

Financial Crime Remediation – Managed Service

The Task

- Following the successful delivery of a periodic and event-driven review programme for the bank’s Financial Crime BAU and Remediation functions, Momenta was approached to establish a managed-service programme to review a cohort of 6500 high-risk customer KYC files.
- The programme required 220 experienced financial crime specialists working remotely and operating within an appropriate team structure with the requisite Team Leader and Quality assurance functions
- Momenta also provided a highly experienced Operational Management team, alongside the necessary MI, Workflow and additional project support expertise.

Our Solution

-  The team worked to source, select and vet candidates from our existing associate pool and the wider market, screening candidates against the client’s selection criteria.
-  All resources were trained by Momenta’s experienced subject matter experts and progressed through the relevant accreditation requirements.
-  Workflow processes & controls were designed and implemented to ensure the client could track progress against key KPI’s and manage & report on key risks to the programme.
-  An effective Performance Management framework was implemented to deliver high quality outcomes and ensure regulatory deadlines were met

+95% Quality metric achieved following client assurance

Target headcount of 220 FTE achieved

Client Outcome



Against an ambitious intake plan to ensure deadlines for the completion of the work were met, 100% resource intake delivery was achieved.



File remediation of all high-risk cases was completed in line with our client's schedule



Due to the success of this project, Momenta have secured a programme of work to review the bank’s low-medium risk customer files on the same basis.

Remediation of 6.5k High Risk customer base completed on time