



ING Direct Case Study

The Challenge

- Improve security controls to protect against increasing risks
- Ensure regulatory compliance with an effective system spanning multiple geographies

The Solution

- EastNets' en.SafeWatch Filtering solution

The Results

- Increased levels of security controls and governance
- Robust Surveillance and Rapid identification of potential risks
- Compliance with AML Laws and Regulations
- Exceptional scan rates
- Higher Level of STP and increased operational efficiencies

Member of the International Netherlands Group ING, ING Direct is a branchless retail bank which offers a convenient way for online banking. Its services range from savings, mortgages, payment accounts, investment products and consumer lending. Today, ING Direct services over 22 million customers and operates in 9 different countries including the U.S., Canada, Australia, France, Spain, Italy, United Kingdom, Germany and Austria.

With no physical bank branches, but rather call centers, internet cafés and web access to ensure consistency of service, ING Direct offers its customers 24/7 internet and telephone banking. Operating solely in an electronic environment, it offers a rapid and easy way for processing customer transactions and information.

ING Direct uses EastNets' en.SafeWatch Filtering for robust watchlist screening and filtering for its operations across

seven countries. en.SafeWatch Filtering takes input from various data sources ensuring real-time checks to find matches against PEPs, suspected money launderers, fraudsters and terrorists.

“ING Direct is very pleased with the implementation and results of en.SafeWatch Filtering. With this robust solution in place, we can ensure that our customers and our organization spanning multiple geographies are well protected against these types of risk,” said Mr. Henk Meijer, Senior Manager Anti-Fraud & Anti-Money Laundering of ING Direct. “With en.SafeWatch Filtering we can accelerate our internal authentication decisions, reduce the risks associated with user anonymity and comply with the numerous International and Local AML and ATF regulations. Today, en.SafeWatch Filtering has successfully helped us achieve a higher level of STP and a quicker time to compliance.”

Business Challenge

- **Security in an Open Environment**

Operating solely in an electronic environment and using the Internet to deliver products and services increases risk. This is due to user anonymity, no geographical restrictions and rapid transaction speed. This type of environment opens the doors to potential money launderers, fraudsters and terrorists. Therefore increased levels of security controls and governance are required to ensure protection.

- **Complying with Numerous International and Local AML laws**

ING Direct operates in 9 countries, each of which must comply not only with International AML and ATF laws and the ING (Direct) policies, but it must also comply with local AML laws, imposed by each country it operates in. Complying with different AML and ATF laws and legislations across different jurisdictions without a solution that addresses multiple geographies, is very complex and increases regulator risk.

Solution

ING Direct uses en.SafeWatch Filtering across nine countries, for capturing data from various data sources and ensuring real time checks against regulatory and other black lists, to find matches against PEPs, suspected money launderers, fraudsters and terrorists. ING Direct is currently utilizing the following en.Safewatch Filtering capabilities:

File Connector is used to scan ING Directs' complete customer database for violations against official sanctions and PEP lists. The File Connector is designed to process

large amounts of data and contains optimizations like parallel scanning, which allows multiple scan processes.

eName Checker is a simple and easy to use web based interface which allows quick manual name checks for matches with any black listed entity.

Key Benefits

- **Reduces Potential Risk**

en.SafeWatch Filtering maximizes search accuracies and reduces the risks associated with user anonymity over the Internet, by conducting highly effective electronic verification screening, ING Direct customers are verified before conducting business over the Internet.

- **Compliance with International and Local Regulations**

en.SafeWatch Filtering manages an unlimited number of official and internal lists with great ease and ensures that all relevant ING Direct compliance requirements are being met by scanning data against the official lists that are relevant to each ING Direct operation. The system also integrates seamlessly with lists provided by recognized list providers.

- **Exceptional Scan Rates**

ING Direct deals with a large number of customers that need to be regularly checked against sanctions and PEP lists. With en.Safewatch Filtering, ING Direct enjoys an exceptionally high AML filtering scan rate of all its new and existing customer database records. The AML filtering scan has reached a rate of 6,000 records per second at one of ING's installations. This fast processing of the scans helps ING increase the speed of operations.

- **Easy to Use System**

en.SafeWatch Filtering is extremely easy to use. It is a highly flexible, modular and scalable system, which integrates seamlessly with the existing systems of ING Direct. In addition it supports fast implementations.

- **Market Leading Solution**

en.SafeWatch Filtering is a market leading watchlist solution used today by over 300 customers in 80 countries, and is fully integrated with en.SafeWatch Profiling and en.SafeWatch Fraud solutions for anti-money laundering and anti-fraud protection, prevention and management.

Why EastNets

EastNets is a leading provider of compliance and payments solutions and services. Founded in 1984, EastNets has over 25 years of experience serving financial institutions, corporates and government agencies around the globe. EastNets provides anti-money laundering, anti-fraud, payment and transaction management solutions, and SWIFT plug-ins to add value to SWIFT connectivity to improve risk protection, transparency, and cost savings. Through its outsourced fully-hosted Service Bureau, EastNets provides SWIFT connectivity and add-on services for over 200 financial institutions.

With distributed office locations and a dedicated global partner network, ING Direct can leverage the instant support, expertise and knowledge offered by a trusted Partner.



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Mr. Henk Meijer
Senior Manager
Anti-Fraud & Anti-Money Laundering
ING Direct

Contact us today and learn how we can help you protect against risk and preserve your bottom line.



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