REAL**RES**™

RealRes is a fully digital system that allows for an immediate and authentic Proof of Residence to be created for a customer, given the customer's input of their current physical address. This negates the need for a client to provide their documents proving their address when opening accounts or initiating new relationships with any organisation.

RealRes is created through the comparison of a provided address against one sourced through a data aggregation exercise. The use of sophisticated algorithms compare the declared address to existing records at credit bureaus and on government databases and provides a match with a confidence level.

This pioneering digital transformation, which is first to market, aims to simplify and shorten the validation process for the consumer, as well as improving the customer experience while meeting the mandatory FICA requirements and eliminating the risk of fraud.

Core Benefits:

- Time-saving ensuring the onboarding process is quick and efficient, allowing for a customer's account to be opened and activated through a single interaction.
- Eradicates the need for the customer to provide a Proof of Residence document during the account opening process.
- Completely digitises a once lengthy and paper-based process that has been heavily reliant on the customer.
- The document and process is FICA Compliant and meets with the desired regulations, as well as being tailored for organisation-specific requirements based on the internal risk appetite and processes.
- Reduces the risk of fraud and document tampering.
- A cost saving initiative.
- Offers a sophisticated rules engine with algorithms that compare a declared address to existing records at various sources with a multitude of configurable rules, including setting rules on the best quality and or best pricing available. In addition, the rules engine offers verification at a geo-location level to compare addresses.

REALRES ™

- The service is completed via a third component, being the OCR of an image of the customer's Proof of Address, to extract the data and validate the authenticity of the document against our unique library of the most common address documents used in SA.
- The service creates a unique digital proof of address record for a customer, with the output being a PDF for digital storage.

Tired of endless paper trails and lengthy administration processes? RealRes is the ideal solution for any organisation that requires potential customer validation. It is quick, easy and takes you into the exciting, ever-evolving world of digitalisation.

Should you require additional details relating to RealRes, our team is on hand to assist. Please email us at info@e4.co.za.

We look forward to hearing from you.

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