AUTOMATE THE ORIGINATION AND REINSTATEMENT OF DIRECT DEBITS

Major savings on collection costs, indemnity claims, and customer service operations with OneID®'s government-certified digital identification service.

oneid®

Certified
B
Corporation

A GAME CHANGER FOR DRIVING DOWN COLLECTIONS & OPERATIONS COSTS IN THE DIGITAL AGE

THE COST OF LIVING CRISIS

Today's Direct Debit (DD) setup journeys are still heavily manual, prone to human error and require additional verification steps that delay the process and make it more vulnerable to fraud. Each error and failed transaction can **cost up to £50** to resolve and each **regulatory breach** can cost even more. And then there's the risk of an indemnity claim with potential for bad actors to exploit the direct debit guarantee.

The overheads of managing consumer Direct Debits have escalated as cancellations and reinstatements have increased dramatically under the cost of living crisis. Not only do leading businesses have to administrate and exception manage the onboarding to Direct Debits, now they have to reinstate many more each month.

The crisis is impacting margins, forcing operations to handle far too many reinstatements in call centres with data errors, and introducing delays in collections. Surely in the digital age where many payments can be quickly set up on a mobile phone, there has to be a better, more cost effective route to onboarding customers and reinstating Direct Debit payments.

DIGITAL DIRECT DEBITS

A change in regulation has enabled the introduction of government-certified digital identity providers, which changes the game, offering easier, faster and cheaper digital processing.

AN APPROVED UK GOVERNMENT-CERTIFIED SOLUTION

This legislation now provides for a simple way to onboard and reinstate regular recurring payments using an entirely digital process which can also cut indemnity claims and fraud.

DIGITAL IDENTITY FROM BANKS – THE TECHNOLOGY ENABLER THAT ELEVATES THE USER EXPERIENCE.

Enabling your customer to prove their identity and easily share data from their banks is key to moving the DD process fully online.

At the heart of this is the bank-verified digital identity from OneID®. An innovation that uses bank rails and shares your customer's data with you compliantly, securely, and with their consent in a few quick clicks from their banking app.
- Onboard and reinstate DDs in seconds.
- Cut costs.
- Improve consumer experience.
- Collect faster.

"GREAT SAVINGS IN OVERHEADS ARE ACHIEVABLE BY INTRODUCING AUTOMATED DIGITAL DIRECT DEBIT REINSTATEMENT"

ENABLED BY ONEID®

THE ONEID® DIGITAL ID SERVICE USES A SINGLE API, ENABLING A STANDARDS-BASED RAPID DEPLOYMENT.

The proven OneID® digital ID service follows the digital innovation already seen in the Scandinavian markets with similar bank-enabled digital ID solutions.

We access bank data over the open banking infrastructure, enrich this, and enable around 50 million people in the UK across all major UK banks to instantly share their information. The result – faster, cheaper, and safer onboarding and fully digital reinstatement of direct debits.

Our solution – which is accessed through an easy to integrate API – can be deployed quickly by corporates, and delivers value from day one.

With OneID® your customers can prove their identity online in a few clicks, enabling faster payment setup and providing a seamless digital experience, whilst reducing fraud. All they need is the digital device they use today and their bank app. Now, you can know your customer is who they say they are in seconds.

The gains for your business include more sales, reduced costs, lower fraud including spurious indemnity claims, assured compliance and improved customer retention & loyalty.

THE MANY BENEFITS ENABLED BY THE ONEID® SERVICE INCLUDE:

SALES
By simplifying customer onboarding, OneID® boosts sales.

COSTS
By reducing steps in existing identity processes, OneID® creates operational efficiencies and lowers costs.

FRAUD
OneID® reduces fraud and cuts false indemnity claims.

COMPLIANCE
By providing accurate and verified identity and financial data, OneID® helps you stay compliant.

LOYALTY
By reducing friction for returning customers, OneID® improves user experience and minimises churn.

A FEW CLICKS IS ALL IT TAKES FOR FIRST TIME SET UP OR TO REINSTATE DIRECT DEBITS

HOW IT WORKS

User consents to sharing data with your business.

