



Money Transfer Made Easy

1. Overview

The money transfer business is continuously facing challenges with regards to compliance and fraudulent activities. Ogloba has developed an innovative set of tools to ensure proper compliance, to combat fraud, and to make the point-of-sale experience more positive both for the customer and the merchant.

There are many ways to circumvent compliance rules for money transfers. For instance, in the China corridor in France during 2013, customers were making multiple transactions above the authorised limit in a short period of time, by simply changing their name or adding a hyphen, comma, or symbol. Several money transfer operators do not monitor transactions in real time.

Ogloba proposes an intelligent and user-friendly front-end platform that mitigates fraud risk and increases compliance.

1.1 How it works

There are two components to Ogloba's offering: Front End and Back Office.

Front End: defined as the interaction between the merchant and the customer at the point-of-sale where the money transfer will take place.

Back Office: defined as the platform developed by Ogloba and managed by a local partner.

1.2 Front End

At the point-of-sale location, the money transfer agent will log-in to a web-based platform to manage all their transfer needs.

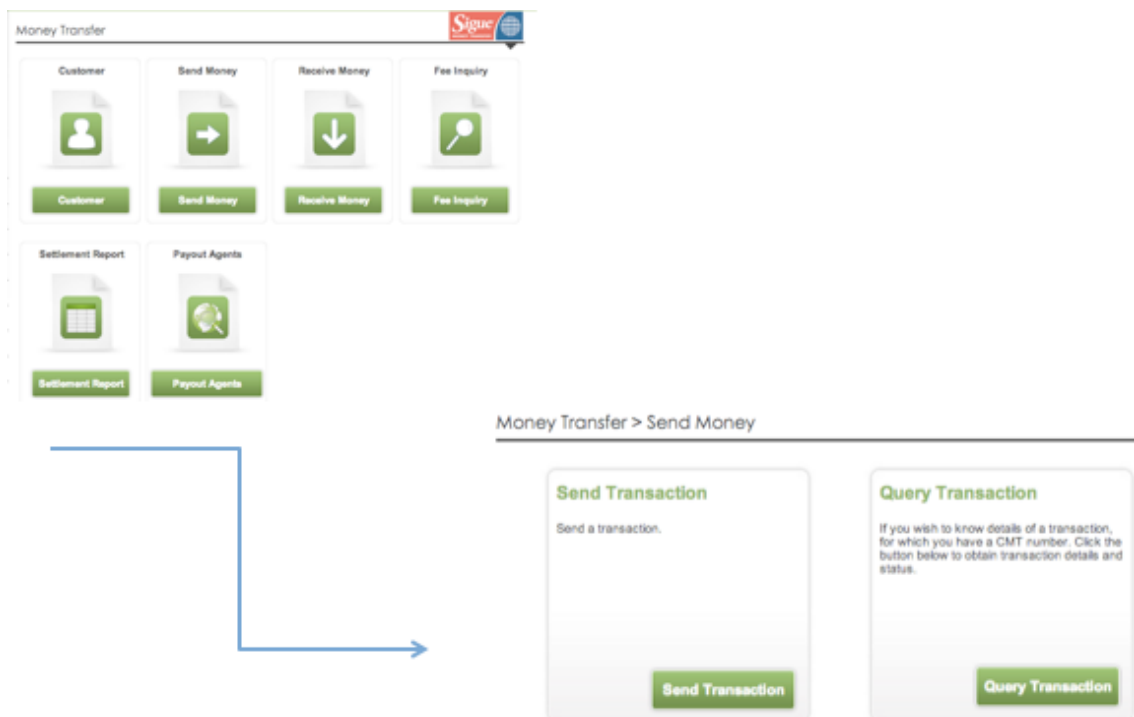


Fig. 1: Front End Interface

1.2.1 Compliancy

The agent enters the sender's name and can immediately assesses several parameters to ensure compliancy:

