

CHANNEL
OPTIMIZATION

VIDEOIDENT

Convenient and easy online identity verification

Have you ever considered to open a bank account on the fly? It's no problem with Videoident.

Up to now, anyone who wanted to set up a bank account, had to either visit a branch in person or resort to identity check services offered by third parties. In Germany, for instance, the post office was the only third party to offer a legally accepted identity verification service for many years. Since March 2014, the Federal Financial Supervisory Authority (BaFin) also permits Germans to use a much more convenient alternative: remote identification via video transmission. The process defined by BaFin allows to carry out the required identity verification from the convenience of your home or anywhere else, at any time.

The Arvato solution Videoident allows you to offer this very service to your customers. Our team has received special training, and our identification verification process meets all BaFin requirements. Your customers can have their identity checked by our staff directly via their browser – with no additional plug-in required – independent of opening times, from the convenience of their home, using their smartphone, tablet or PC.

Videoident helps avoid troublesome media disruptions and guarantees a positive customer experience. Arvato's video-based identity verification service is not limited to the opening of accounts; it is a service solution that could also be useful for other industries and products which require an identity check. [↘](#)

VIDEOIDENT

- © Identity verification is handled without media disruption
- © Customer identities are checked quickly and conveniently
- © The solution is scalable, quickly adaptable to new requirements, and compliant with BaFin regulations of the actual Circular 3/2017 GW
- © Applications can be completed directly online

Easy integration

Videoident easily integrates into your existing processes. You can offer your customers the service in the form of a separate landing page or simply integrated on your homepage via iFrame. Of course, it's also possible to implement an independent app for mobile devices, or to integrate the service into an existing app with the aid of a software development kit.

Customer benefit

Videoident offers you a quickly integrated and customer-friendly solution. Your customers can now complete their application online without media disruption. This service also significantly lowers the drop-out rate.

Consumers also benefit considerably from our solution, resulting in a positive service experience. Clicking on a button or a link is all the customer needs to do to be connected to an available video agent. Customers can have their identity verified directly online; no software installation or complex registration procedure is required. The BaFin-compliant process usually takes up to five minutes, and can be offered around the clock. Your customers benefit from a simple, easy-to-handle and quick solution that they can use whenever they choose.

OUR EXPERTISE, YOUR BENEFITS

- ◎ Direct integration into your website or apps
- ◎ Available for a range of devices
- ◎ Processing of international identification documents by a specially trained team
- ◎ Digital storage possible within the scope of the applicable legal regulations
- ◎ High level of data security guaranteed

Any further questions? Please get in touch with us.

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We build on technology and profound experience to create a differentiated experience for your customers and greater trust for you. But most important for your success are our 45,000 employees, who make sure that customers are satisfied at more than 100 sites in 27 countries and in 35 languages.

Driven by technology. Differentiated by experience. Powered by people.