

ThetaRay's Customer Risk Assessment

ThetaRay's Customer Risk Assessment Solution

ThetaRay's Cognitive AI Customer Risk Assessment delivers a dynamic and precise approach to assessing customer risk, with efficiency and customer experience at its core. By analyzing data in real-time, it provides deep insights into customer behaviors, transaction trends, and relationships empowering financial institutions to proactively identify risks, ensure compliance, and support confident business growth.

Our Customer Risk Assessment solution also enhances the customer experience by ensuring smooth onboarding and ongoing monitoring, minimizing unnecessary scrutiny for legitimate or low-risk customers while fostering trust and loyalty. Financial institutions benefit from improved operational efficiency and a sharper competitive edge in today's fast-paced, compliance-driven market.

The solution continuously adapts to evolving risk factors, uncovering hidden connections and previously undetected red flags with unparalleled accuracy. By going beyond traditional rule-based systems, it evaluates a wide range of variables—including customer profiles, transaction history, geographic data, and adverse media to deliver a holistic, real-time risk score for each customer.

Our innovative approach reduces false positives, streamlines compliance processes, and frees up resources to focus on genuine risks, all while significantly reducing the need for enhanced due diligence.

Key features

- **Comprehensive Risk Profiling:** Identifies risk across multiple touchpoints, including transaction data, KYC records, external databases, and adverse media, creating a comprehensive picture of a customer's risk profile.
- **Automated Risk Tiering:** Automatically categorizes customers into risk tiers (e.g., low, medium, high) based on their risk profiles, simplifying decision-making and enabling targeted compliance measures.
- **Real-Time Risk Scoring:** Provides dynamic, live risk scores that adjust automatically based on transaction activity and other behavioral indicators, enabling timely responses to emerging risks.
- **Dynamic Risk Assessment:** Continuously updates risk models based on new data and emerging trends, ensuring assessments remain accurate as customer behavior and external risks evolve.
- **Proactive Risk Identification:** Leverages historical data and Cognitive AI learning to identify potential future risks, helping organizations proactively manage high-risk customers before issues arise.



ThetaRay's Customer Risk Assessment solution revolutionizes how financial institutions assess and manage customer risk, without slowing down the onboarding or review processes. This allows streamlining of low-risk customers without compromising compliance. It provides deeper insights, improves compliance efficiency, and enhances the overall customer experience, while empowering organizations to confidently protect themselves against financial crime.

Benefits



Streamlined Customer Onboarding

Simplified risk assessments and real-time response reduce customer friction, enhancing efficiency while improving the overall customer experience.



Enhanced Risk Assessment

Enables real-time ad hoc risk assessments to support critical business decisions



Reduced Enhanced Due Diligence

Dynamic customer risk assessment efficiency decreases the need for enhanced due diligence, reducing overall KYC costs.



Holistic Risk Insights

Integrates internal and external data sources to provide a comprehensive, 360-degree view of customer risk, ensuring that no potential threat is overlooked while streamlining risk assessment processes and reducing the need for extensive enhanced due diligence investigations.



Optimized Compliance Efficiency

Simplifies and accelerates risk assessments, enabling compliance teams to prioritize high-risk customers and reduce manual workload. This allows teams to focus on cases that truly require attention, minimizing the need for in-depth investigations.



Scalability and Flexibility

Designed to scale with financial institutions of all sizes, the solution adapts to growing volumes of customer data and evolving regulatory requirements, helping institutions maintain effective compliance management.



Reduced False Positives

Continuous dynamic analysis filters out benign activities, minimizing unnecessary alerts and investigations, and improving overall operational efficiency by ensuring resources are directed only at genuine risks.

Key Applications in Financial Crime Compliance

- **Onboarding & Ongoing Review:** Ensure accurate and ongoing risk assessments during onboarding and throughout the customer lifecycle.
- **Enhanced Monitoring:** Continuously monitor high-risk customers and transactions to detect evolving risks and prevent financial crime.
- **Regulatory Compliance:** Maintain adherence to AML regulations by automating the identification and reporting of high-risk customers.
- **Personalised Customer Experience:** Continuously updates risk models based on new data and emerging trends, ensuring assessments remain accurate as customer behavior and external risks evolve.
- **Proactive Risk Identification:** Leveraging Cognitive AI insights to provide tailored financial products and services based on customer behavior and preferences.

If you would like to learn more about ThetaRay's Cognitive AI Customer Risk Assessment and how it can help improve your compliance posture, speak to a member of our team.

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