creditsafe

Protect User Guide

A guide to Creditsafe's AML Screening and Identity Verification Services

Version 6.0 - Last updated November 2022

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Contents

Login

Log in to Creditsafe Protect by selecting it from the left-hand menu.

Home

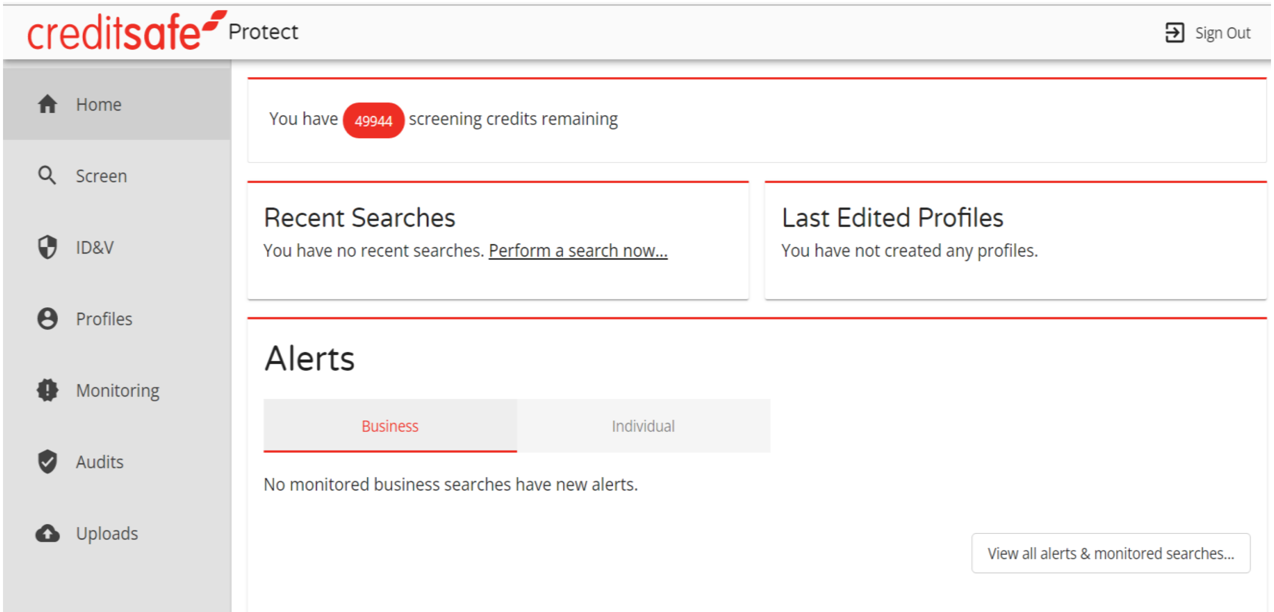
The ‘Home’ tab in the left-hand menu is the overview page where you can get an overview of activity on the product including:

a. Recent searches

b. Last edited profiles

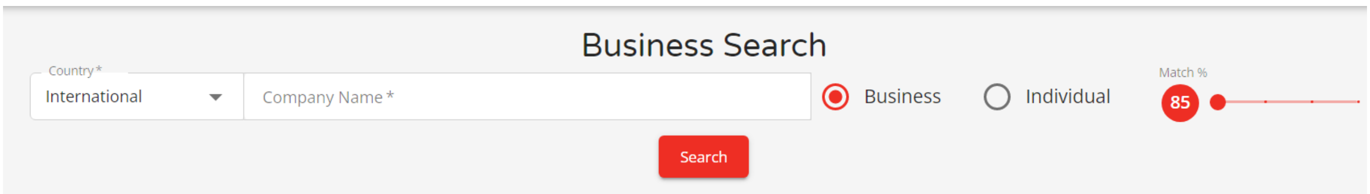
c. Overview of recent alerts

d. View the credits you have available across the platform



Search

As you log into Creditsafe Protect, you will be directed to the ‘Search’ page of the tool.



From here, you can search against LexisNexis World Compliance dataset. Select Business or Individual in the top left-hand corner.Fill in the relevant search criteria and click ‘Search’. Minimum search criteria for a business is ‘Name’. Minimum search criteria for an individual are ‘First Name’ or ‘Initial’ and ‘Last Name’. Remember that the less information you put in, the broader the search will be, and the more detail you give, the more specific the results will be.

You can also specify the % matching rates you wish to receive as results i.e. 100% matches to the name only.

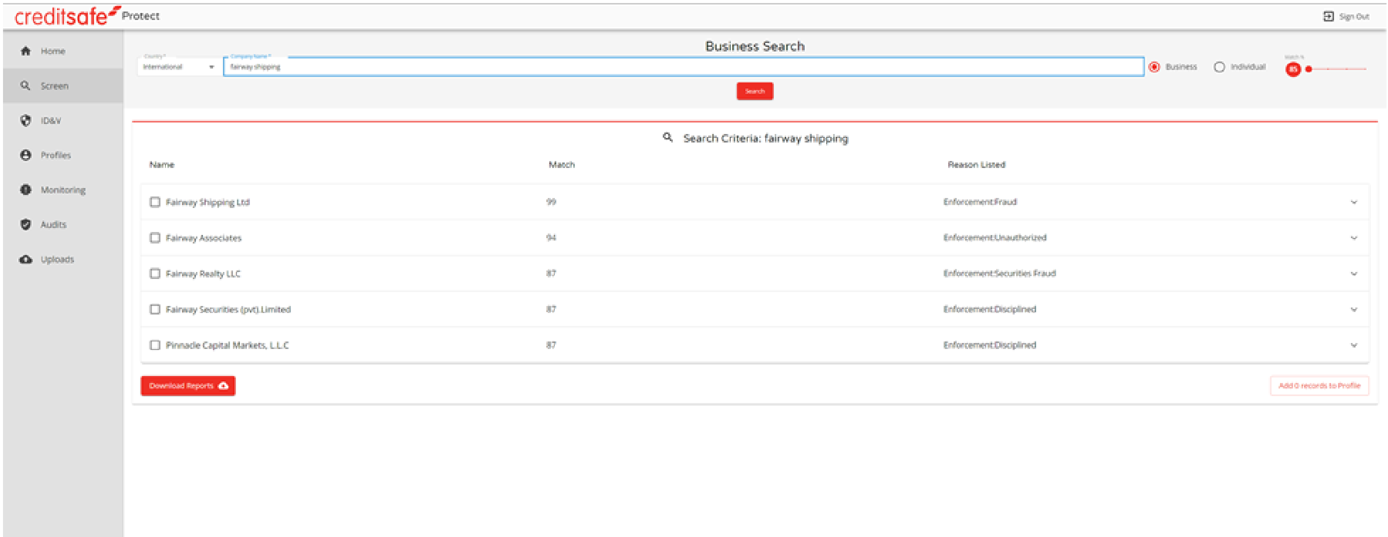
Search Results

Once you have put in your search criteria and hit ‘Search’, you will be directed to the ‘Results Page’. Here you can see the possible matches to your search criteria in LexisNexis World Compliance. For each possible match, you will see:

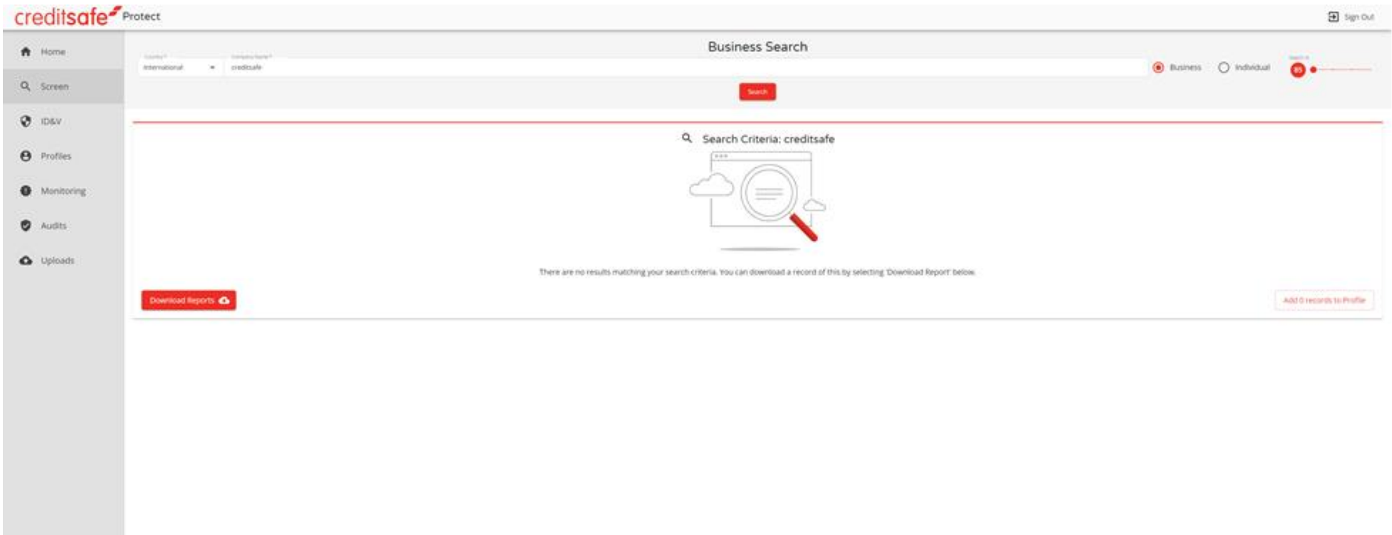
a) ‘Name’ - Entity Name or Individual’s Name

b) Match - LexisNexis’ Match Score (relevancy score based on your search criteria)

c) Reason Listed – The reason the profile exists e.g. Fraud, Disciplined, Sanctioned (full list available in glossary)



If your search returns no results, you will see the following page:



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If you want proof of this search for audit purposes, you can select ‘Download Report’ in the bottom left of the screen. This will generate a ‘No Match Report’ which will state:

a) The full search criteria used

b) The details of the user who completed the search

c) The date and time the search was completed

d) ‘No records were found matching your search criteria’ statement

LexisNexis

Result Summary Report

Created At: 04/26/2020 15:06:52

Created By: 101518961

Creditsafe Business Solutions Limited

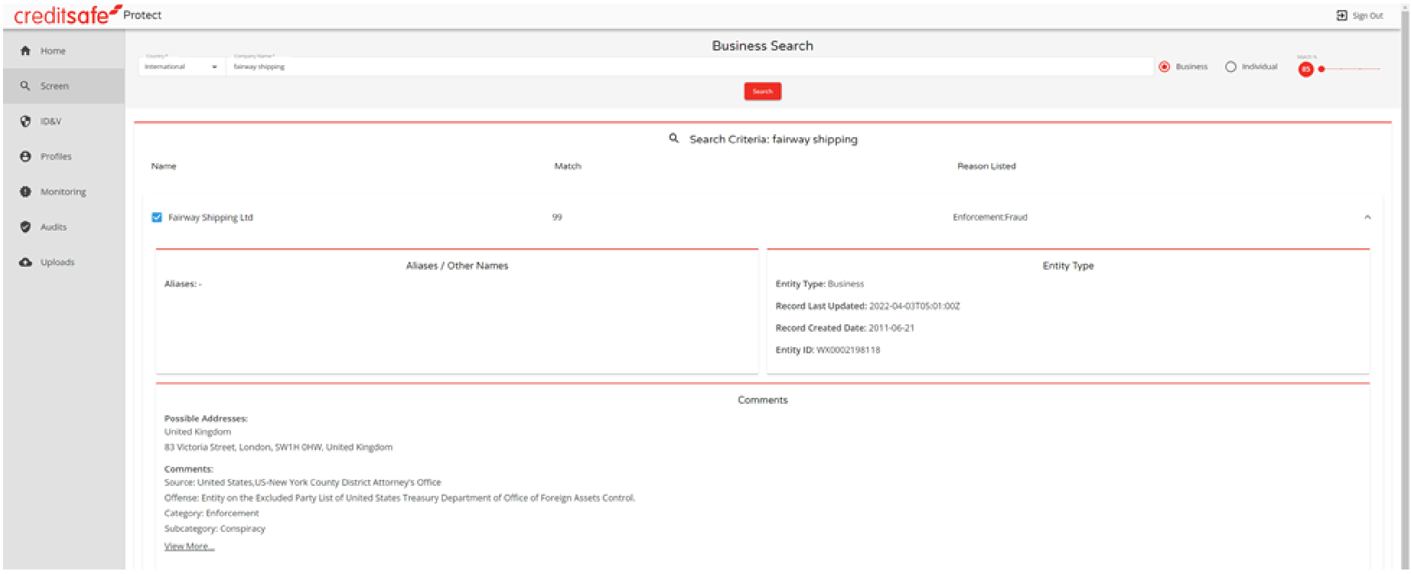
Search Details

Type	Business
First Name	
Middle Name	
Last Name	
Full Name	Creditsafe
Generation	
Date of Birth	
Citizenship	
National ID	
House Number	
Street	
Province	
City	
Postal Code	
Country	
Phone Number	

