

# ID VERIFICATION PROCEDURE FOR FX AND S&OPS TEAMS

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## About this procedure

When a member sends a request via secure email or through website (E.g. complete a TT or increase online banking limits) to Qudos Bank, the team member should review the request, review account characteristics and history then make a call to the member to verify its authenticity before processing the request.

This procedure explains what information should be reviewed and what ID verification procedure needs to be followed.

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## What to review

Review personal details and the member's transactional behaviors (e.g. multiple requests in a short period of time) to detect any fraud indicators, for FX transactions as per the Western Union Agent Anti-Fraud Policy and Procedures.

In the event there are red flags, escalate or refer to the Management team.

**Important note:** Take further caution if the members phone numbers email, password resets and addresses have been recently changed.

### What to review?

- Address changes
  - Password resets
  - Phone number changes
  - Review Prosper notes i.e. previous contact/s made
  - Email address changes
  - Account history (i.e. review frequencies low and high activity)
  - Signing authority (i.e. is the account 2 to sign? If so, consent from both parties)
  - Pop up notes (e.g. restricted account/disputes, refer to Joint account process for separated members)
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## ID Verification Process

1. Call a member to confirm the authenticity of the request.
2. Check if the member has their own verbal password on file.
3. Ask the ID verification questions based on the verbal password registration status.
  - **Verbal password on file:** 4 questions from [this list](#).
  - **Verbal password not on file:** 6 question for [this list](#).
4. Ask the member further information regarding the beneficiary and purpose of the transaction, which include:
  - Do they personally know the beneficiary?
  - What is the purpose of the transaction?
  - Do they have any invoices etc.?
  - Have they done any due diligence on the beneficiary?

**Important note:** In the event of when fraud is suspected, refer to the Western Union Anti-Fraud Policy and Procedures and report the matter to the Management team.

5. Process payments as per member's request.  
Prior to finalising any payments, ensure:
    - The member has sufficient funds.
    - The transaction amount has been deducted from member's account.  
(applicable to TT & FX transactions)
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**Contact for help**

Contact your immediate supervisor for help.

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18/02/2019	Cameron S Devika S Michelle N	V1.0_Creation of Document

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