easy for the users to find what they need. I would recommend Documentchecker to other organizations due to the service they offer including an enormous database of ID documents from all over the world combined with detailed information for every single document, all in one place."

N Nikolay Matanski, Customer Due Diligence Team Leader at Paysafe