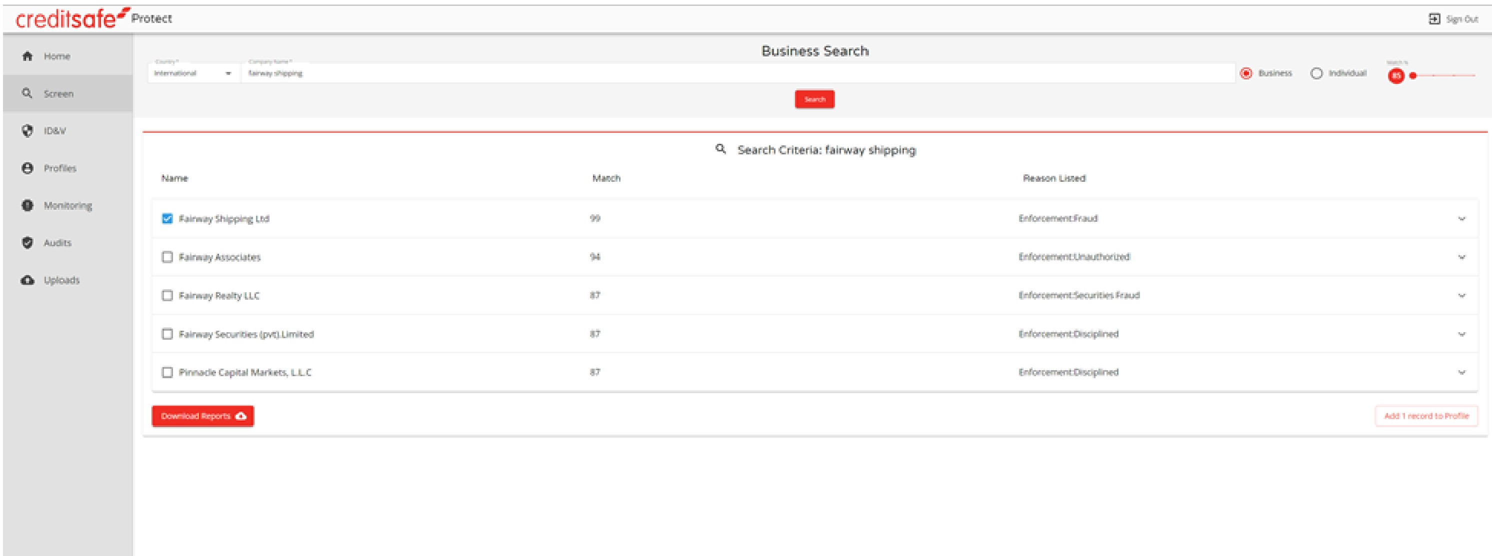
No records were found matching your search criteria.

If you would like to add the search criteria to a Profile, select the button in the bottom right-hand corner.

If your search does return results, you can view further information on the entity or individual by selecting the downward arrow next to the reason listed. This will expand that report allowing you to view more information.



If you would like to download the information on one or multiple reports in one combined PDF, you can do so by selecting the checkbox next to the entity name and then selecting the ‘Download Report’ button in the bottom left-hand corner of the screen.



Selecting this will download a PDF report of the selected entities which displays:

a) The full search criteria used

b) The details of the user who completed the search

c) The date and time the search was completed

d) Records Summary – a list of the selected entities

e) Full report on that entity from LexisNexis World Compliance

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LexisNexis

Result Summary Report

Created At: 04/26/2020 15:16:35

Created By: 101518961

Creditsafe Business Solutions Limited

Search Details

Type	Business
First Name	
Middle Name	
Last Name	
Full Name	Fairway Shipping
Generation	
Date of Birth	
Citizenship	
National ID	
House Number	
Street	
Province	
City	
Postal Code	
Country	
Phone Number	

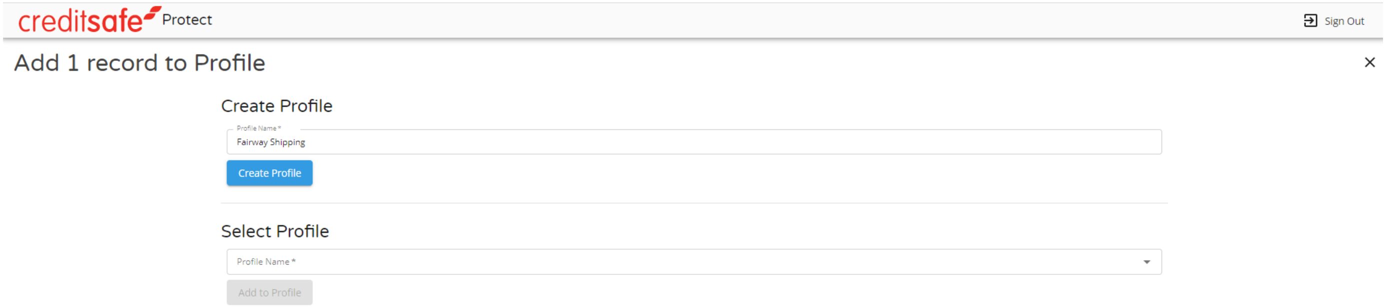
Records Summary

Score	Name	Reason Listed	Source Date
99	Fairway Shipping Ltd	Enforcement:Fraud	2020-04-23T05:01:00Z

'Profiles' in Protect are a way of grouping searches together. For instance, if you were onboarding ABC Corp and you wanted to search the holding company, subsidiaries, directors and shareholders as separate searches but group them all together. Then you would use 'Profiles'. To add an entity or multiple entities to a Profile, just select 'Add # Record To Profile' in the bottom right hand corner.

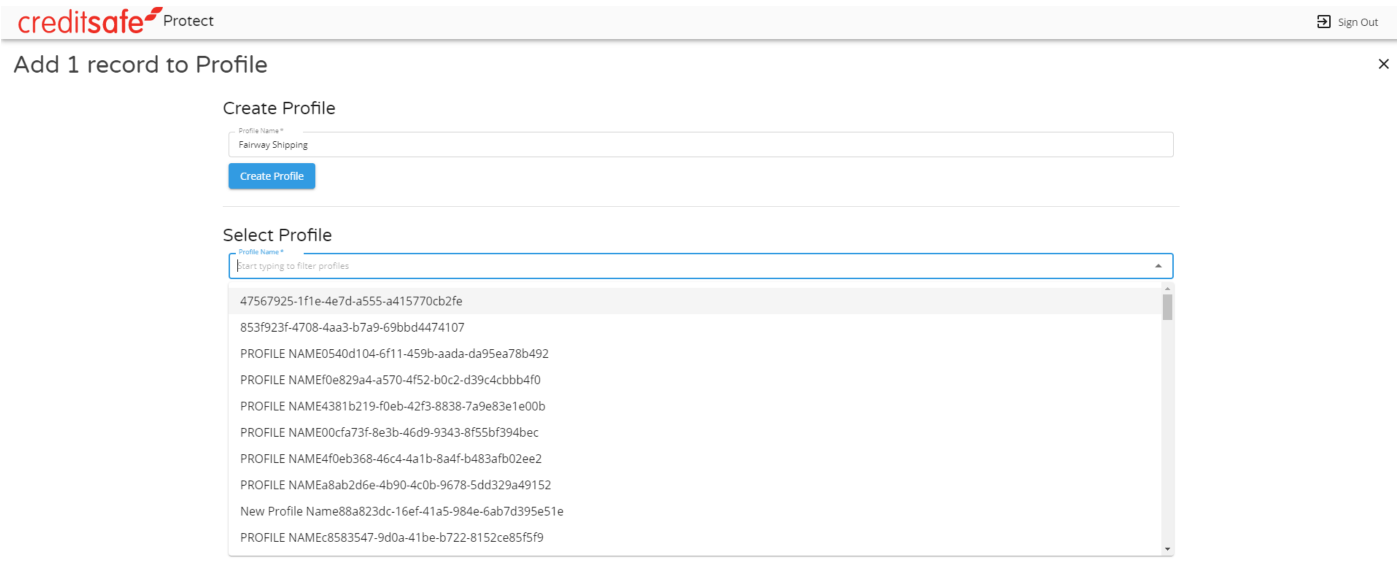
Profiles

You will then be prompted to either “Create Profile” or “Select Profile”.

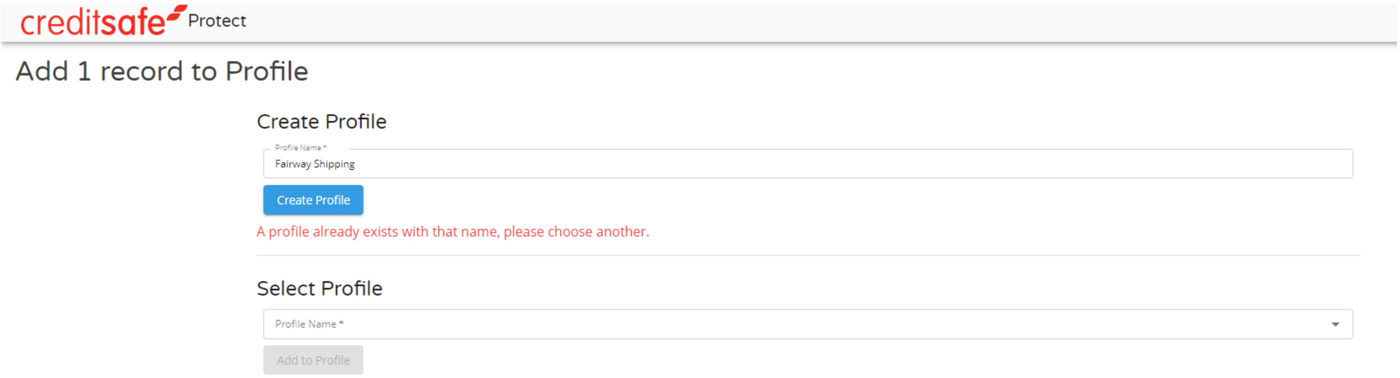


If you have an existing profile that you would like to add the record to, you can select it from the dropdown menu. You can filter existing profiles by beginning to type a Profile name in. Then simply click ‘Add to Profile’.

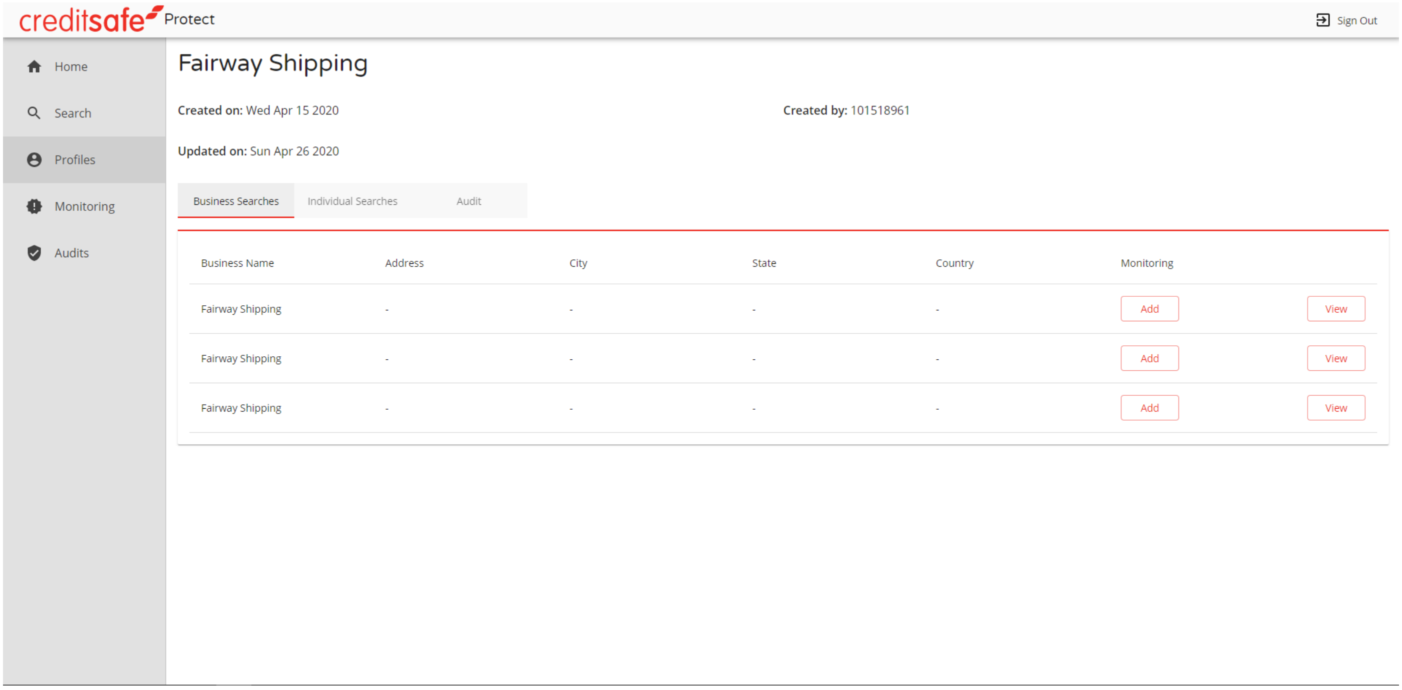
You may choose to create a profile for investigations that did not have any results, to ensure that you can add the investigation to ongoing monitoring.