User logs into their bank account using their login information for authentication.

Customer is verified in real-time and the necessary data to set up a direct debit is passed to you, compliantly (name, address, DoB, email, phone number, sort code and account number)
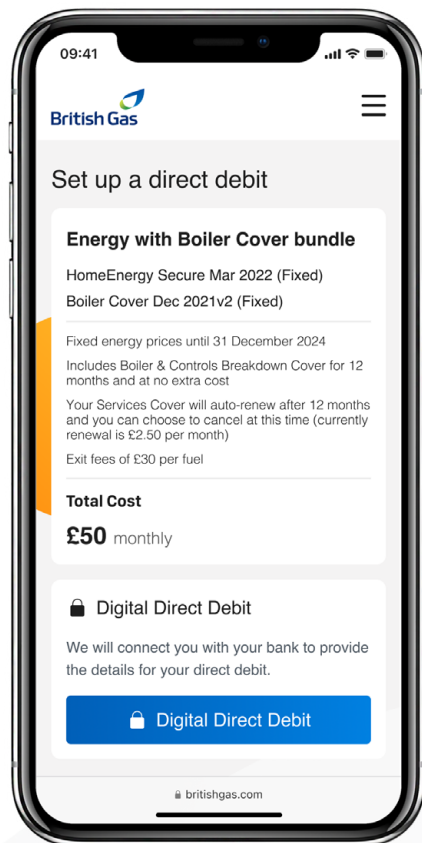
Verification, contract onboarding and direct debit set up in a few seconds
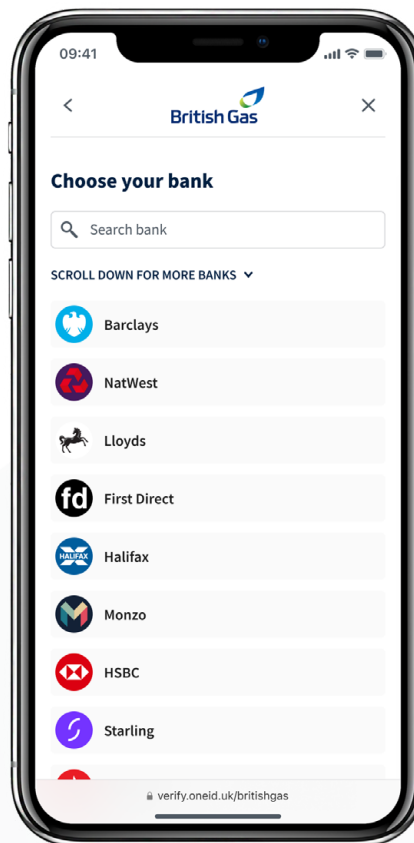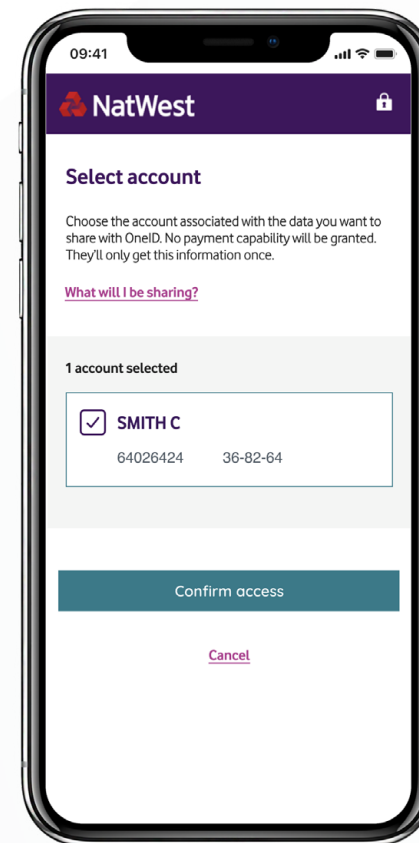
A SAMPLE JOURNEY IS BELOW:

British Gas - Cancelled Direct Debit

Hi Clare,

We were notified by NatWest that you requested to cancel your direct debit to us.

We are here to help in cases of difficulties. Please contact a member of our team on (0)20 3764682 to discuss your situation.