- Same sender filter
- Available amount
- Active or Incomplete Status

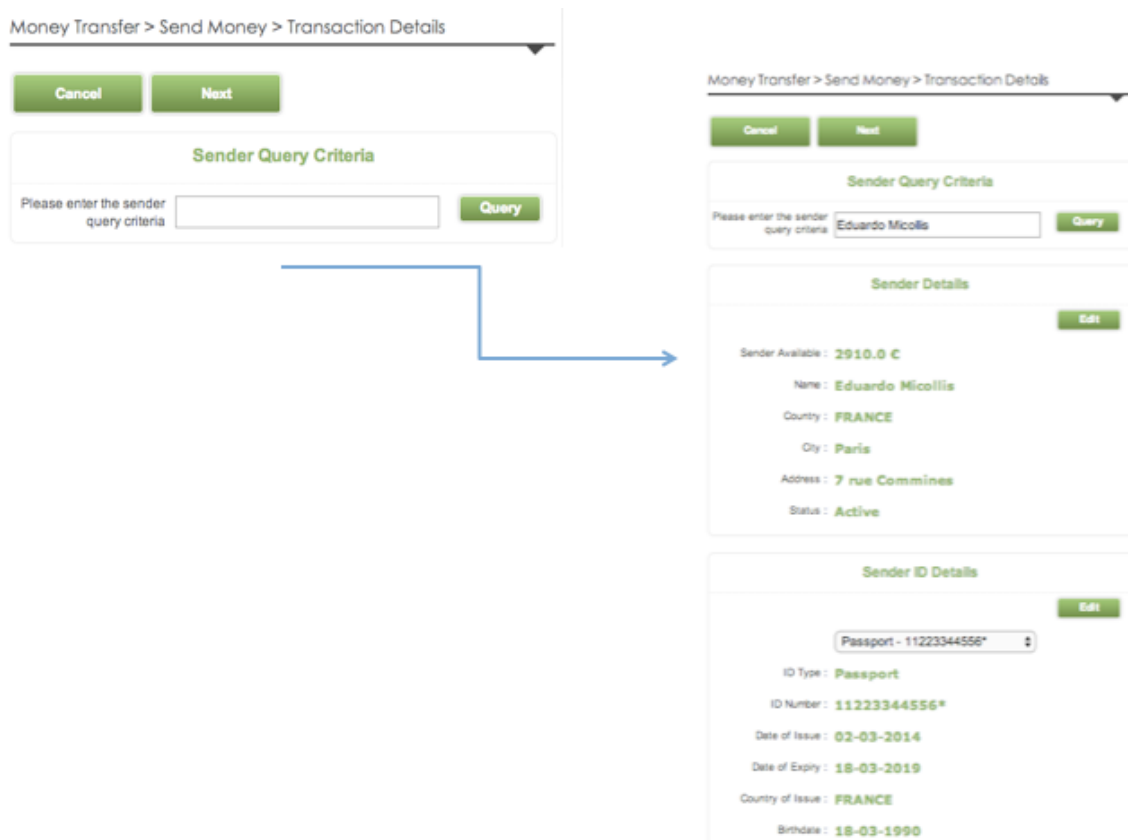


Fig. 2: Compliancy Information Interface

1.2.2 Data comparison

The agent can search new customer data and compare it with existing customers in the database.

Money Transfer > Customer > Simple Enroll

Details

*First Name :

*Last Name :

*Country :

Post Code :

*City :

*Address :

*Receive Marketing :

ID Details

*ID Type :

*ID Number :

*Date of Issue (dd-mm-yyyy) :

*Date of Expiry (dd-mm-yyyy) :

*Country of Issue :

*Birthdate (dd-mm-yyyy) :

Enroll Comment

Comment :

Nom	Prenom	Date de naissance	Type document	Numéro document	Faire un transfert avec cet utilisateur
izaud	Vincent	10-06-1981	Passport	FR1234567890	Select

Fig. 3: Data Comparison

1.2.3 Summary of Validation Checks at Front End:

- Prevent same sender registering more than once by adding of hyphens, commas, and symbols.
- System provides a comparison table for users to validate the new customer.
- Implement Limits and Running Spend fields (in Front End and Back Office).
- POS can verify on the Front End if the customer has exceeded the amount and/or date limits, and show the available amount for each sender.
- Implement registration status.

