Standard Operating Procedure (SOP)
Customer Identification and Verification Process

This SOP details the **customer identification and verification process**, outlining procedures for accurately verifying customer identities through valid documentation, biometric data, and electronic verification methods. It establishes guidelines for data privacy, compliance with regulatory requirements, risk assessment, and record-keeping to prevent fraud and ensure secure customer onboarding across all service channels.

1. Purpose

To establish standardized procedures for identifying and verifying customers to ensure regulatory compliance, mitigate risks of fraud, and protect customer data privacy.

2. Scope

This SOP applies to all employees involved in the customer onboarding process across all channels, including in-person, online, and mobile platforms.

3. Responsibilities

- **Frontline Staff:** Initial customer identification and document collection.
- **Compliance Officer:** Oversight of the verification process and adherence to regulatory guidelines.
- **IT Department:** Maintaining secure electronic verification systems and record-keeping infrastructure.

4. Procedure

4.1 Customer Identification

1. Request valid identification documents from the customer as per regulatory requirements. Acceptable documents may include:
    - Government-issued photo ID (Passport, Driver's License, National ID Card)
    - Proof of address (Utility bill, Bank statement, Lease agreement)
2. Record the document details (type, number, issuing authority, expiry date, etc.)
3. Capture photocopies or digital scans of the documents for record-keeping.

4.2 Biometric Verification

1. Where authorized, collect biometric data (fingerprint scan, facial recognition, etc.)
2. Verify biometric data against the identification document and existing records.

4.3 Electronic Verification

1. Utilize approved electronic verification systems for real-time validation of documents and identity information.
2. Perform checks against government and third-party data sources where required.
3. Document verification results in the customer's file.

4.4 Risk Assessment

1. Conduct a risk assessment based on customer profile and transaction patterns.
2. Implement enhanced due diligence for high-risk customers.

4.5 Data Privacy and Confidentiality

1. Handle all customer data in accordance with data privacy regulations (e.g., GDPR, local laws).
2. Restrict access to identification records to authorized personnel only.

4.6 Record-Keeping

1. Maintain records of all identification and verification steps for the required retention period as per regulatory mandates.
2. Ensure records are stored securely to prevent unauthorized access or data breaches.

5. Documentation and Forms

- Customer Identification Form
- Biometric Consent Form (if applicable)
- Risk Assessment Checklist
- Record of Verification Results

6. Regulatory References

- Anti-Money Laundering (AML) Regulations
- Know Your Customer (KYC) Guidelines
- Local Data Privacy Laws

7. Review and Updates

This SOP shall be reviewed annually or whenever there is a regulatory change impacting the customer identification and verification process.

8. Revision History

Version	Date	Description	Approved By
1.0	2024-06-15	Initial issue	Compliance Officer