

Hi there,

We've made some Improvements

We are delighted to tell you about some updates we have made to the 2Shakes platform.

Please see below for more details on:

- **Biometric ID Verification:** More control and functionality to make it easier for you and your clients
- **PEP report:** Self-service PEP/Sanctions report when there's a hit
- A couple of minor bug fixes

We really hope you enjoy the new features waiting for you to use in 2Shakes!



Biometric IDV Updates

There are a few steps in Biometric IDV, and we've updated the Management page to give you more information and control along the way. We've also added in the ability to resend the Biometric IDV link during its 7-day valid period with no charge.

Here's how it works. Regardless of whether you use Sign Up Only, Sign Up with AML, or AML Only, the most important change *comes when the client enters their mobile phone number to receive the Biometric SMS link.*

Before Entering Mobile - Bio Pending

Up until your client actually enters their number and is sent the SMS text:

- The Biometric is "**Pending**" and not yet chargeable
- Email links are valid for 2 weeks, and can be resent at no charge.
 - Please sign and complete Biometric IDV
 - Please complete Biometric IDV
- When these expire there is no charge to send new links.
- We now show you when the link will expire to make it easier:

Edit Options	↻ Edit this Person's Options.
Send new Email	↻ Link expires: 30/05/22 12:01 PM
ID Verification	
IDV Method	Biometric + Electronic IDV
IDV Status	Pending
PEP Status ?	Pending

After Entering Mobile - Bio SMS Sent

When your client enters their mobile phone number:

- Our provider sends the SMS ID verification text
- That SMS link is valid for **7 days** (this is set by our provider and we can not change it yet - if and when we can we will extend it to 2 weeks).
- The Biometric is "**Biometric SMS Sent**" and the Biometric add-on (\$7.50 ex GST) is charged at that point
- We send a follow up email to the client with the link in case the SMS doesn't get through to them.

Resend Bio IDV Link	↻ Link expires: 23/05/22 12:10 PM
Change Bio IDV Phone	↻ Change the Bio IDV Mobile Number
Change to manual IDV	↻ Change person to Manual IDV
ID Verification	
IDV Method	Biometric + Electronic IDV
IDV Status	Biometric SMS Sent
PEP Status ?	Pending

As well as showing Biometric SMS Sent, you now have three options:

- **Resend Bio IDV Link:** This resends the 2Shakes email with the link. It can be used at no charge during the 7 day validity of the SMS link, and is really useful if a client says they didn't receive the link.
- **Change Bio IDV Phone:** Use if you need to change the number the SMS is sent to. NB: We need to charge this at the Biometric add-on rate, since we get charged by our provider.
- **Change to Manual IDV:** Reverts IDV to Manual, aborting the Biometric process. Any SMS texts sent prior will still be charged.

If the 7 days pass and the client has not completed IDV, the link will expire. You will then have the option to send a new SMS link (charged as a Biometric add-on), or revert to Manual IDV.

Expired Bio IDV Options	⚠ Link expired: 23/05/22 12:38 PM
ID Verification	
IDV Method	Biometric + Electronic IDV
IDV Status	⚠ Link expired
PEP Status ?	Pending



Expired Bio IDV Options ✕	
The Biometric SMS for Michael KELLY (+64211234567) has expired.	
You can either resend a new SMS or revert the current IDV type to Manual.	
Please note that when you choose to resend an additional Biometric IDV add-on will be charged at \$7.50	
Revert to Manual	Resend SMS

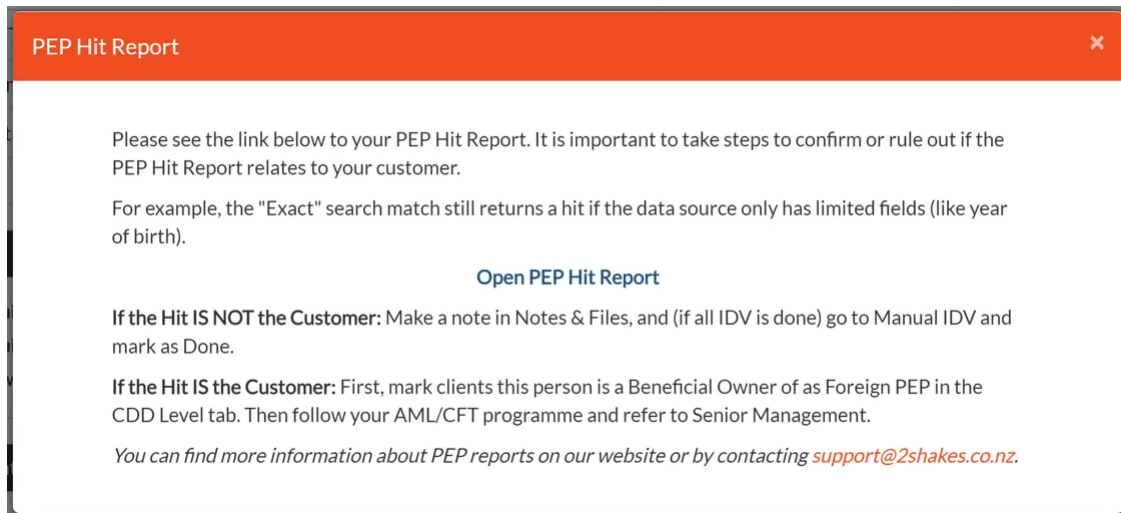
Edit Options

Also on the Management page, now when you Edit Options on a person you get a much nicer pop-up to make changes with, rather than the previous field edits.

PEP Check Updates

As some of you will have seen already, now when you get a PEP hit you are able to download and review the PEP report directly in 2Shakes.

If you do get a Hit, you will see a new link to **View PEP Hit Report** in the person's IDV Report. Click the link to get the pop-up below:



PEP Hit Report

Please see the link below to your PEP Hit Report. It is important to take steps to confirm or rule out if the PEP Hit Report relates to your customer.

For example, the "Exact" search match still returns a hit if the data source only has limited fields (like year of birth).

Open PEP Hit Report

If the Hit IS NOT the Customer: Make a note in Notes & Files, and (if all IDV is done) go to Manual IDV and mark as Done.

If the Hit IS the Customer: First, mark clients this person is a Beneficial Owner of as Foreign PEP in the CDD Level tab. Then follow your AML/CFT programme and refer to Senior Management.

You can find more information about PEP reports on our website or by contacting support@2shakes.co.nz.

As you can see, it is important to confirm whether or not the Hit is your actual client, or someone else, then take appropriate action.

Other Updates

As well as the Biometric IDV and PEP updates, we have made a few other minor changes to help you, including:

- On a Sign Up Renewal, if you re-select a Government authority, and sub-boxes get automatically selected for you.
 - On a Renewal the emails sent to your client will use your current profile templates, rather than the emails that client originally received.
 - We have also made some updates to help process IDV's when accented letters are used.
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We really hope these updates help when you are using 2Shakes, and that you get lots of great value using them.

As always, if you have any questions, need any further information, or want to send us feedback, please email us at support@2shakes.co.nz, thanks.

And thanks very much again for using 2Shakes,

Ngā mihi nui,

Mike Kelly
CEO



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Client Onboarding Automation | AML Due Diligence.

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