If you would like to create a new profile, simply type in your chosen name and click ‘Create Profile’. Keep in mind that all profiles must have unique names to avoid duplication for audit purposes.

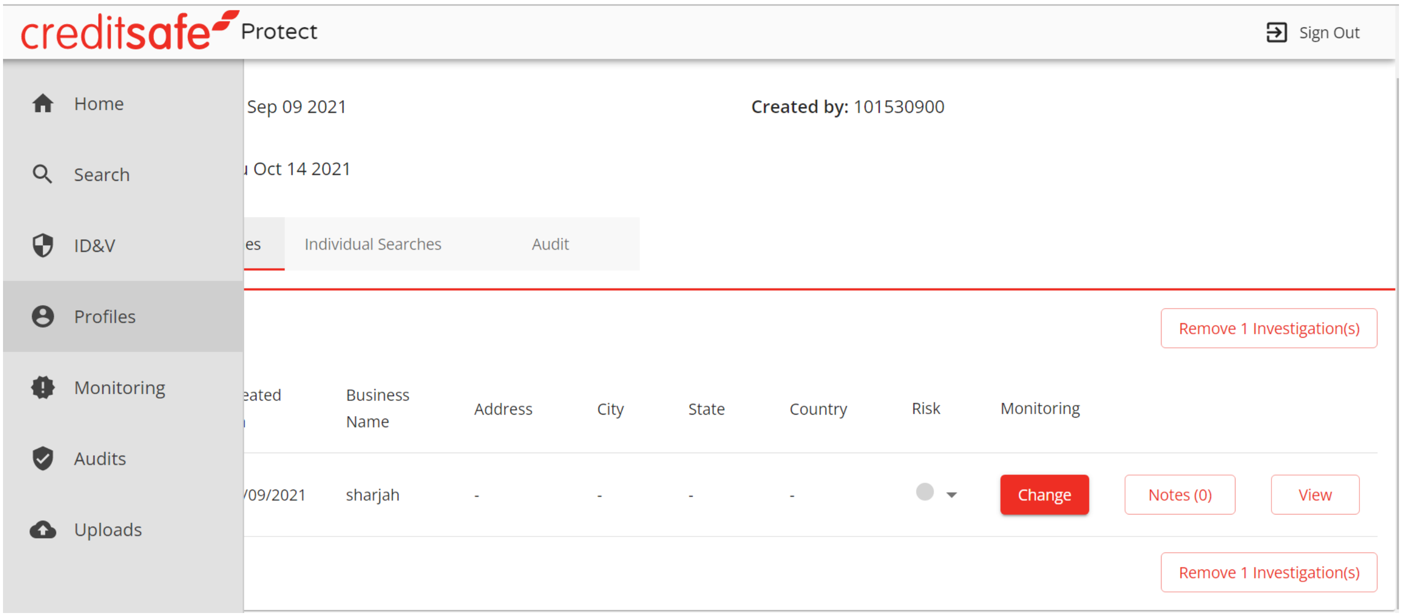


Once you have created or chosen a profile, you will be taken to that profile.

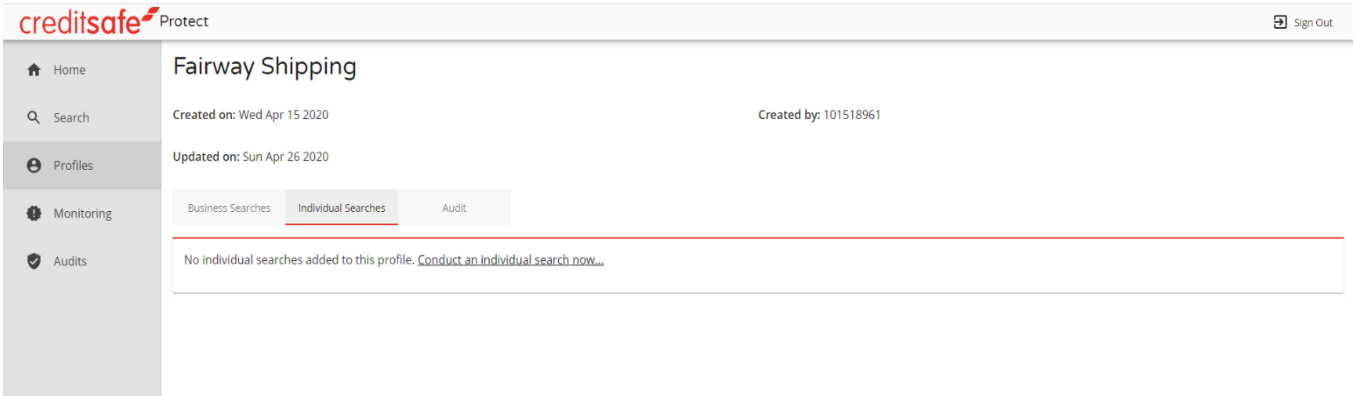


On the profile, you will be able to view all the previous searches including the criteria used split into ‘Business Searches’ and ‘Individual Searches’.

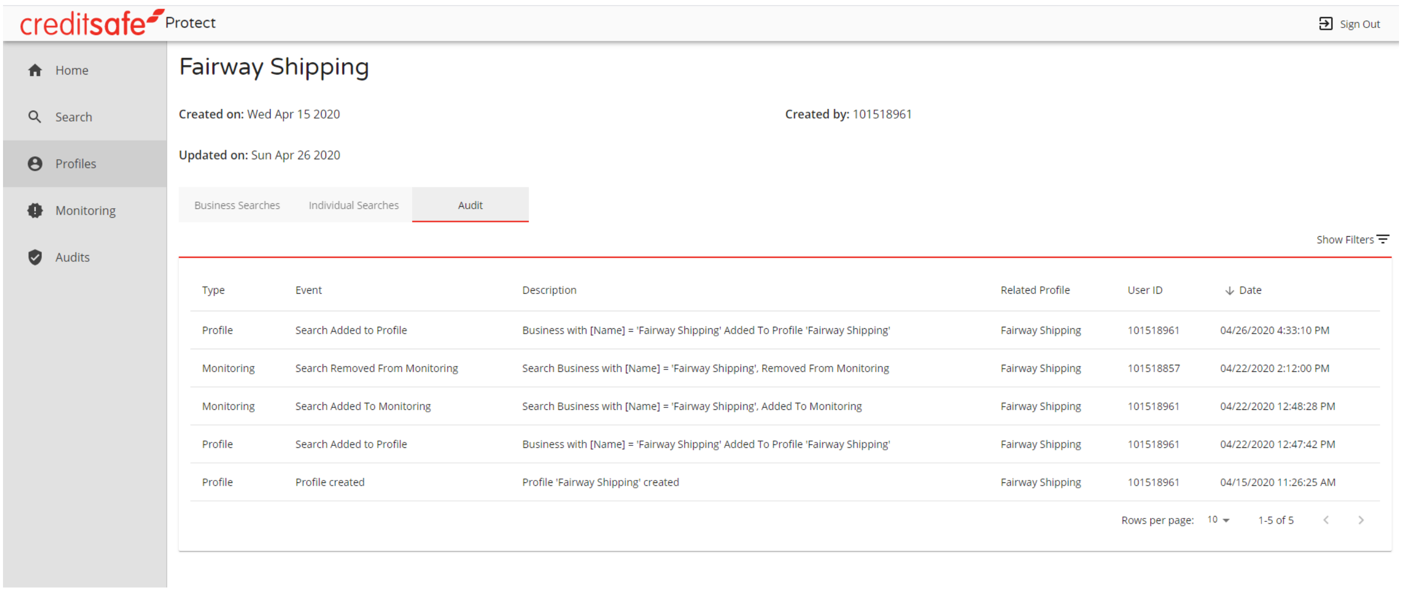
You will also be able to remove profiles and any underlying searches from this screen.



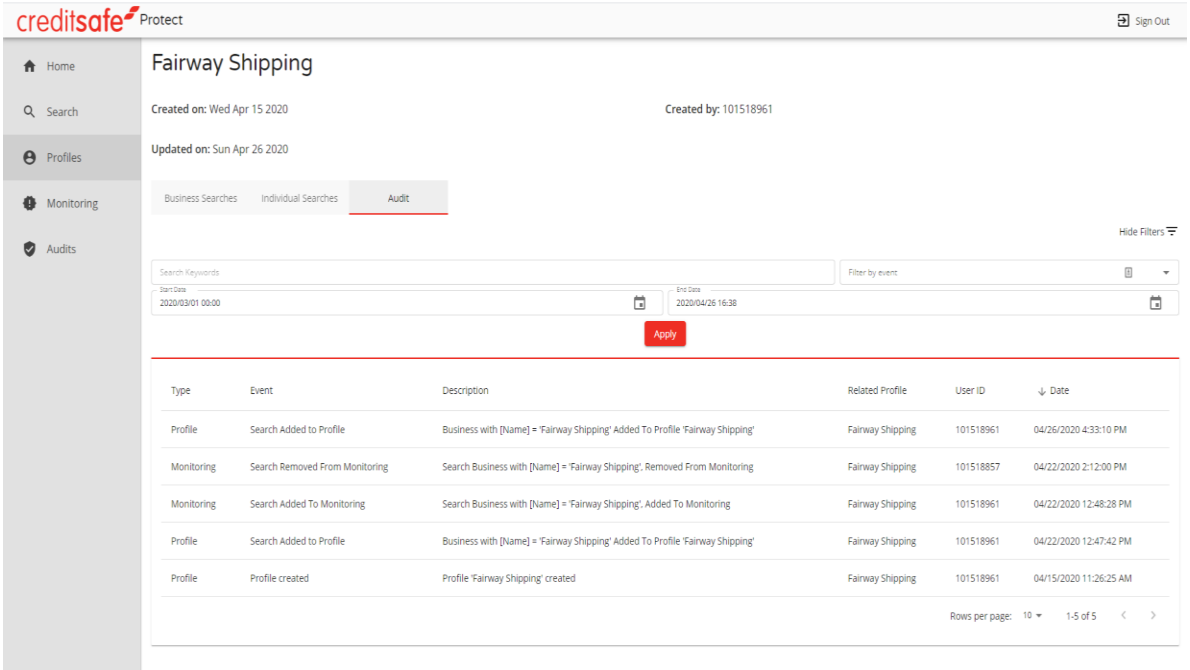
If one of these categories has yet to have a search added, i.e. you have only searched for businesses and not individuals related to the profile, the unused tab will display the below.



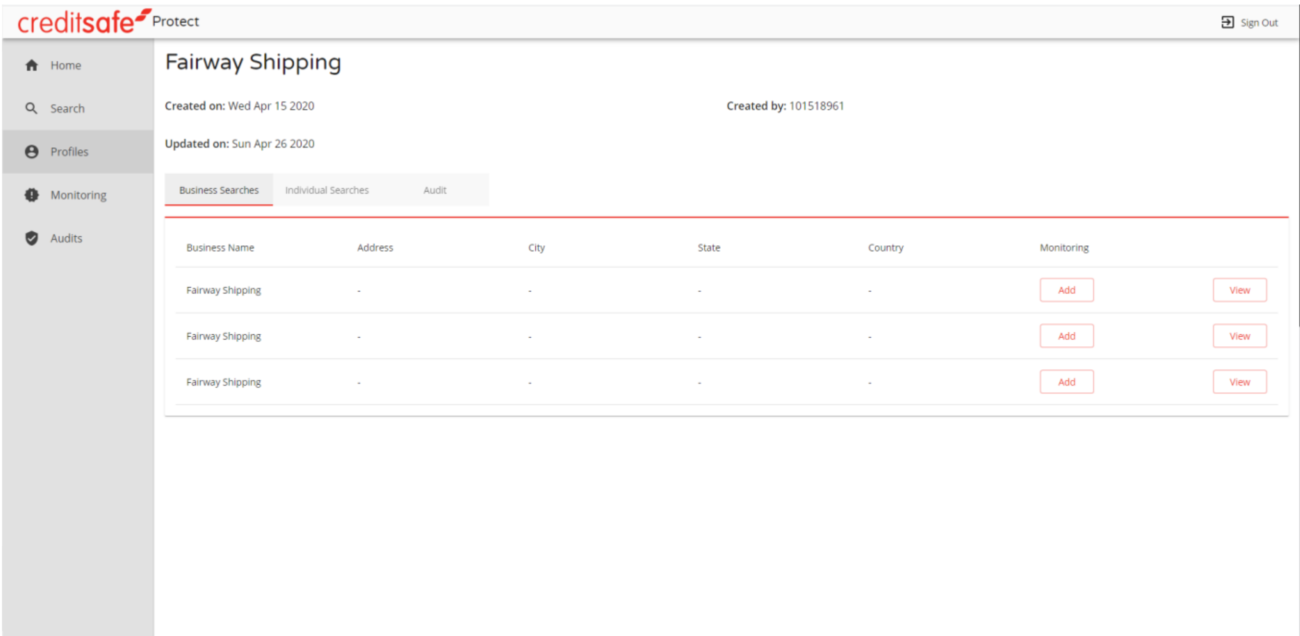
Each Profile also contains a mini audit trail which relates solely to events associated to that profile.



