Mitek

GIVE YOUR CUSTOMERS A JOURNEY
THEY'LL ENJOY

LEVEL UP YOUR CUSTOMER ONBOARDING JOURNEY WITH A BETTER USER EXPERIENCE

No two companies are ever the same, so why would you use the same customer journey as someone else? Why confuse your customers with a journey that feels like another company's?

Use our bespoke UI and UX tools to create a customer journey that **meets your compliance obligations while delivering a singular experience for your customers**.
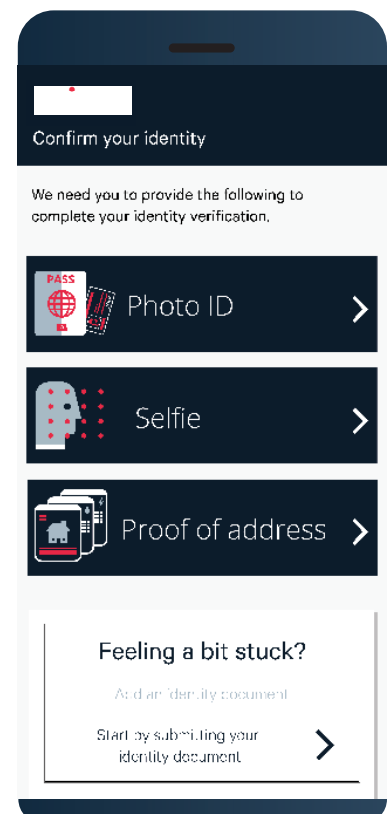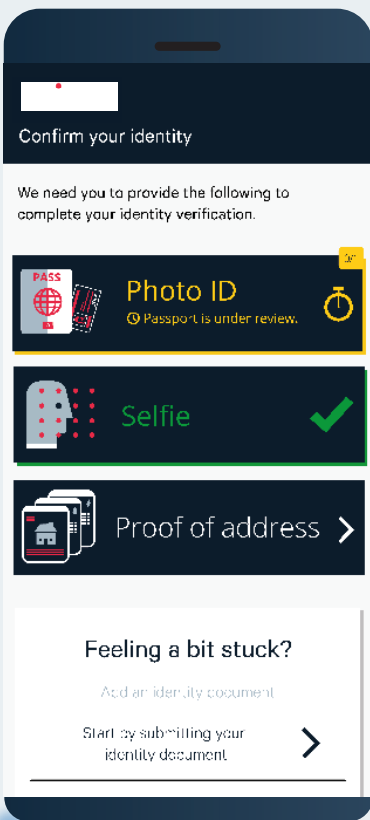
Guiding Your Customer

Every single one of your customers is an individual and should be treated as such. Some are digital natives, confident in handling online onboarding journeys and can rush through without ever needing any support.

But many customers need some guidance or at least a reminder of what their next step should be. In the Mitek journey, users can quickly go back to the central hub and see what items are left for them to finish the onboarding process.

We've found that some customers can have misgivings about submitting their data digitally, fearing their personal data might be exposed. We provide clear signposts in the journey that tell them exactly what to expect, what is done with their data, and confirms that we do not retain their information.

Confirm your identity

We need you to provide the following to complete your identity verification.

Photo ID ›

Selfie ›

Proof of address ›

Feeling a bit stuck?

Add an identity document

Start by submitting your identity document ›

Respond To Customers Immediately

Customers can often go through an entire onboarding journey only to discover at the end that the image they took at the start was not clear enough to be processed. Usually this resets the journey and sends frustration sky high.

Our image processing is used early in the journey as soon as the user submits an image and detects in seconds whether the image is insufficient for KYC purposes and rejects the image. We then inform the customer that their image has been rejected and supply them with dynamic information related to if the image was blurry, too small, had glare, or any other common processing issue so that they can retake the image and account for the problem.

We took this approach to the journey because waiting until the end of a journey to reject a customer gives them no benefits and can make them feel as though your business is not supporting them. By supplying real-time feedback, we make it clear to the customer that they will be assisted at every step if needed and it puts them in control of the experience rather than feeling that they're suffering at corporate whims.

We Help You Reach Out To Customers

Engaging with customers is one of the underlying secrets to our success at increasing customer onboarding rates. We increase successful KYC checks by working to keep the user engaged with the journey.

Customers sometimes need to pause onboarding journeys midway through the process. When you use Mitek we automatically save where they are in the journey so that none of their effort is wasted. We can send reminders, configured at the frequency you prefer, via SMS or email in order to re-engage them with the journey.

By keeping in close contact with your potential customers we can increase your conversion rates and create a journey that is not only a better experience for them but results in more business for you.
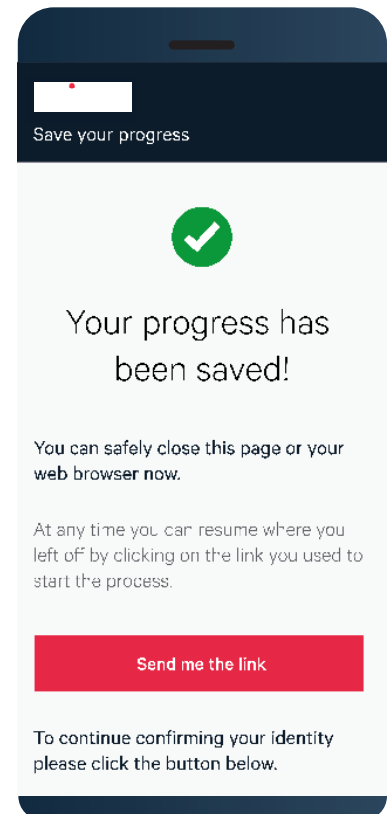
Compliance needs can shift as you enter new markets, release new products, and scale your company. Our KYC platform is agile enough to move with you no matter what you decide to do.