

Case Study | Banco del Estado de Chile
Identity Management



Biometric Onboarding Breaks Down Barriers to Financial Inclusion for Banco Estado Chile's Clients

10 million users | up to 50 onboardings per minute



Banco Estado Chile, the nation's only public bank, is both the largest mortgage lender and largest issuer of debit cards in Chile. The bank was looking for a new, more inclusive solution that should address the need to open its services to disadvantaged people, who are limited by their physical abilities or geographic location.

Streamlining Customer Onboarding

- Simplify the onboarding process for customers
- Ensure high accuracy in identity checks to reduce fraud
- Extend banking services to disadvantaged people

Banco Estado Chile faced several challenges common to many banking institutions, including lengthy onboarding processes, increased risks of fraud, and the exclusion of individuals due to their socio-economic background or lack of traditional identification documents. These factors affected operational efficiency

and left a significant portion of the population underserved by the banking sector.

In response, Banco Estado sought a solution to enhance security and streamline customer onboarding that will make banking services accessible even to disadvantaged individuals.

Implementing a biometric system for onboarding and identity management

- Enhance security by deploying active and passive liveness detection to confirm user presence
- Enable access to banking services via smartphones

Banco Estado Chile implemented Innovatrics' Digital Onboarding Toolkit (DOT) and Automated Biometric Identification System (ABIS) for streamlined customer onboarding and secure identity verification.

DOT captures and verifies biometric data such as facial images using mobile devices. This data is used to accurately and quickly confirm customer identities. Each onboarding includes multiple biometric verifications to guarantee

thorough identity checks, incorporating OCR, liveness detection, and face extraction.

On the ABIS side, a new module was developed for Onboarding and Investigation. It utilizes traditional DOT Servers and adds a persistence layer and new features to the ABIS user interface. This crucial component allows the collected data to be stored reliably and efficiently over time, enabling the system to check and detect any irregularities on the submitted document during onboarding.

Reducing barriers to banking services

- Enhance social inclusion through **biometric technology**
- Provide a **user-friendly experience** to enhance customer satisfaction

By using biometric technology, Banco Estado Chile has made banking accessible to individuals lacking traditional identification documents or those with disabilities. The system supports visually impaired individuals and others facing challenges with conventional onboarding processes.

The user-friendly process ensures customer satisfaction by allowing them to be onboarded through their mobile devices

without needing to visit a branch. Real-time processing and verification streamline the user experience, allowing immediate access to banking services. The use of existing mobile devices for capturing and verifying biometric data minimizes the need for additional infrastructure investments.

Before

Time-consuming manual processes

Cumbersome paperwork and multiple branch visits

Exclusion of individuals especially those residing in remote areas without resources to go to a bank

After

Real-time biometric processing

Digital onboarding via mobile devices

Bank access for all individuals regardless of their socioeconomic background or physical abilities

Security as a Priority

Biometric data ensures high accuracy in identity verification, significantly reducing the risk of fraud. Active and passive liveness detection confirms the presence of the individual during onboarding.

Efficient Customer Onboarding

Innovatrics DOT facilitates secure and hassle-free customer onboarding, reducing the need for physical visits and paperwork. Such a system makes onboarding faster and more convenient than the usual branch visit.

Easy Scalability Minus the High Cost

The use of existing mobile devices for capturing and verifying biometric data minimizes the need for additional infrastructure investments. The system is designed to handle 10 million users and process up to 50 onboardings per minute, ensuring it can manage high transaction volumes effectively.

About Us

We are an independent EU-based provider of multimodal biometric solutions. Our algorithms consistently rank among the fastest and most accurate in fingerprint and face recognition. Since 2004, we have partnered with all types of organizations to build trusted and flexible biometric identification solutions. Our products are being used in more than 80 countries, benefiting more than a billion people worldwide.

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