



DIGITAL WORKER

Darryl

Customer Due Diligence Program Analyst

The Customer Due Diligence Program Analyst's primary mission is to protect the organization from risky client relationships by collecting information and documentation to conduct due diligence on customer relationships.

Darryl collects, indexes, validates, extracts, and inputs information regarding the entity being onboarded or refreshed.

KPIs

80%

REDUCTION IN
MANUAL WORK TO
PROCESS LEGAL
STRUCTURE/
FORMATION AND
OWNERSHIP
DOCUMENTS

2,000+

CASES HANDLED
PER YEAR, ENABLING
INCREASE IN
CUSTOMER BASE

Responsibilities

- Analyze client documents to determine fulfillment of outstanding requirements
- Ensure quick and accurate completion of all due diligence requirements for customer onboarding or periodic review
- Review documentation (e.g., trust agreements, Ultimate Beneficial Owner forms) to identify relevant individuals (e.g., beneficial owners, authorized signers) for due diligence process
- Ensure CDD policy is consistently applied in front office by requesting missing information

Skills

- Capture full legal names from ownership structure documents
- Reconcile information against customer records and other documentation
- Detect signatures on legal documents
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members