

Digital Challenger Bank- Financial Crime Remediation

The Task

The client appointed Momenta to engage with the Bank's customers and complete the remediation of over 200,000 cases within 12 weeks. The project required the development of a comprehensive end-to-end operating model.

This included the development of all processes & procedures with associated training materials, the design of a risk-based strategy to align with regulatory & policy standards, as well as the implementation of a workflow solution that allowed real-time performance reporting against Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).

Our Solution



Resourcing Plan: Project required 450 resources over 8 weeks, with up to 95 personnel onboarded weekly with a thorough, tailored interview and assessment process guaranteeing high quality resource



Training & Accreditation: A comprehensive training & accreditation programme was designed & delivered by our SME's



Governance & Controls: Momenta implemented comprehensive controls and risk management processes, alongside a governance framework, to ensure continuous robust and effective programme management



Operational Oversight: Momenta deployed a highly experienced operational management team to oversee training, accreditation, quality standards and production.

450+ High Quality
Resources Deployed

200k Files
Remediated within
a 12-week period

35+ Process Improvements
implemented

Client Outcome



Momenta successfully delivered 450 qualified resources in 8 weeks meeting 100% delivery across all planned intakes



Processes, Procedures & Training material was developed and signed off for 7 different cohort populations within a 5-week period



All cohorts of work were completed in line with the client's regulatory deadline, maintaining a 95% Quality score across all internal & external assurance