

Corporate Bank – Financial Crime Remediation

The Task

Momenta was approached to deploy resources across our client’s Corporate & Commercial FC Remediation operation. The programme initially required c. 30 contractors to support with Client Services & Outreach activities.

This quickly expanded to a requirement for 90+ experienced financial crime specialists in workstreams including Blocking & Exits, Line 1 Advisory, Risk, Specialist Query Resolution, Complaints and Quality Assurance.

Our Solution



The primary focus for recruitment was on Customer Contact Agents, these were sourced within a 2-month period, identifying experienced KYC experience from Momenta’s resource pool



This moved onto the deployment of more specialist resource into strategic Project Management & BA positions, alongside key Financial Crime Advisory & SME roles



Momenta associates were also engaged to expand our client’s KYC Complaint Handling team, drawing on our wealth of experience within this area



Momenta maintained regular contact with all engagement managers during their programme’s lifecycles, identifying and addressing any training needs and performance issues

200+ Roles Placed

10+ Workstreams Supported

Client Outcome



All workstreams were scaled up in line with the intake plans set out by our client



Due to the quality of resources provided the initial ask expanded considerably, with Momenta placing upwards of 200 contractors in total across a 12-month period



A core team of Momenta associates was retained upon successful completion of the initial project, and several contractors were converted into employed roles with our client

Quality resource seamlessly integrated into our client’s team