1.3 Back Office

One of the first steps that an agent takes when enrolling a new customer is to scan their ID. Once scanned, the ID is sent via email to the Ogloba Back Office. Every time that particular customer performs a transaction after enrolment, the system will allow the front end agent and the Back Office call center representative to validate the customer’s ID information.

1.3.1 Registration

Know Your Customer (KYC) information is stored in the Ogloba Back Office and is easily retrievable for compliance checks.

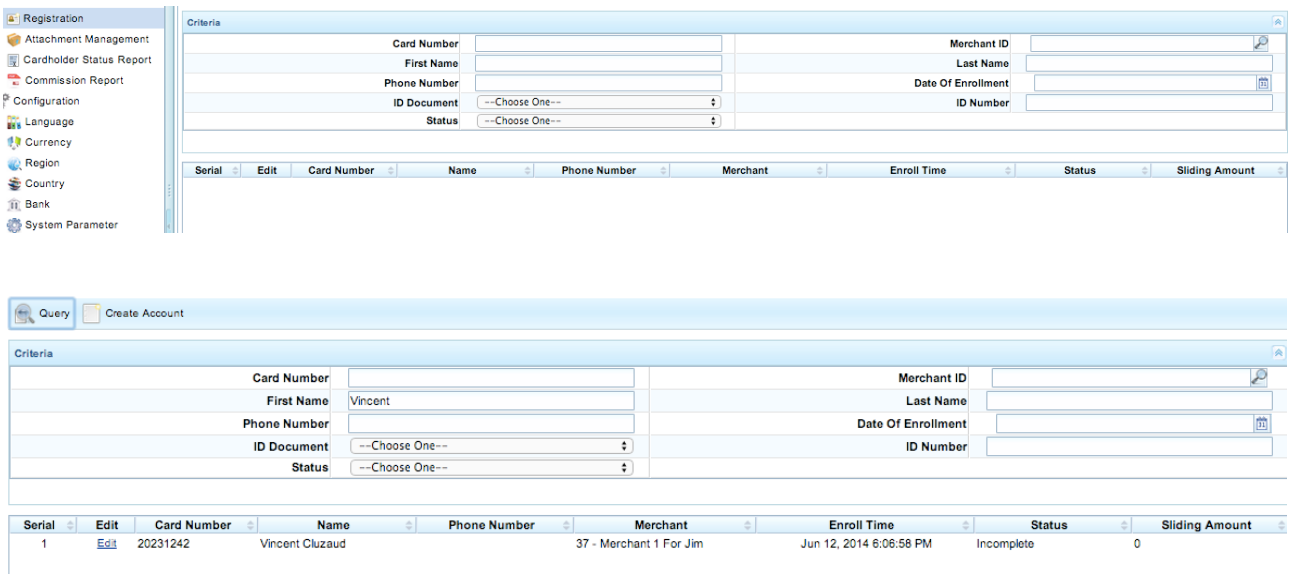


Fig. 4: Back Office Interface

1.3.2 Capture ID photo for validation

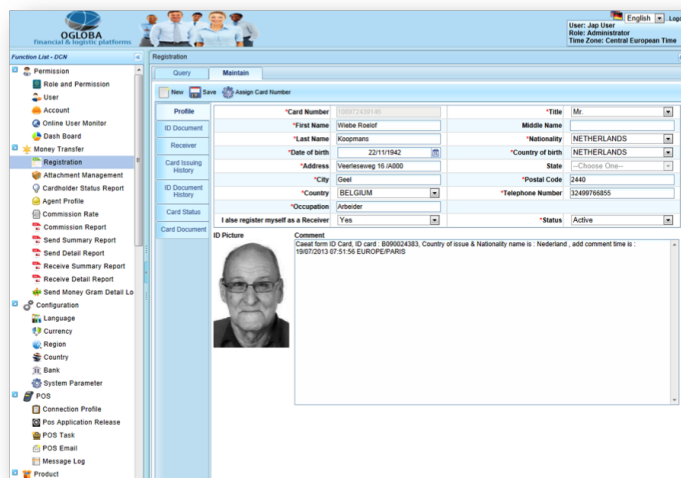


Fig. 5: Customer Photo ID

1.3.3 Search customer data at the time of enrolment

Profile	Save					
ID Document	Sender Details					
Receiver	Card Number	20231090				
Status History	*First Name	Eduardo	*Last Name	Micollis		
Card Document	*Country	FRANCE	State	--Choose One--		
Similar Sender	*City	Paris	Mobile Number			
Transactions	Phone Number		*Address1	7 rue Commines		
	Address2		Postcode			
	Email		*Receive Marketing	No		
	*Status	Active	Merchant	Merchant 1 For Jim		Date Of Enrolment
						2014-03-17 03:03:57
	Sender Details					
	Sliding Amount	2060.0 €		Available Amount	Available send money(until 25/12/2014 : 2940 €	
7	Edit	20231090	Eduardo Micollis	37 - Merchant 1 For Jim	Mar 17, 2014 11:21:57 AM	2,060
8	Edit	20231205	tst test	37 - Merchant 1 For Jim	May 5, 2014 12:23:47 PM	0
9	Edit	20231217	testef2323r23 23fg2g23f23	37 - Merchant 1 For Jim	May 13, 2014 7:27:15 AM	0

Fig. 6: Customer Enrolment Data

1.3.4 Compare similar names and ID information

The concept of Main vs. Similar Sender allows the Back Office to scrutinize all information provided by the customer.

Profile	Save Delete						
ID Document	*Card Number 20231090						
