

# Digital Challenger Bank Complex Financial Crime Remediation

A Digital Challenger Bank sought Momenta's expertise to manage nine populations of CDD and Customer Screening

## The Task

The client appointed Momenta to engage with the Bank's customers and complete the remediation of over 400,000 cases within 12 weeks.

The project required the development of a comprehensive end-to-end operating model, including:

**Processes and Procedures:** Developing all necessary process documentation and associated training materials.

**Frameworks:** Design and implementation of Quality, Performance, Risk, and Change frameworks.

**Risk-Based Prioritisation:** Ensuring reviews were prioritised according to regulatory requirements and aligned with the Bank's risk and policy standards.

**Workflow Solutions:** Designing and implementing a 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. This included Analysts, QCs, SMEs, Trainers, Managers, and support staff.



**Recruitment Process:** Our recruitment and compliance teams diligently sourced and vetted high-calibre associates from our resource pool and the broader market. A thorough, tailored interview and assessment process guaranteed that all personnel were experts in their fields.



**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.

## 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 all populations within a 5 week period.



All cohorts of work remained on track for completion by the client's December deadline, maintaining the agreed-upon quality and performance benchmarks.

The success of the project led to the Bank initiating discussions with Momenta for future collaboration.