

BizAI Use Case: Business & Corporate Banking – New Account Onboarding Automation

INDUSTRY

Business Banking

FUNCTION

Business/Corporate Account
Onboarding / KYC / New
Account Opening

PROCESS AREA

Mid-to-large banks onboarding
thousands monthly via branch, digital,
and RM channels.

01

Challenge

Business account onboarding is significantly more complex than consumer onboarding due to entity structure, regulatory obligations, and multi-party authorization. Financial institutions must verify:

- **Entity existence & legitimacy**
Articles / certificates of incorporation, registry extract / certificate of good standing, trade name / DBA registration
- **Authority & signing rights**
Board / partner / member resolutions, authorized signer lists, signature verification
- **Individuals associated with the business**
Government-issued IDs, beneficial owners meeting regulatory thresholds, control person documentation, proof of address & date of birth
- **Business profile & expected activity**
Nature and purpose, expected volumes & geographies, cash/wire activity, source of funds & wealth
- **Address verification**
Registered office and operating address evidence
- **Tax & reporting compliance**
EIN / business number, FATCA / CRS documentation (e.g., W-9, W-8BEN-E, CRS self-certification)
- **Licenses & registrations**
Industry/sector licensing (e.g., MSB, nonprofit/charity)
- **Ongoing obligations**
Agreement to information updates, periodic KYC refresh, and enhanced due diligence if risk profile changes

Traditional workflows require staff to:

- Manually review multi-document entity packages
- Validate legal authority and beneficial ownership thresholds
- Enter redundant data across CRM, BPM, and core systems
- Perform repeated QC cycles across branch, compliance, and back office

This results in:

- Slow onboarding timelines and SLA pressure
- High operational costs and staffing burden
- Error and compliance risk due to process variability
- Friction between business clients and Relationship Managers
- Data inconsistency between systems (BPM / CRM / core)

Banks need a scalable way to automate, standardize, and govern the business banking onboarding process while maintaining regulatory rigor.

Fisent BizAI Solution

BizAI enables the full automation of the end-to-end new business account onboarding:

Document Intelligence

- **Ingests entity packages** (LLC docs, partnership agreements, corporate resolutions, IDs)
- **Handles multi-format docs** (PDFs, scans, emails, multilingual inputs)
- **Detects missing documentation** required for CIP / CDD / EDD
- **Extracts required information** for business ownership, control, authority, and KYC fields

Identity & Compliance Validation

- **Validates signatures, IDs, and notarization** where required
- **Compares principals/UBOs** against internal data sources
- **Checks required KYC fields and completeness** of business entity docs
- **Flags discrepancies, mismatches, and exceptions** for review

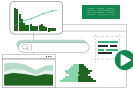
Operational Acceleration

- **Pre-populates account systems** (CRM / BPM / core)
- **Ensures data consistency** for all downstream systems
- **Enables automated routing** of incomplete packages with missing items
- **Summarizes complex entity documents** for RM/operations review (LLC layering, authority excerpts)

Business Outcomes

Outcome	Result
Manual touch-time reduction	50%+ reduction in NAO handling time
Turnaround time	Business accounts opened within SLA
QC errors & rework	~70% reduction in manual QC effort
Branch productivity	Staff freed for advisory & sales activity
Data consistency	Streamlined data ingestion leads to improved data accuracy and consistency across bank systems
Scalability	Enables growth without additional operations headcount

04 Representative BizAI Actions



Analyze business formation documents and onboarding packages to identify required fields



Verify signers, beneficial owners, and control information against submission requirements



Extract key data from IDs, entity documents, tax forms, and other structured/unstructured inputs



Classify all submitted documents & flag missing required items (e.g., if 5 required docs & only 4 provided)



Split multi-document packages into individual components for processing



Tabulate extracted entity & KYC data from tables or spreadsheets into structured fields for downstream systems

05 Key Benefits

1

Reduce onboarding friction for business clients & RMs

2

Enable automation of KYC / CIP / CDD compliance checks

3

Drive data integrity across banking systems

4

Handle entity complexity and document layers reliably

5

Improve customer time-to-value and account activation speed

06 Summary

BizAI transforms business account onboarding from a manual, error-prone, document-heavy process into a fast, structured, and automated workflow.

Banks improve **accuracy, speed, compliance, and branch productivity** — while delivering a modern, frictionless experience to business clients.