Receiver	Main Card Number 20231090						
Status History	<input type="checkbox"/>	Serial	View	Main	Card Number	Name	Created time
Card Document	<input type="checkbox"/>	1	View	Main	20231090	test test	Mar 17, 2014 11:21:57 AM
Similar Sender	<input type="checkbox"/>	2	View	Main	20231083	test test	Mar 14, 2014 2:33:28 PM
Transactions	<input type="checkbox"/>	3	View	Main	20231084	test test	Mar 14, 2014 2:51:10 PM
	<input type="checkbox"/>	4	View	Main	20231087	test test	Mar 17, 2014 12:10:09 PM
	<input type="checkbox"/>	5	View	Main	20231088	test test	Mar 17, 2014 12:12:54 PM
	<input type="checkbox"/>	6	View	Main	20231089	test test	Mar 17, 2014 12:18:41 PM
			Main Sender		Similar Sender		
Profile	Globe Card Number		20231090		20231088		
	FIRSTNAME		Eduardo		test		
	LASTNAME		Micollis		test		
	COUNTRY		FRANCE		FRANCE		
	STATE						
	CITY		Paris		test		
	MOBILENUMBER						
	PHONENUMBER						
	ADDRESS1		7 rue Commines		test		
	ADDRESS2						
	POSTCODE						
ID Document	IDTYPE		Driver's License		Passport		
	IDPROVIDED		12332131233323		112233445566		
	DATEOFISSUE		2014-05-01		2014-03-01		
	DATEOFEXPIRY		2017-05-13		2018-03-12		
	COUNTRYOFISSUE		FRANCE		FRANCE		
	STATEOFISSUE						
	DATEOFBIRTH		1990-04-29		1990-03-11		
	PLACEOFBIRTH						
	OCCUPATION						
	SOCIALSECURITYNO						

Fig. 7: Customer Data Comparison (Main Screen)

	Main Sender	Similar Sender
Profile		
Globe Card Number	20231090	20231088
FIRSTNAME	Eduardo	test
LASTNAME	Micollis	test
COUNTRY	FRANCE	FRANCE
STATE		
CITY	Paris	test
MOBILENUMBER		
PHONENUMBER		
ADDRESS1	7 rue Commines	test
ADDRESS2		
POSTCODE		
EMAIL		
ID Document		
IDTYPE	Driver's License	Passport
IDPROVIDED	12332131233323	112233445566
DATEOFISSUE	2014-05-01	2014-03-01
DATEOFEXPIRY	2017-05-13	2018-03-12
COUNTRYOFISSUE	FRANCE	FRANCE
STATEOFISSUE		
DATEOFBIRTH	1990-04-29	1990-03-11

Fig. 8: Customer Data Comparison (Detail)