If you want to search the Profile Audit Trail for a specific event, you can search Keywords or Date Range using the ‘Show Filters’ button.



If you want to view the saved information for any of the searches again, select the ‘View’ button alongside any of the entities.

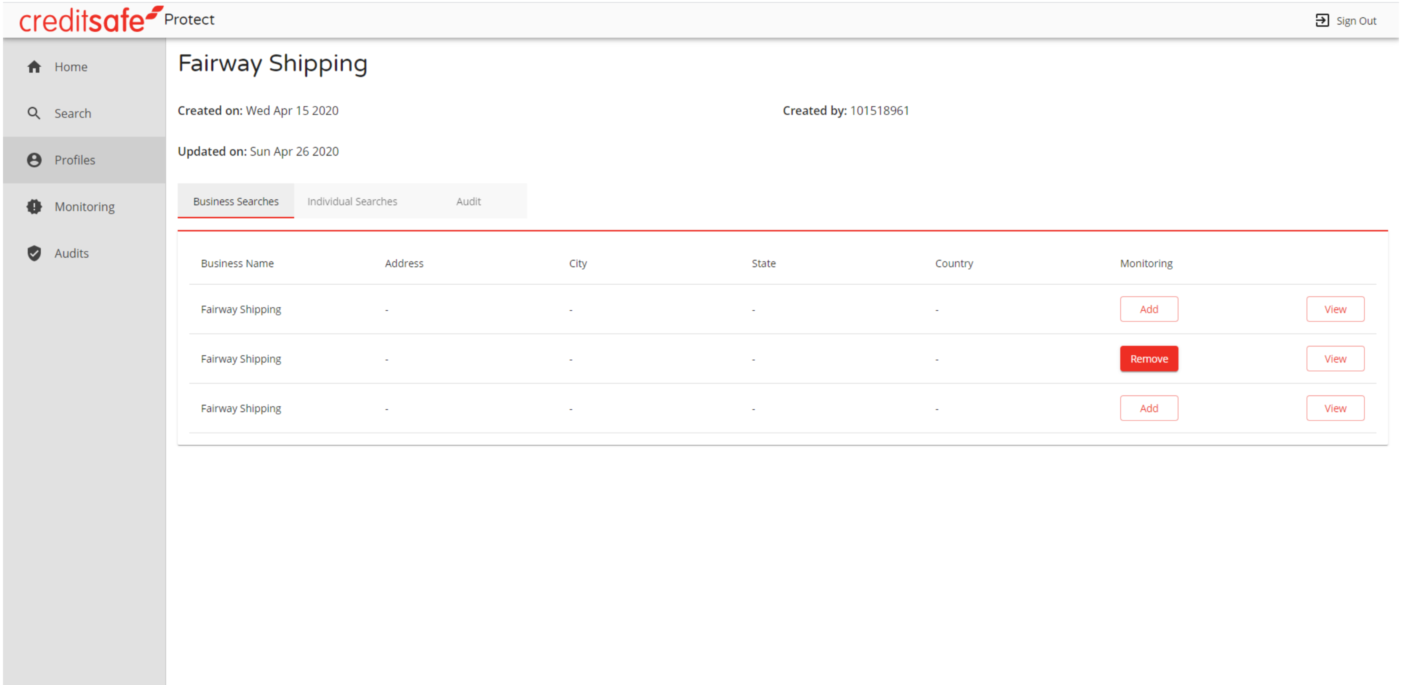


Monitoring

To add an entity to ongoing monitoring, click the ‘Add’ button next to the entity you would like to add.

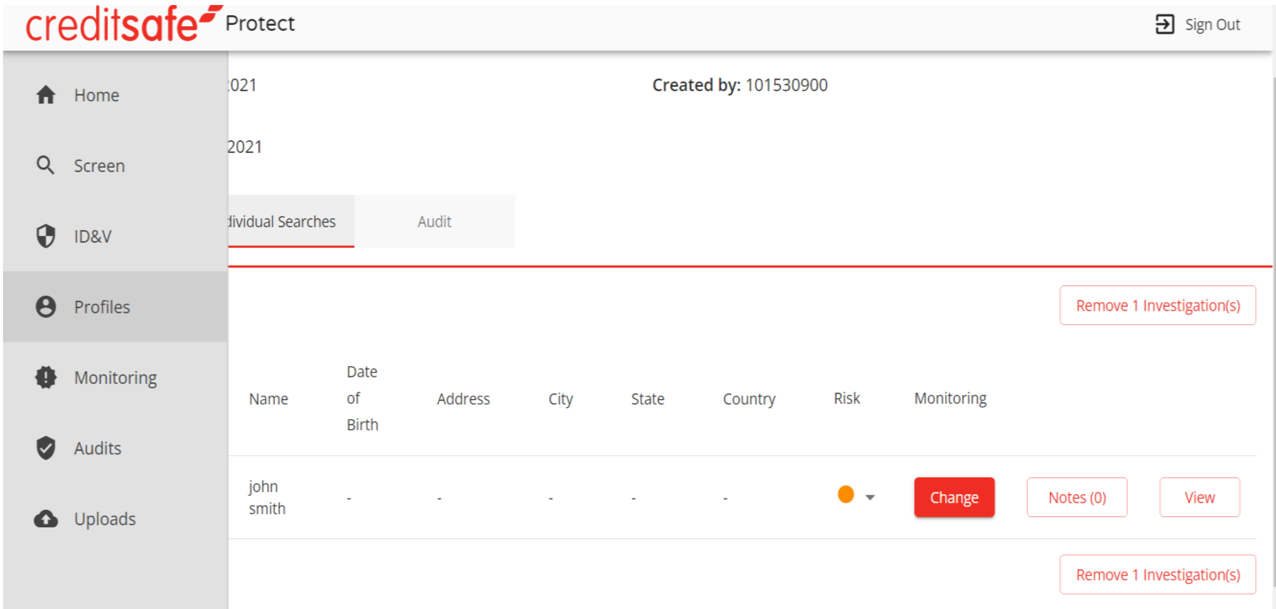
All entries are monitored on a nightly basis. Upon selecting the ‘Add’ button, you will be prompted to select what you would like the monitoring threshold to be. This just means how relevant the results returned will be. For instance, if you choose to monitor ‘ABC Corp’ at 85% threshold, you may get results for ‘ABC Ltd’ or ‘BAC Corp’.

However, if you monitor ABC Corp at 100%, you'll only get notified if there is a profile with the exact same name, including spelling. It is completely up to the user at what threshold they would like to monitor but the vast majority of users recommend 85%. With this in mind, our monitoring automatically defaults to 85%.

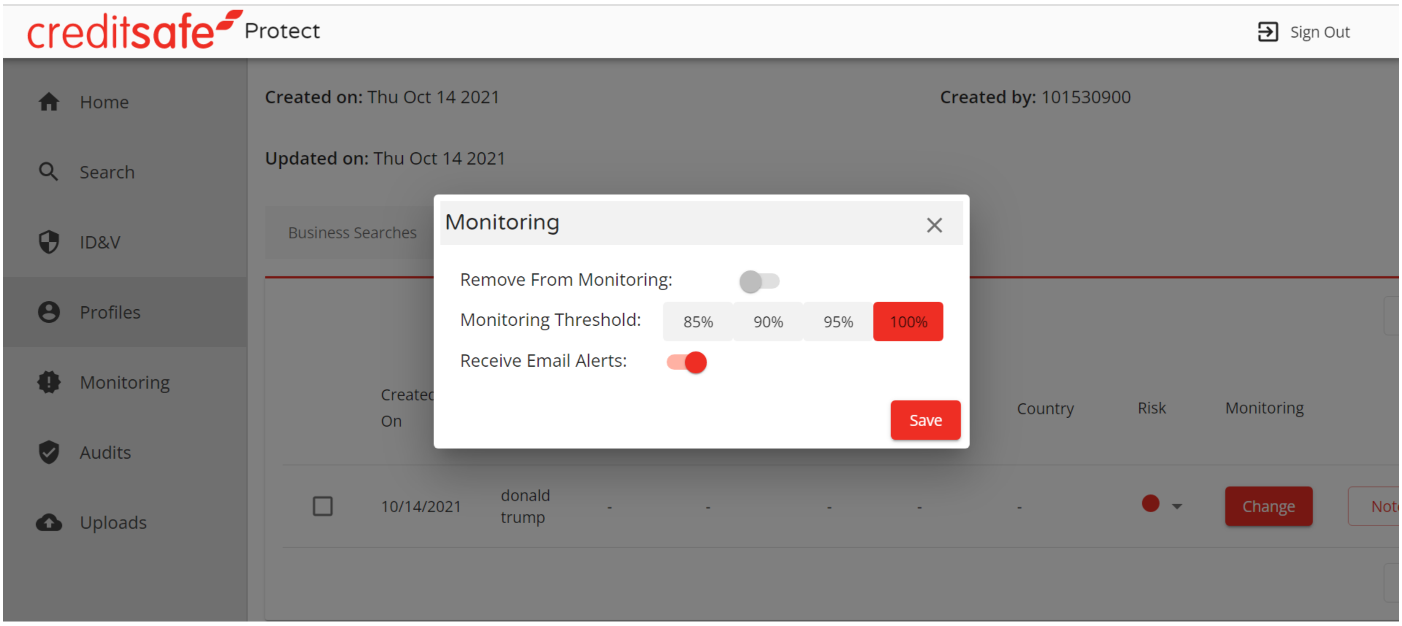


Once an entity is added to monitoring, it can be removed by selecting the same button which will now read 'Remove'.

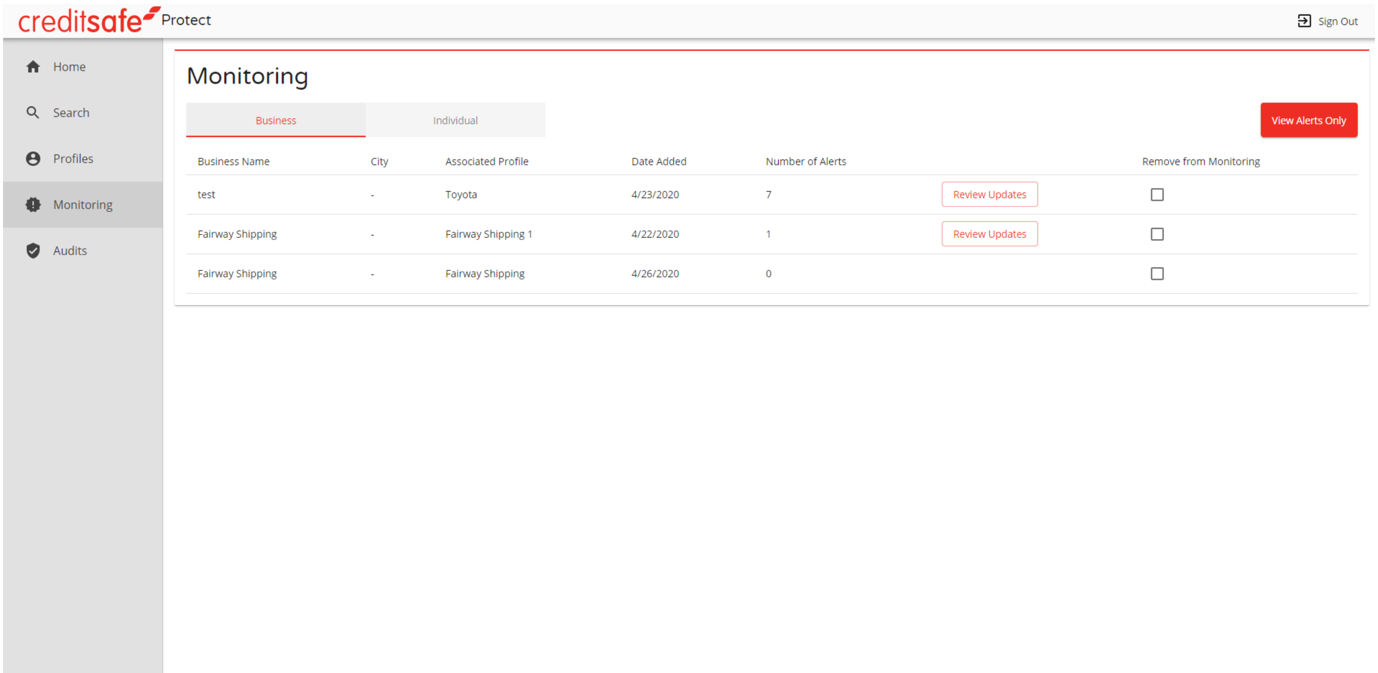
You may also remove the entire investigation by selecting the investigation and clicking on the remove button.



