Global Bank Decreased Fraud by 90%
After Using IDmission Biometric Technology

Facing Account Visibility and Fraud Detection Challenges

With a mission "to help people and businesses prosper," Santander Bank knew they needed to find a solution that would give Mexican citizens full visibility into their accounts while taking high-security measures to cut down on fraud. In order to set their clients up for financial success, Santander Bank needed to create easy ways for individuals to bank in-person, online and on mobile devices.

After engaging IDmission to implement its advanced biometric technology in 2018, Santander bank began to see an immediate decline in fraudulent activity despite the increased enrollment and activity in client pension accounts.

90% reduction in fraudulent activity	**20 million** users enrolled in pension program	**11** pension administrators connected

About Santander Bank

Santander Bank treats you and your money the way we all want to be treated—with respect. Founded in Northern Spain in 1857, the Santander Bank has grown to have over 37 millions customers. Over the years, the bank has expanded to have branches in 10 different countries and 21.6 million customers actively using their mobile services.

Industry: Banking
Company Size: Enterprise
Location: Mexico

Challenges in Banking Security and Account Usability

Santander Bank was tasked with an innovation project that would make the Mexican pension program easier and more secure for customers. It is mandatory to enroll in the Mexican pension program if you are a Mexican worker. After enrolling into the pension program, workers should be able to have access to their account information just like they would with any other regular bank account. This wasn't the case for many Mexican workers. Many individuals had issues seeing full visibility into their pensions savings information and this frustrated customers. In addition to this, customers had difficulty scheduling a consultation to get their questions answered with someone who had more information about the pension program.

When Santander Bank took on this innovation project, they began to recognize different common themes about the problems they were facing.

Issues Santander Bank found:

1. **Many individuals didn't have easy access to information about their pension account.** Most people do not know how to access their account. This has proven to be a major problem because when citizens reach the age of 65, they can't find the necessary information about their pension account when they need it most.

2. **There were many cases of identity fraud.** It is difficult to validate official ID's from Mexico. Because of this, submitting fake documents is common practice. This poses a big security issue to the government.

3. **There wasn't a robust remote identification system set in place.** Without having a secure way to give information remotely, individuals could easily submit false information to the system.

An ISO Compliant Solution with Biometric Validation Capabilities

After doing extensive research, Santander Bank decided to incorporate IDmission biometric technology into its operations to alleviate the challenges they were facing. Because IDmission is ISO compliant and has biometric validation capabilities, it matched the exact needs for the innovation project.

Solutions IDmission provided:

- **Secure visibility into pension accounts** - IDmission deployed a large application that connected 11 pension administrators in the ecosystem. Users can now make sure that the government is allocating the correct amount into their pension account and has access to their accounts.

- **A system that is ISO compliant** - ISO compliance is a set of guidelines that ensures quality and security standards are met. By adopting the IDmission system into the Santander Bank operations, Santander Bank reduced fraud by 90%.

- **Remote identification capabilities to validate official IDs** - Before using biometric technology, users had to visit a branch to make movement in their pension account. With 5+ million users making movement in their pension account every year, this process needed to be streamlined. Individuals now can remotely deal with their pension account information. To set up a biometric account, users simply need to perform a fingerprint, face, and official identification document scan. When customers enroll into the biometric system, it makes for better overall user experience.

After 6 months of using the IDmission biometric technology, the system has undergone at least 100,000 users and validations. 5+ million people are required to make movement in their pension account every year, and moving to the IDmission system has improved the user experience by not requiring users to physically visit a bank branch.

Today, there are **20 million users enrolled in the pension program by using biometric technology, and there are 2 million users that are utilizing mobile capabilities.** The number of users enrolled through biotechnology is continuing to grow.

> "You cannot imagine the fraud in the country. But by using this infrastructure, it has reduced fraud by 90%. The other 10% is still using a poor biometric system to validate their identity."
>
> **- Santander Bank**

About IDmission

IDmission, a global leader in biometric technology, safeguards companies and its customers against identity theft through fraud detection and identity verification.

IDmission prevents fraud on digital transactions by ensuring that customers are the people they claim to be. Through machine learning, the IDmission biometric system can detect tampered documents and unusual behavior gathered from data patterns before any suspicious behavior occurs. This can save companies millions of dollars in lost revenue from fraudulent activity.

Because IDmission is one of only three global biometric companies that meet ISO compliance, IDmission systems have an unparalleled level of **security, compatibility, and interoperability** compared to other biometric systems.