1.3.5 Transaction Reporting

Profile	Serial	Card Number	Transaction Time	Merchant	Destination Country	Receiver Name	Transaction Type	Transaction Amount	Handling Fee
ID Document	1	20231090	Jun 6, 2014 6:31:01 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND REVERSAL	25	4.9
Receiver	2	20231090	Jun 6, 2014 6:30:33 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND REVERSAL	20	4.9
Status History	3	20231090	Jun 6, 2014 6:28:53 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	45	4.9
Card Document	4	20231090	Jun 6, 2014 6:27:48 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	40	4.9
Similar Sender	5	20231090	Jun 6, 2014 6:26:48 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	35	4.9
Transactions	6	20231090	Jun 6, 2014 6:25:51 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	30	4.9
	7	20231090	Jun 6, 2014 6:24:58 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	25	4.9
	8	20231090	Jun 6, 2014 6:23:54 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	20	4.9
	9	20231090	Jun 6, 2014 6:22:34 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	15	4.9
	10	20231090	Jun 3, 2014 11:43:47 AM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	20	4.9
	11	20231090	Jun 3, 2014 11:42:35 AM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND REVERSAL	15	4.9
	12	20231090	Jun 3, 2014 11:41:06 AM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	15	4.9
	13	20231090	May 29, 2014 3:35:14 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	15	4.9
	14	20231090	May 29, 2014 3:01:33 PM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	15	4.9
	15	20231090	May 28, 2014 10:24:40 AM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	120	4.9
	16	20231090	May 26, 2014 5:30:54 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	100	7.85
	17	20231090	May 26, 2014 5:07:54 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	300	11.75
	18	20231090	May 26, 2014 4:20:02 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	15	7.85
	19	20231090	May 26, 2014 3:45:19 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	20	7.85
	20	20231090	May 26, 2014 11:38:50 AM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	13	7.85
	21	20231090	May 26, 2014 10:47:28 AM	37 - Merchant 1 For Jim	COMOROS	aaa - aaa	SEND MONEY	15	7.85
	22	20231090	May 26, 2014 10:11:53 AM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	12	7.85
23	20231090	May 26, 2014 10:07:24 AM	37 - Merchant 1 For Jim	FRANCE	aaa - aaa	SEND MONEY	15	4.9	
24	20231090	May 26, 2014 9:56:00 AM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	15	7.85	
25	20231090	May 23, 2014 6:20:49 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	15	7.85	
26	20231090	May 23, 2014 6:14:32 PM	37 - Merchant 1 For Jim	MOROCCO	aaa - aaa	SEND MONEY	15	7.85	
27	20231090	May 21, 2014 9:45:58 AM	37 - Merchant 1 For Jim	COMOROS	aaa - aaa	SEND MONEY	100	7.85	
								Total send money over 8 months : 2060 €	Available send money(until 25/12/2014 : 2940 €

Fig. 9: Transaction Report

1.4 Summary of Validation Checks at Back Office:

- **Data Entry:** more complete information captured via document and photo scanning capabilities.
- **Limits:** system indicates how much has been sent and how much is available and until when.
- **Alerts:** e-mail warning to local law enforcement authorities if necessary.
- **Transaction history:** easy way to review transaction history of existing customers.
- **Similar Sender Information Comparison Table:** uses comparisons logic to produce a table comparing Main Sender with Similar Sender.
- **Integrity:** more safeguards have been implemented to guarantee data integrity and security.
- **Compliance:** implement new business rules (already developed and currently under testing) to prevent any of several occurrences:
 - Same customer sending money to multiple beneficiaries.
 - Multiple customers sending amounts over the limit to the same beneficiary.
 - Multiple transactions in a short period of time (High speed / High volume).
- **Security:** send a security token by SMS/Mobile app to the agent for every transaction.

2. Conclusion

Ogloba has developed an efficient and cost-effective solution to help money transfer companies manage fraud and improve the overall customer and merchant experience. This solution is web-based and only requires an integration with the money transfer company. No new IT development work is needed at the point-of-sale. These tools were developed to satisfy the needs of money transfer companies. Ogloba used the direct input from transfer companies, and created a set of tools that will reduce fraud, increase revenue, and provide the customer with a positive experience. In a fast-changing environment such as money transfer, Ogloba is ready to continue developing new innovative technologies to meet the compliance requirements of money transfer companies.