You may also opt-in to receive email alerts for records being monitored, as per below:



To see the full list of entities being monitored, select ‘Monitoring’ on the left-hand menu.



This is a full list of all entities being monitored. If you would like to just see in the entities with alerts, you can select ‘View Alerts Only’ in the top right-hand corner. You can select whether you would like to view Businesses or Individuals by selecting the corresponding tab.

The following information will be displayed for all entities:

a) Business Name/Full Individual Name

b) City

c) Associated Profile

d) Date Added

e. Number of Alerts

If you would like to review any of the updates, you can select the 'Review Updates' button and Protect will display the list of new profiles that may match your search criteria.

Similar to the results page, the 'Review Updates' page will display:

a) Name

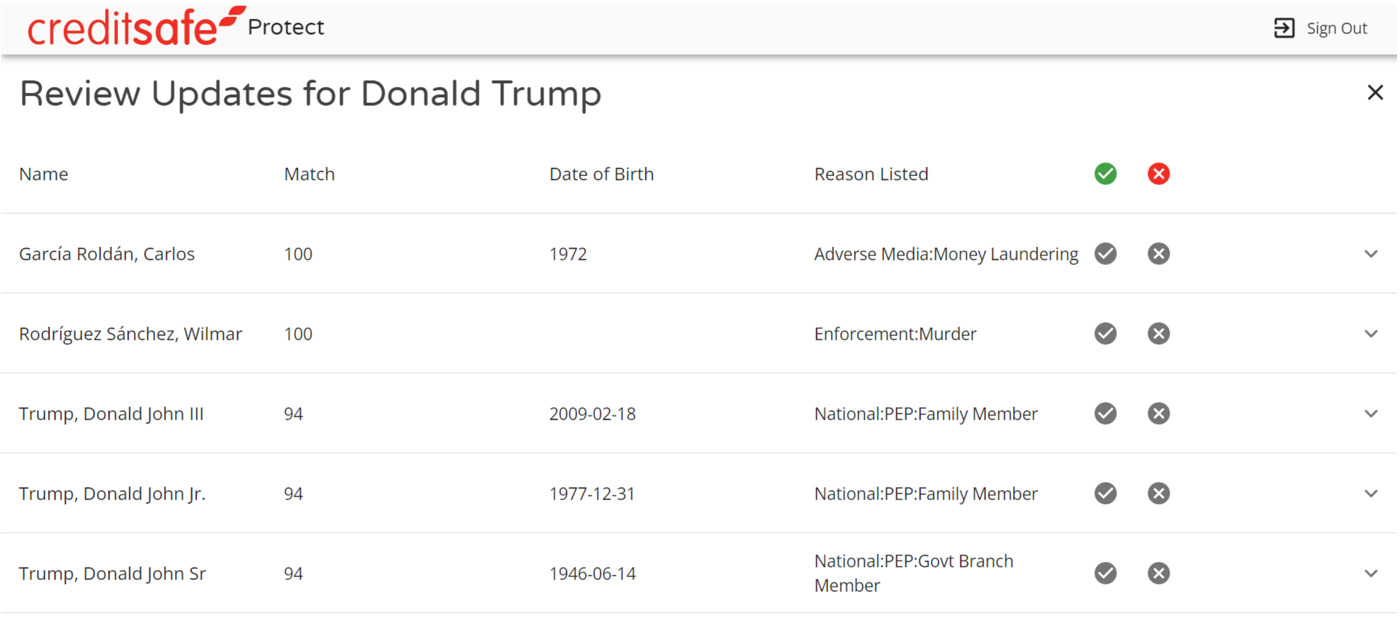
b) Match (Relevancy Score)

c) DOB (Individual Only)

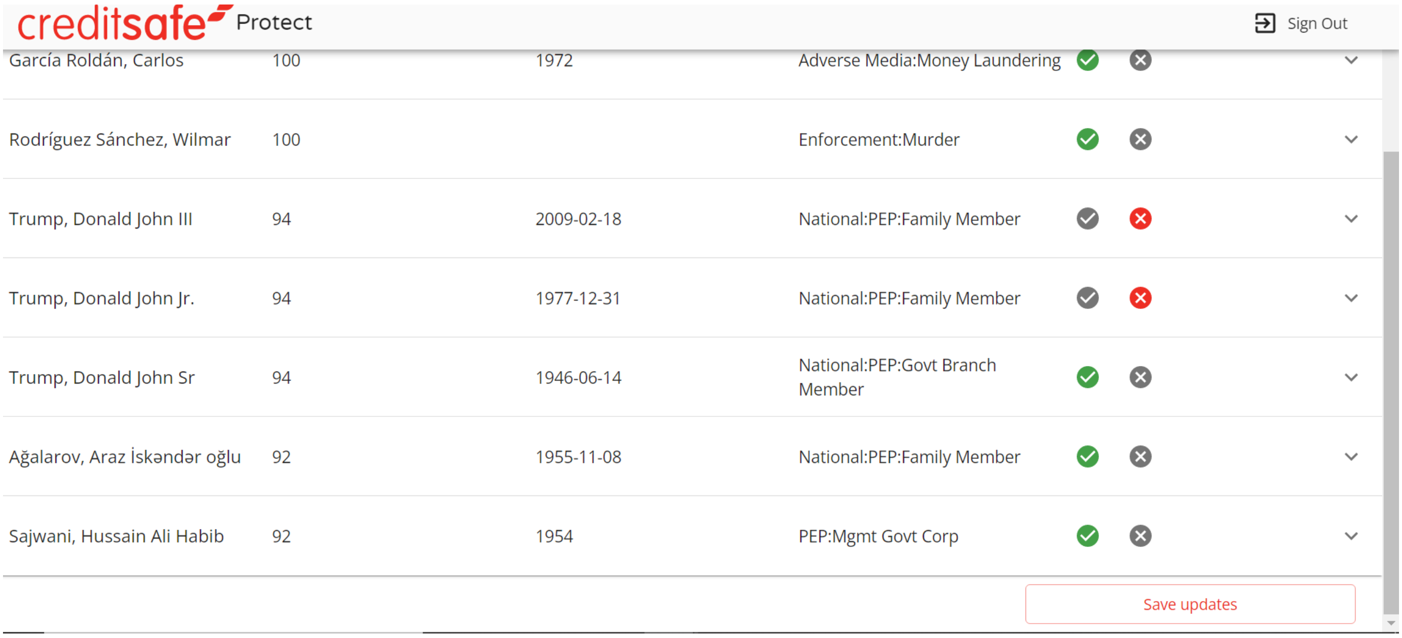
d) Reason Listed

If you want to see further information on any of the entities, you can do so by clicking the entity you would like to view and then clicking again to close it.

If there are any relevant results, you can add them to the profile by checking the "TICK" (true matches/relevant results) on the right-hand side of the record and marking irrelevant results with the "CROSS" (false positives).



You may also use the "TICK" and "CROSS" headers to select all and deselect individual records and then select Save Updates.

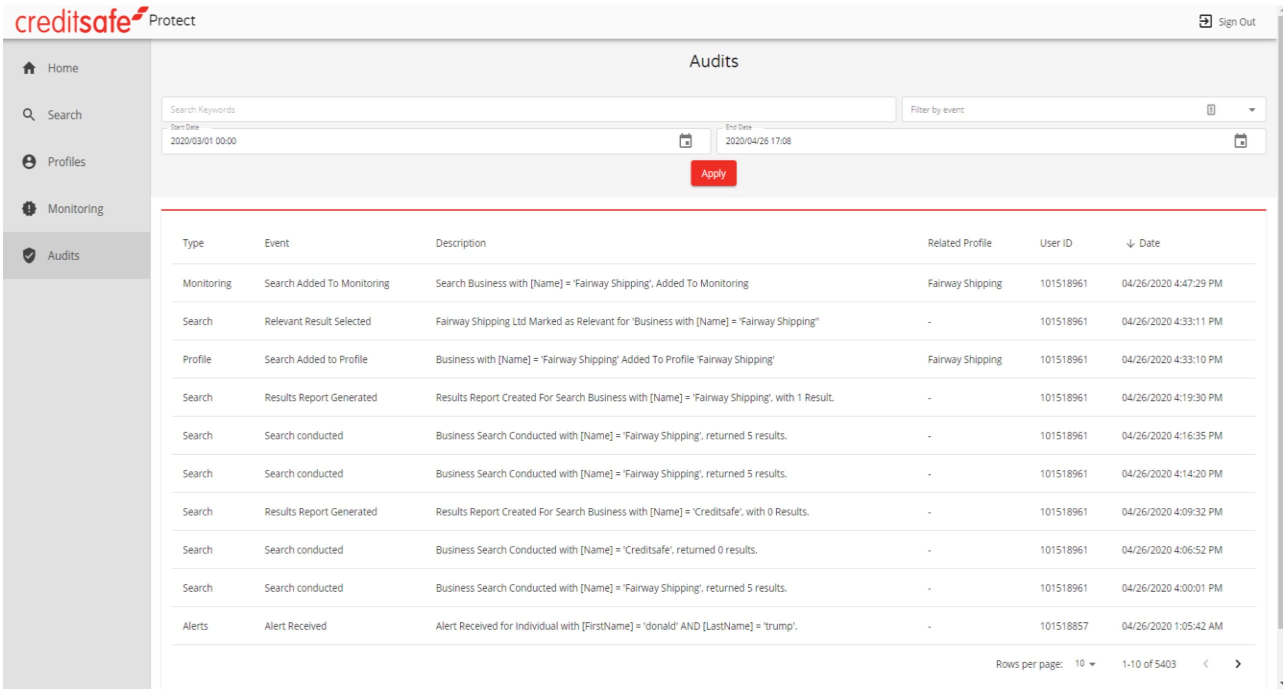


Any potential matches marked as a false positive (CROSS) will automatically be added to an accept list and will not appear in future alerts. If none of the results are relevant, simply click the cross header at the top of the column and 'Save Updates' in the bottom right-hand corner.

You can also use the monitor page to remove multiple entities from monitoring all at once. Click the check box marked 'Remove from Monitoring' and then 'Remove search from Monitoring' in the bottom right-hand corner.

Audit Trail

To view the full audit trail, select 'Audits' on the left-hand menu.



This will direct you to a full list of all activities completed by all users in your organisation. You will be able to see:

a) Type – A broad grouping of the time of events either Monitoring, Search, Profile or Alert

b) Event – A more specific breakdown of what event happened

c) Description – A description of the event that took place

d) Related Profile – The profile linked to the activity

e) User ID – The user who undertook the task

f) Date

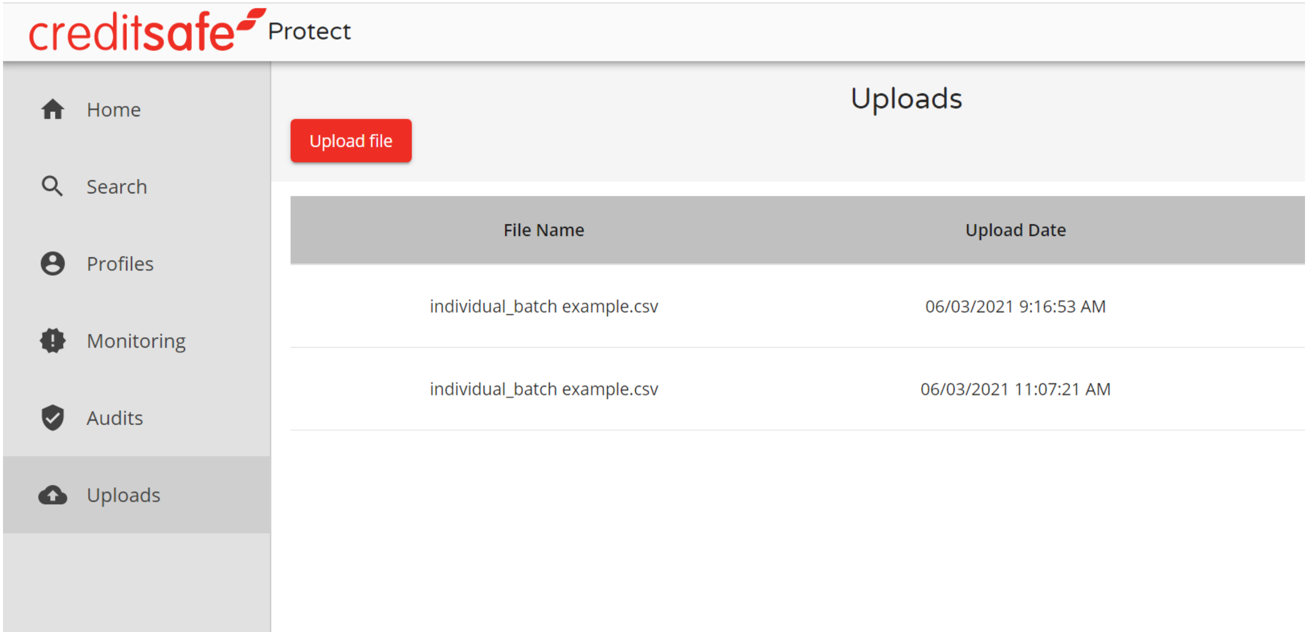
g) Time

The audit trail can be filtered by keywords, event or date & time.

