

Digital tools to improve consistency
of credit decisions and transform
early warning system.

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Credit process (present state & change drivers)



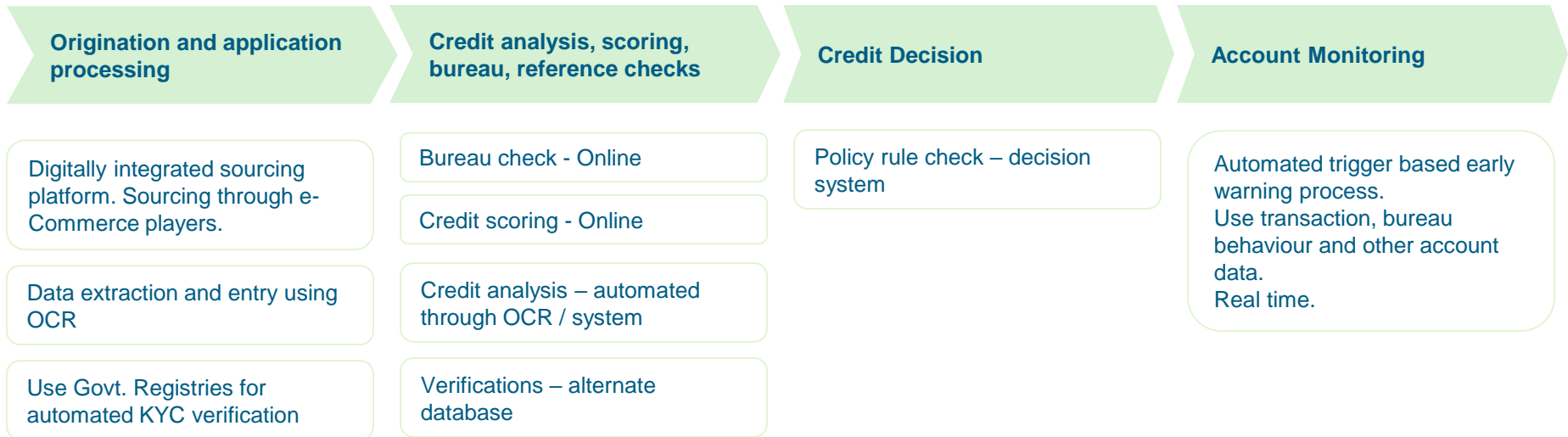
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| Present State | RM based sourcing, paper applications and manual processing. | Manual credit analysis process, reference check based on individuals industry knowledge. | Manual credit decision by underwriter. | Re active / post facto action during annual review |
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Fundamental transformation drivers and implications

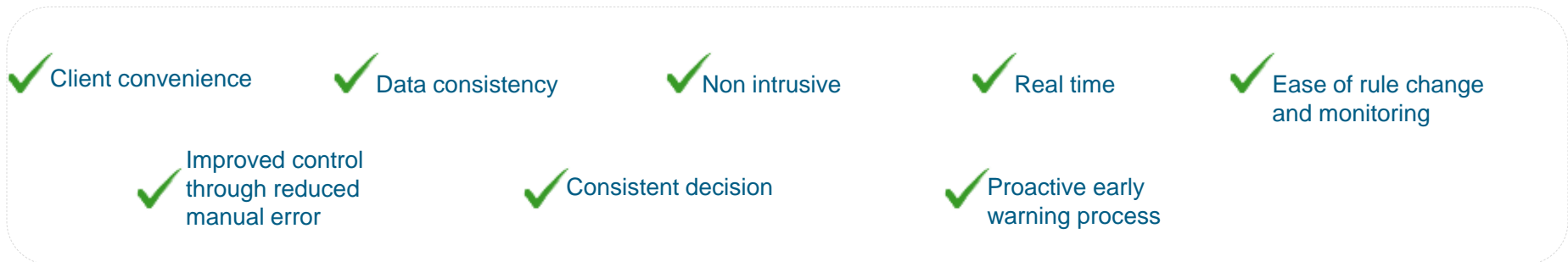
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| Regulatory environment | New regulations (BCBS 239, Basel AML/KYC etc.) Information security risk. Automation of controls and data aggregation concerns. | Be more flexibility and have consistent data quality |
| Fintech innovation | New technologies - Robotics, machine learning, Video Banking, Optical character recognition (OCR), Facial recognition etc. | Digitise application processing Centralise decision process. Pro active instead of re active. |
| Client expectation | Speed (faster decision) and Simplicity (non intrusive process) | Multiple channels - convenience, simple and fast response |
| Data & Analytics availability | Alternate data source - Telco, e-Commerce, Facebook, Linked-in, Govt. Registries, Psychometrics tools etc. | More data sources. Moving away from traditional resources. |

Credit Process (future state with benefits)

From customer contact to account set up – digital transformation makes the process seamless, interactive and receptive to evolving customer needs, regulatory changes and data management in the journey towards consistent credit decision.



Benefits



Account monitoring (future state)

Present:

Re active / post facto account monitoring through annual review.



Future:

Real time and Automated trigger based early warning process

