

## Customer screening delivers results

**Recreational facilities, like casinos, attract hundreds of thousands of customers a year from all over the world. These businesses are subject to rigorous compliance obligations across their diverse operations which often include restaurants, bars, hotels, theatres, convention centres, and casinos.**

The gaming side of these businesses, in particular, are subject to extensive controls covering customer screening and transaction monitoring. In order to comply with these requirements organisations need to implement anti-money laundering tools that assist compliance teams in detecting suspicious activities.

Jade ThirdEye has delivered immediate results for compliance teams throughout the industry. Two instances where this software assisted organisations in identifying suspicious clients that would not have otherwise been possible are as follows:

The first case involved a new customer who was screened by Jade's software. The screening results revealed that the customer was using an alias and was wanted in an offshore jurisdiction for allegedly committing fraud offences. The software was able to show that the customer and the wanted individual were likely to be the same person, because it could match known aliases via dates of birth and pictures of the suspect. The organisation submitted a Suspicious Activity Report (SAR), which led to discussions between local authorities and those seeking the individual's arrest in the overseas jurisdiction.

The second case involved a longstanding customer. The customer was screened by Jade's software and the results revealed the customer's name, date of birth, and picture were a match for an individual who had been charged with a bribery offence abroad and had fled that country prior to trial. A SAR was immediately submitted to the authorities on the grounds that the customer's source of funds may have been criminally obtained.





The alerts generated by Jade's software in both instances meant that the group was able to demonstrate compliance with anti-money laundering obligations, give law enforcement valuable intelligence, and provide its management with a better understanding of their regulatory compliance risks.

### **Jade ThirdEye:**

- Identifies suspicious behaviour quickly and accurately
- Keeps false positives to a minimum
- Directs your specialists' investigative efforts where they're most valuable
- Monitors increasing volumes of transactions
- Creates compliant suspicious transaction reports

### **About Jade**

Jade brings new ideas to life in industries including energy, insurance, agritech, financial crime, and retail. With a UX-led approach to defining problems and a methodical, iterative process for solving them, we change people's real-world experiences with whatever technology fits best.

We have experts in software design, development, operations, and management. Thousands of companies around the world rely on Jade Software every day of the year.

Headquartered in Christchurch for nearly 40 years, we have offices in Auckland, Dunedin, Sydney, Melbourne, and the United Kingdom.

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