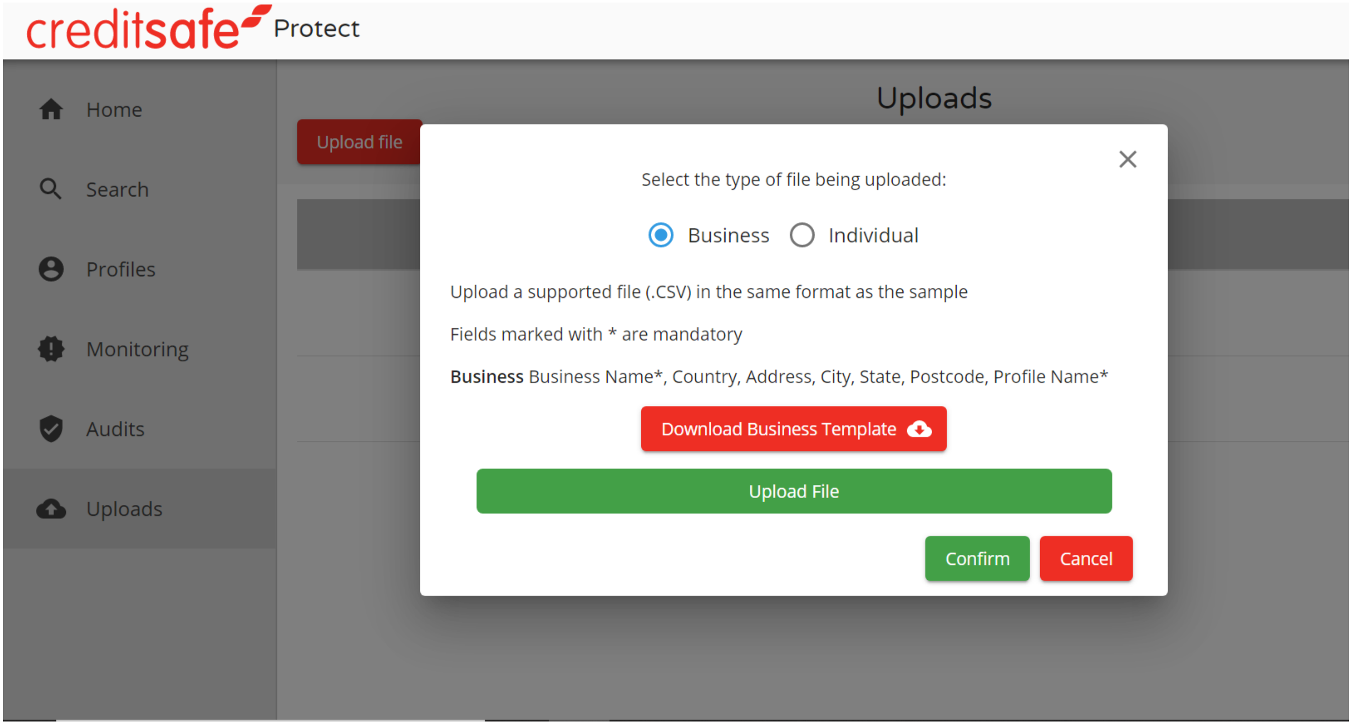
If you want to download the full audit trail, you can do so by selecting the 'Download' button in the bottom left-hand corner.

Uploads

To upload a batch of profile names for screening, select Uploads on the left-hand menu bar.



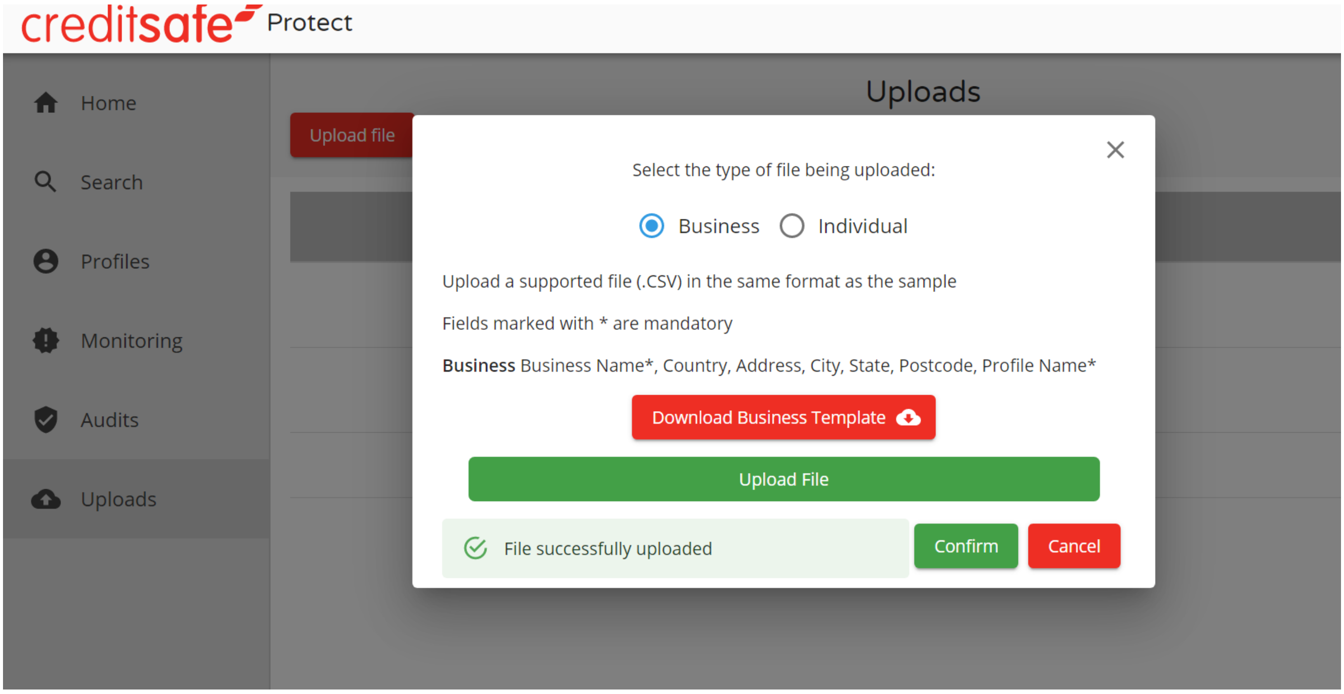
Select upload file and use the radio buttons to select your type of customer profile to be uploaded.



You may download the business template or individual template from the screen.

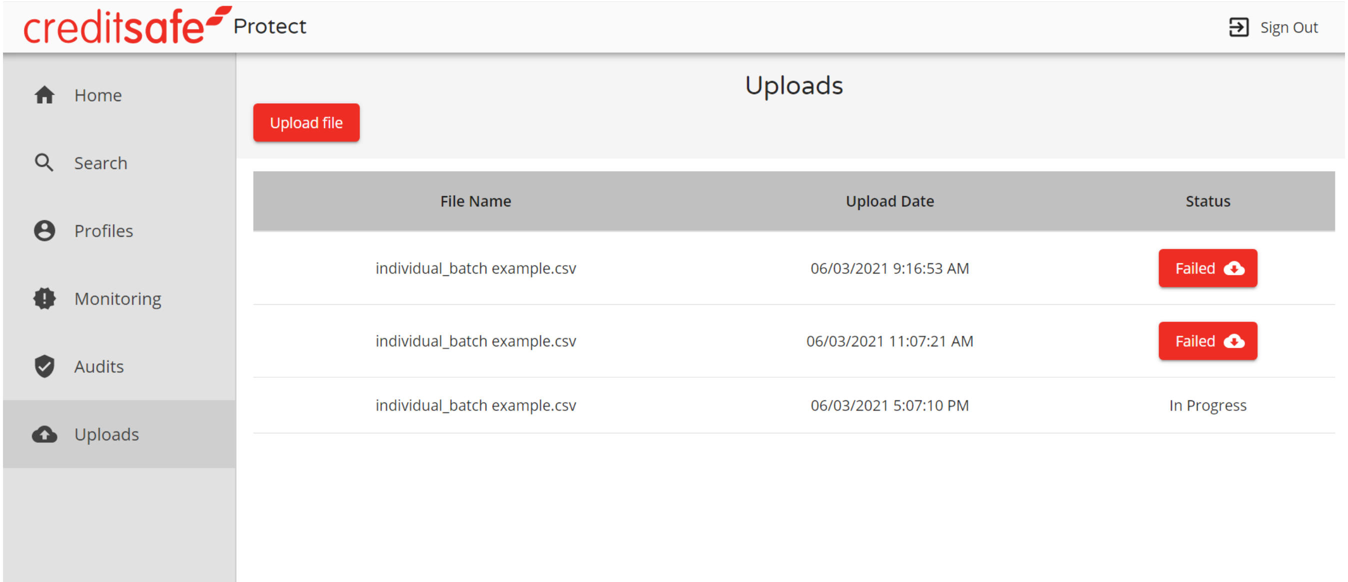
Populate the necessary details in the relevant template, click the GREEN "upload file" button and then click confirm.

The system will then confirm if the file has been uploaded successfully.

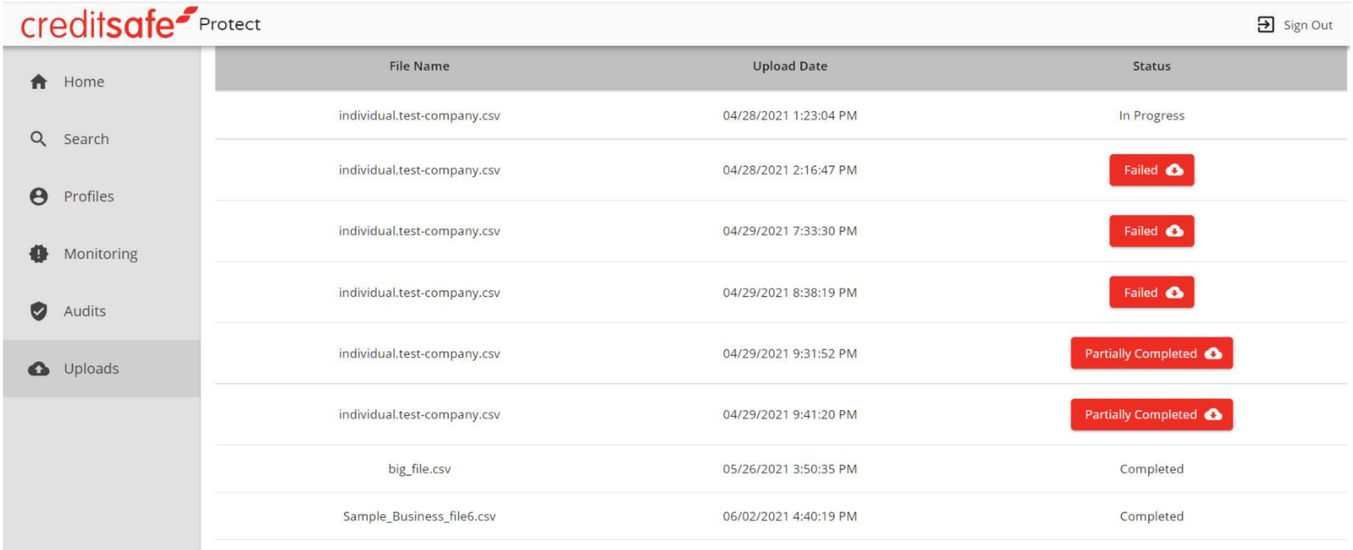


It will then show as 'In Progress' until the profiles can be either loaded by the system into the Profiles section (on the left-hand menu) or will show an error report.

Please note the system runs searches into the database on-the-hour.



Once the file has been processed, it will show whether the file has been successfully uploaded by showing Completed as below, Partially Completed or Failed.

