



Transform your KYC operations

Improve customer experiences

Reduce costs

Enhance compliance



Financial institutions (FIs) and Fintechs are increasingly under pressure to reduce the cost of compliance while meeting strict standards. Constrained budgets, difficulty finding investment for new technologies and solutions, while simultaneously attaining and retaining skilled talent, provide further challenges.

KPMG LLP has a well-established track record of helping alleviate this pressure and improving operations by utilizing a KYC approach that is focused on creating operational efficiencies which, in turn, reduce the cost of compliance. Technology-led processes, enabled by AI and automation, help overcome these challenges by enhancing KYC operations without compromising key priorities. When delivered successfully, KYC is transformed from a cost center to a revenue-generating function.



Deliver efficient technology

through a configured platform, smooth third-party integrations, and highly experienced professionals.



Reduce operational costs

through a technology-led approach to process optimization and leveraging top talent.



Enhance compliance

of current and future regulations, reducing risk to your organization.



Increase revenue

by deepening and sustaining client relationships to foster growth, while achieving ongoing compliance.



Financial crime compliance costs rose for 99% of FIs last year, reaching \$61 billion in the U.S. and Canada alone¹. KPMG has the experience and knowledge to help clients reverse this trend.

The KPMG approach: End-to-end KYC Managed Services

KPMG combines **AI** with **operational and compliance specialization** to help transform your KYC operations from a cost-burden into a tech-driven strategic advantage.



Operational performance

- **40%+ faster processing** with AI-powered workflows and client screening, digital outreach, policy chatbots, SOW automation, and automated transaction reviews.
- **KYC reporting suite** provides clients and our delivery team with key insights to help improve the KYC program and drive efficiencies.



Cost optimization

- **Up to 50% cost savings** via our global delivery model (6,400+ Managed Services professionals across 16 centers).
- **40% lower attrition** than industry averages, reducing rehiring/training burdens.



Regulatory confidence

- **95%+ quality scores** attained by leveraging an established quality program that includes the KPMG QC accreditation program, and delivery teams that are staffed with seasoned KYC professionals.
- **Established training program** for both new hires and experienced professionals, including Financial Crimes University which contains up-to-date and relevant financial crimes related to KYC requirements.



Smooth integration

- **Platform-agnostic** solutions that work alongside your existing tech stack.
- **Dedicated clean rooms** and SOC 2-compliant data security.

An established KYC lifecycle approach

	1	2	3	4
Stage	Data acquisition	Risk assessment	Customer outreach	Quality review
KPMG role	Maker	Maker	Outreach	Approver/QA
Key activities	Automated data verification from 100+ global sources.	Assess customer risk profile through internal and external data sources.	Digital engagement (e.g., secure portals, chatbots) to reduce drop-offs.	Risk-based QC and QA audits focused on decision accuracy, not just data collection.
Key benefits	Gain efficiencies that reduce average handle-time.	Heighten risk understanding and mitigation.	Improve communication and customer experience.	Enhanced decision-making for high-quality results.

The KPMG difference

Our global team's deep grounding in risk and compliance is supplemented by extensive industry and regulatory experience, a well-established and trusted methodology, and leading technologies. These capabilities are further enhanced by accelerators such as analytics dashboards, procedure checklists, and customizable RFI templates.



Scalable technology

A data-driven, technology-led approach utilizes AI and automation to enhance processes.



First Time Right

Policies and regulations drive requirements to create an enhanced customer experience.



Operational performance

Efficient execution through AI-workflows, streamlined processes, and quality assurance framework.



Outcome-driven metrics

ROI tracked via throughput, productivity, and turnaround time.

Our global network of delivery centers supplies 24/7 access to skilled resources, which helps minimize the challenge of staff attrition and gives you the ability to flex up or down as needed.

With our established track record of streamlining operational processes and driving cost efficiencies, financial institutions trust KPMG to help enhance their back-office KYC operations. Transforming KYC programs involves more than just adopting new technology and refining processes—our trusted professionals, with extensive experience across all client segments and top-tier banks, integrate thoroughly with your team. Leveraging deep industry knowledge and innovative tools, KPMG helps you deliver transformational KYC capabilities.

Act now

Let the KPMG Managed Services team become an extension of your operations—transforming your compliance function into a strategic technology-first operation.



Flexible automation



Increased digitization



Reduced cost of compliance



Improved customer experiences



Thomas P. Keegan

Principal, Advisory
Managed Services
T: +1 212 954 7880
E: tkeegan@kpmg.com



Bassam Khattab

Partner, Advisory,
Managed Services US Leader
T: +1 212 954 3388
E: bkhattab@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

Learn about us:



kpmg.com

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2025 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.