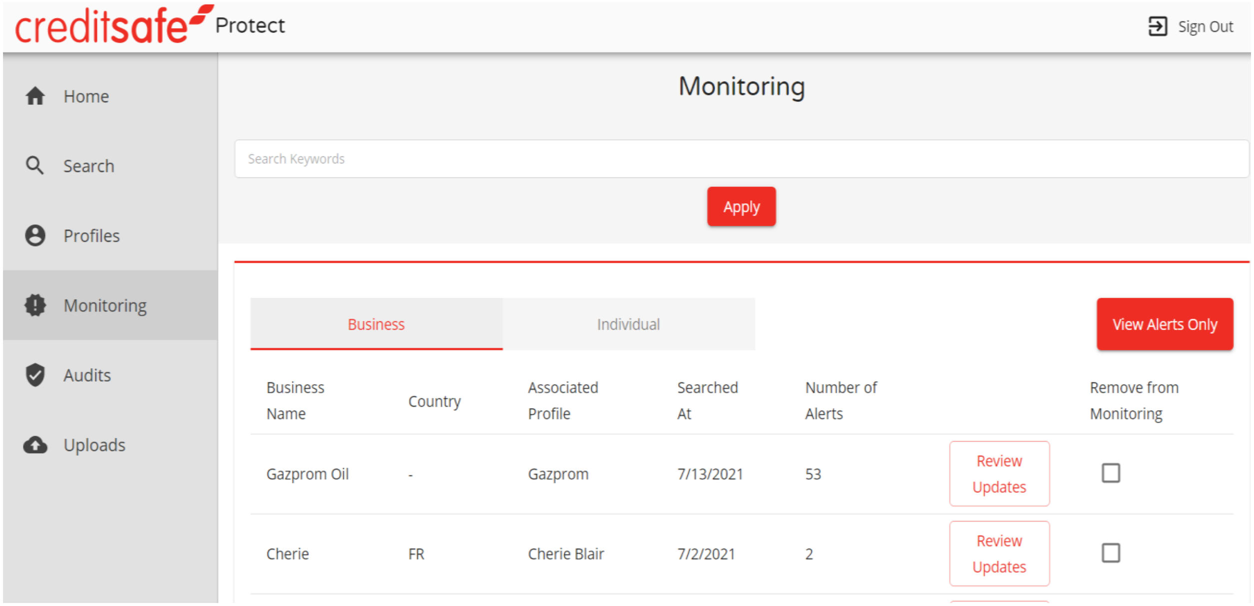


Any records that have failed will show in the downloadable report shown above. Please note, only failed records will appear within this report.

The error report will stipulate what errors need to be rectified. For example, the date convention that is required to ensure that the record can be uploaded successfully i.e. YYYY-MM-DD.

The user can then navigate to the monitoring screen on the left-hand menu to view the records uploaded.

They may then review the record and add it to a profile or discount the hits if required.

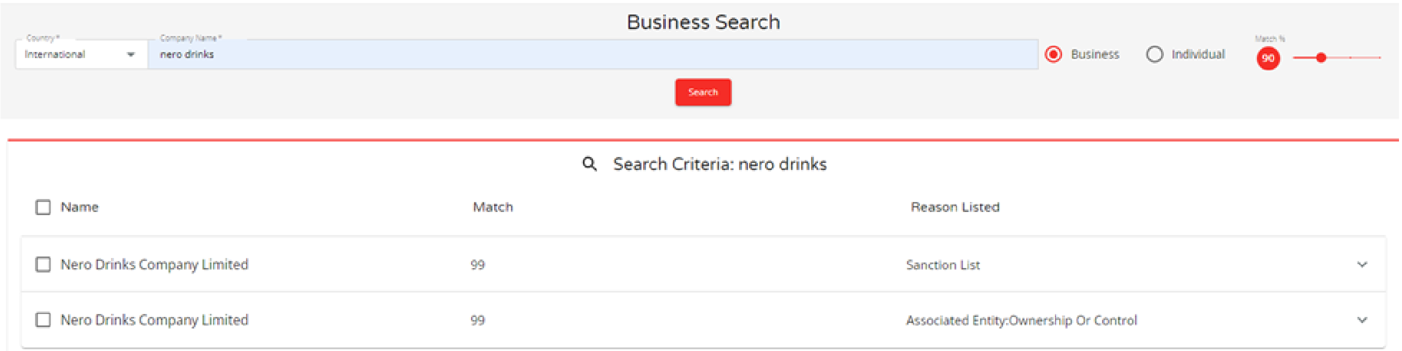


Please note that you can remove the name from monitoring via the checkboxes next to the name screened. You should review your monitored list regularly for accuracy and efficiency.

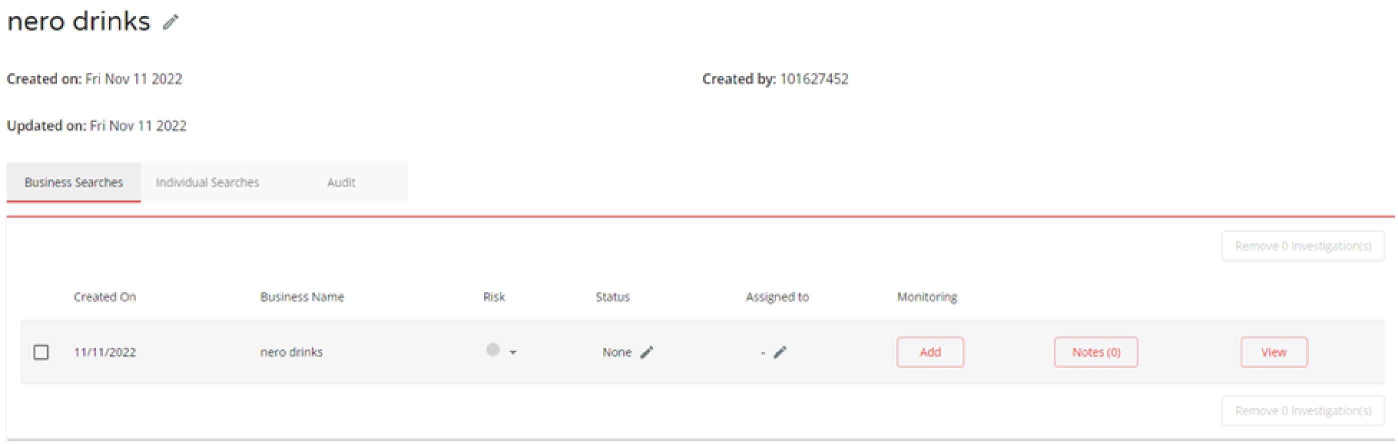
Workflows

Workflows have been added to Protect to help you to manage internal processes and create alignment when a search result on a company returns a hit on sanctions, an enforcement list, PEPs or adverse media.

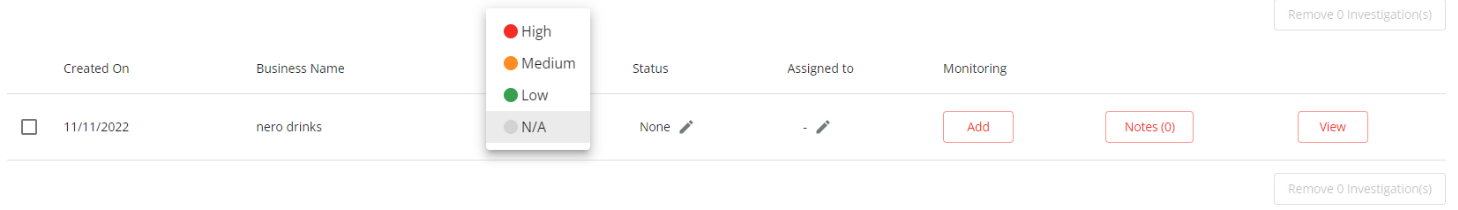
Upload names to investigate or conduct search manually by entering relevant search criteria (gender, DOB, country).



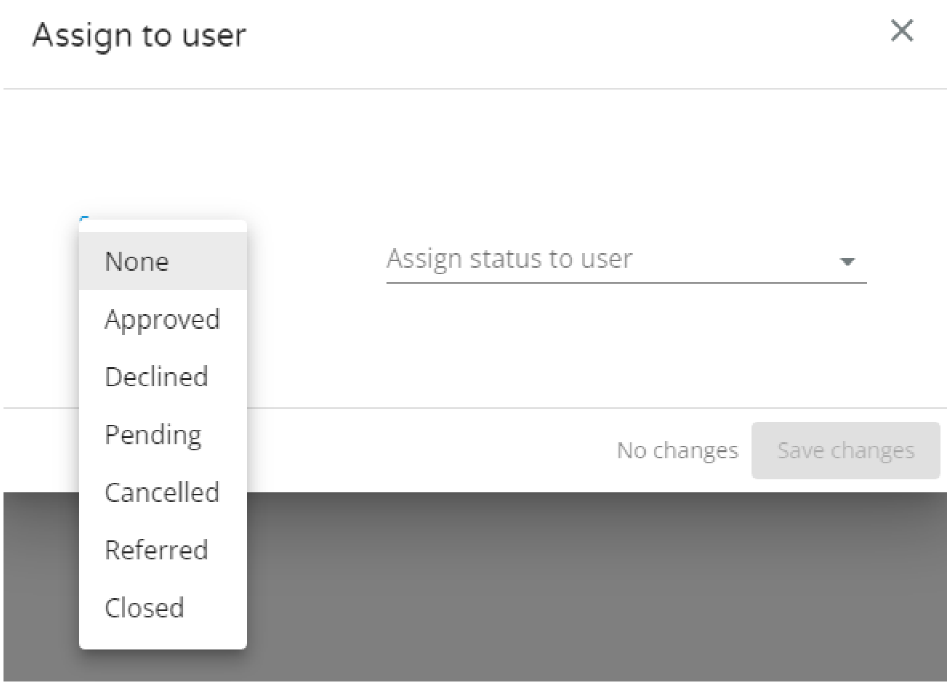
1. Results will show type of hit associated with record e.g., sanctions, enforcement, PEP, adverse media (note: it is not yet possible to mark a hit as a ‘true match’ or ‘false postive’).
2. When a match is found, a new hit is displayed for each category matched.
3. Associated records can be saved to a new or existing profile. You have the option to add more than one business or individual to a profile by searching on a business/individual and adding to an existing profile.



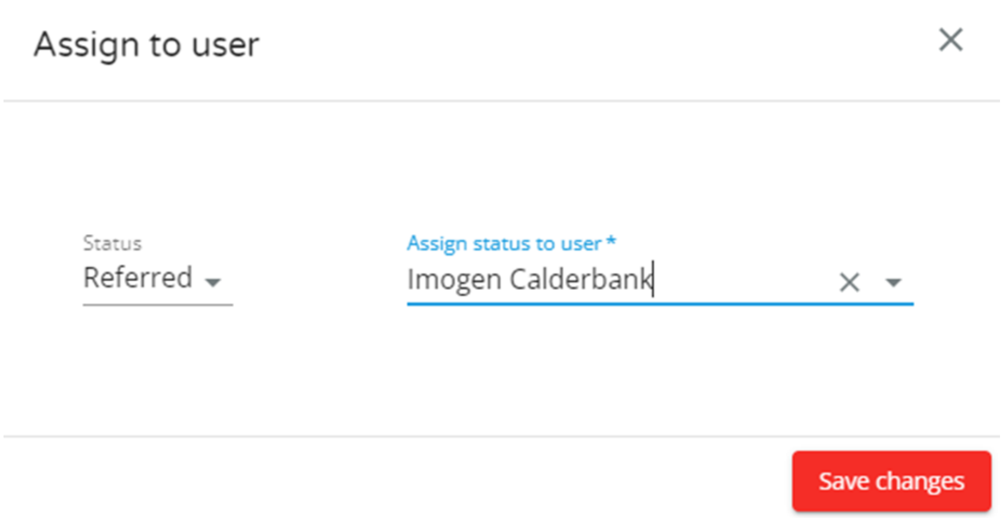
4. When a record is saved to a profile, you can assign a risk level to the record.



5. Click ‘Status’ to enter the current status for the record from the dropdown list.

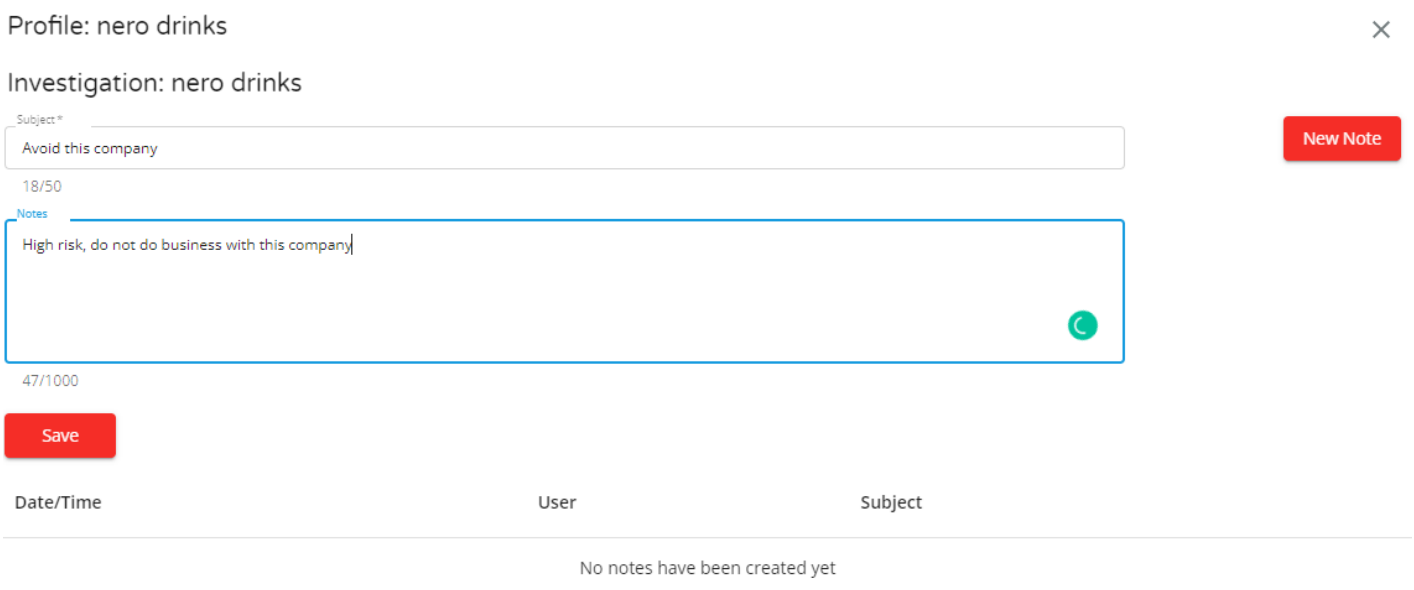


6. Assign the record to another Protect user in your organisation. The assignee will receive a notification email to take action (note: it is not currently possible customise roles and permissions for Protect users).

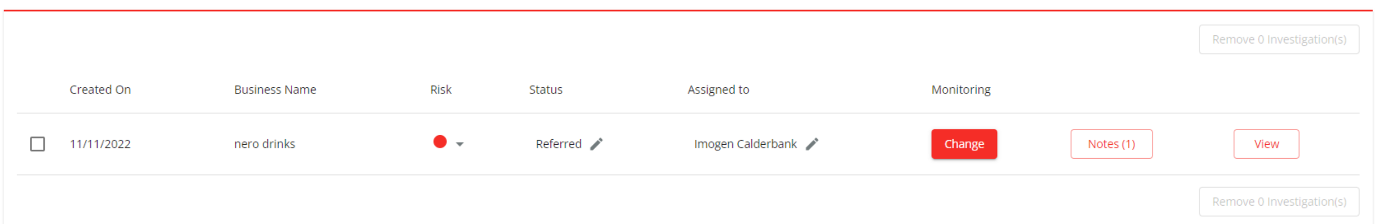


7. Assignee can approve, cancel, decline or refer back.

8. There is an option to enter notes to individual records to describe rationale for a decision.



9. Profile can be monitored and user can download reports and extract information.



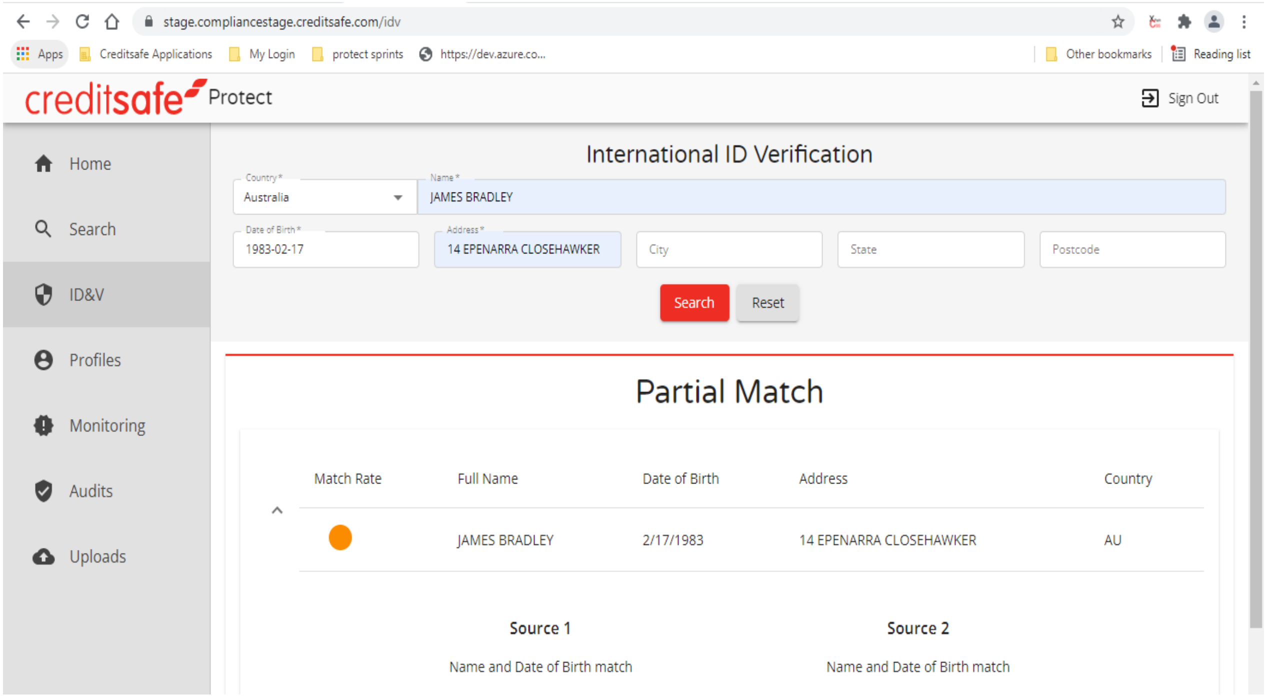
Identity Verification Services

Users subscribed to the identity verification service can verify the identity of an individual. This is done electronically by searching an individual's full name, date of birth and address. The service will then run a search against several sources of information to verify the details against, some of which are:

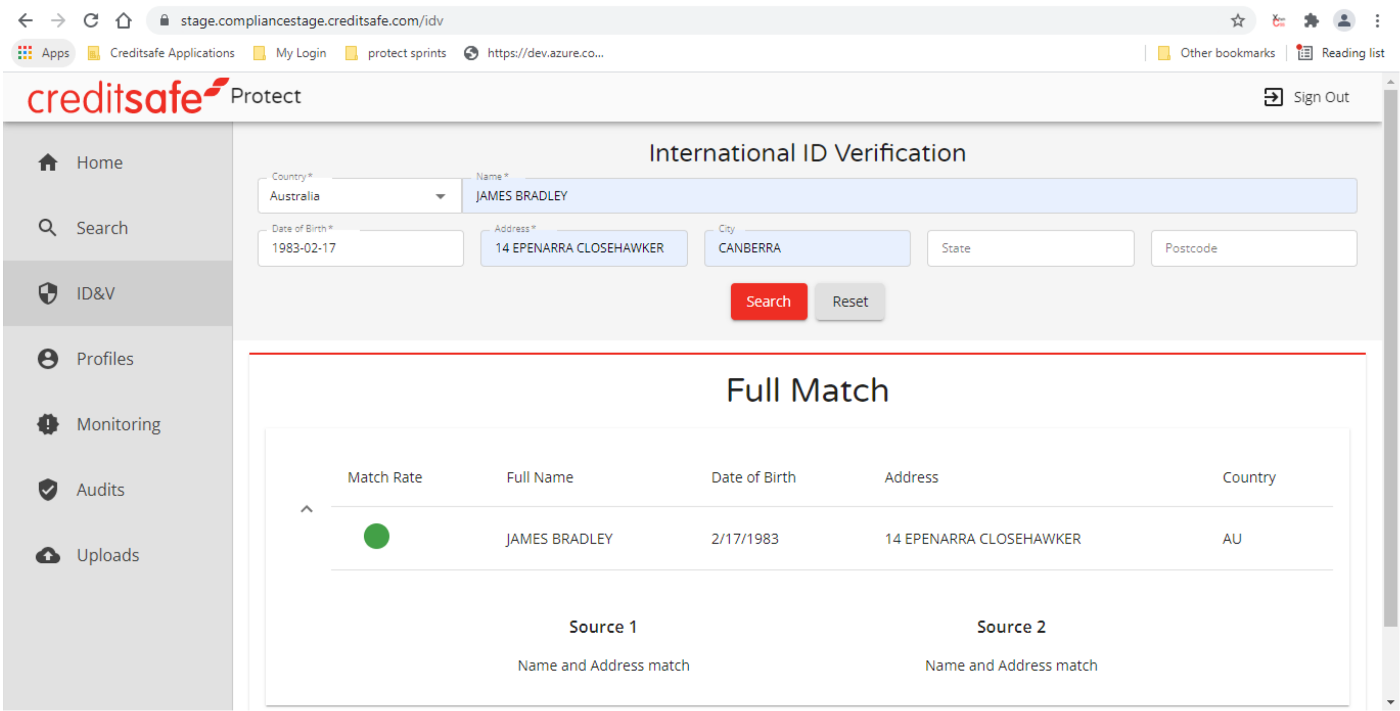
a. Government controlled sources (VAT, tax office, drivers license details)
b. Credit agencies
c. Telecoms and Utility providers
d. Commercial and consumer sources

Once you have entered the required details, the search will return the following potential results with the sources that the details have matched against:

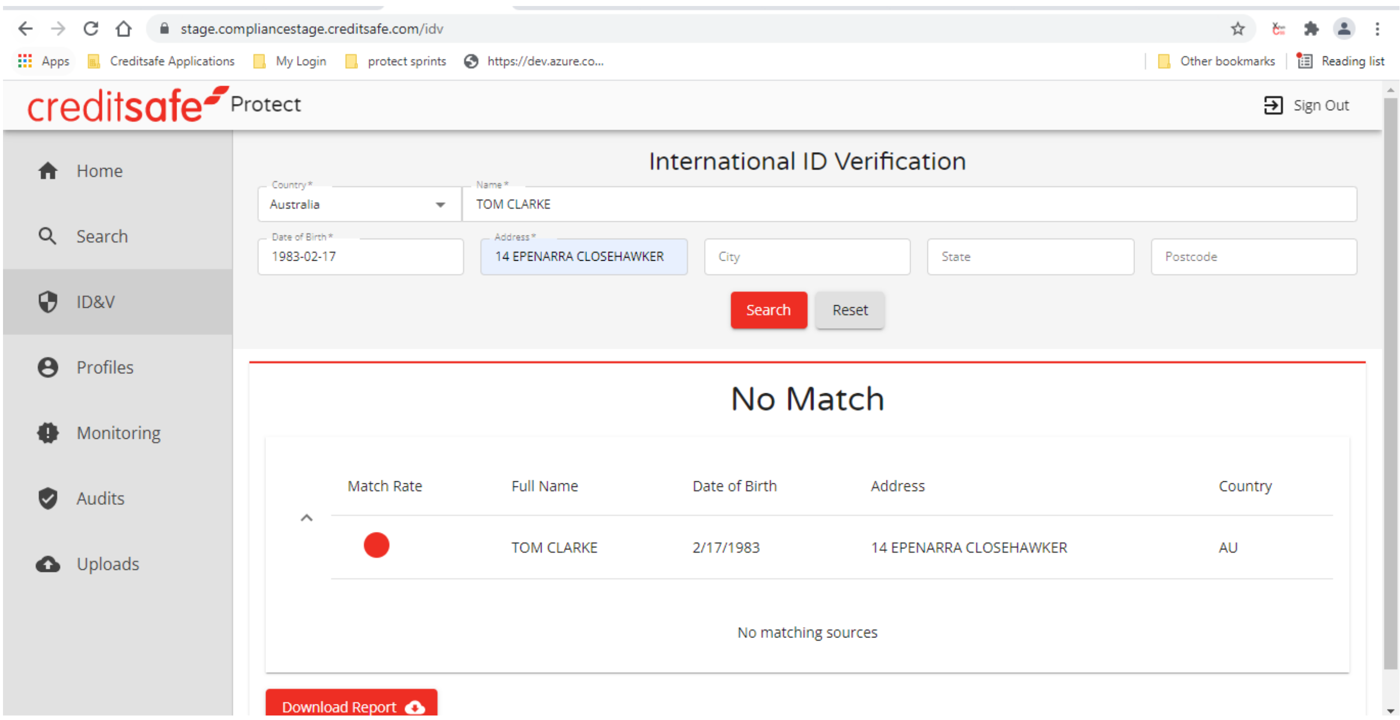
Partial Match (2 parts of the search parameters have matched on one source):



Full Match (2 search parameters have matched to 2 sources of data):



No Match:



You may then download the report and store this in your CRM or client record systems.

You may also screen the individual against sanctions, PEPs and adverse media watchlists using the 'Screen' button below.

This will retrieve a report from the screening solution within Protect without navigating to another page.