To reinstate your direct debit please follow the instructions on the below link.

Setup Direct Debit

Kind Regards,

Josh Taylor
Customer Service | British Gas
(44) 7200 000000

Set up a direct debit

Energy with Boiler Cover bundle

HomeEnergy Secure Mar 2022 (Fixed)
Boiler Cover Dec 2021v2 (Fixed)

Fixed energy prices until 31 December 2024

Includes Boiler & Controls Breakdown Cover for 12 months and at no extra cost

Your Services Cover will auto-renew after 12 months and you can choose to cancel at this time (currently renewal is £2.50 per month)

Exit fees of £30 per fuel

Total Cost
£50 monthly

🔒 **Digital Direct Debit**

We will connect you with your bank to provide the details for your direct debit.

🔒 **Digital Direct Debit**

Choose your bank

🔍 Search bank

SCROLL DOWN FOR MORE BANKS ⌄

- Barclays
- NatWest
- Lloyds
- First Direct
- Halifax
- Monzo
- HSBC
- Starling

verify.oneid.uk/britishgas

NatWest 🔒

Select account

Choose the account associated with the data you want to share with OneID. No payment capability will be granted. They'll only get this information once.

What will I be sharing?

1 account selected

☑ **SMITH C**
64026424   36-82-64

Confirm access

Cancel

Clare

✓ Date of birth
14/09/1985

✓ Email
clare.smith@email.com

✓ Phone number
(0)74 2000 0000

✓ Address
34 Wenlock Road,
N1 7GT London

✓ Account number
64026424

✓ Sort code
36-82-64

DIRECT Debit

We place a great deal of importance on keeping your payments safe and secure. That's why your Direct Debit payments are protected by the Direct Debit Guarantee (Terms and Conditions).

☑ I agree to the Direct Debit Terms and Conditions and confirm that I am the only account holder required to set up a Direct Debit on this account.

Confirm Direct Debit

britishgas.com

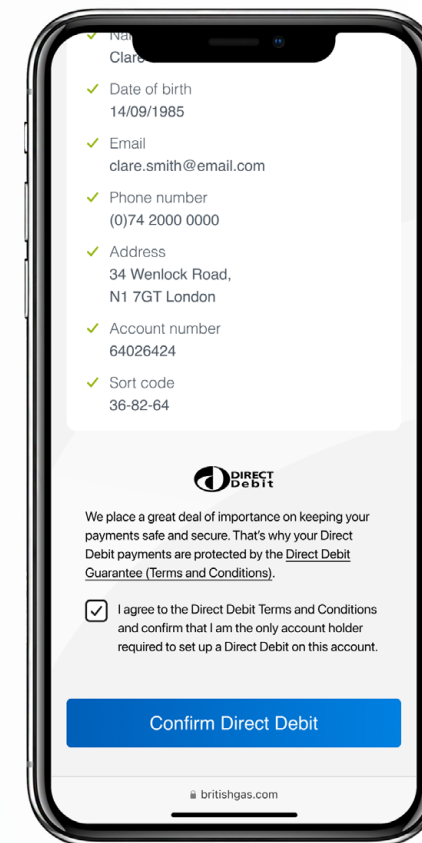| User receives an email asking them to reinstate their direct debit. | User is redirected to British Gas website to start the direct debit process | User selects their bank | User is taken to their bank app where they agree to sharing their data. | User confirms their direct debit details and agrees to the direct debit mandate. |

A COMPLIANT DIGITAL PROCESS

OneID® takes care of onboarding, Compliance and regular payment setup - all in one transaction.

COMPLIANCE

No data sharing without customer consent, abiding by GDPR requirements. Reducing the risk of sector-specific regulatory penalties by preventing data oversharing and identity theft.

BEST-IN-CLASS SECURITY

The most advanced counter-fraud measures and biometric security capabilities by leveraging bank-verified data - the only identity service equipped to do so in the UK.

EASY INTEGRATION

The OpenID Connect interface facilitates seamless integration with applications, websites or digital services, allowing businesses to get going within a few hours simply by integrating their APIs.

In just a few seconds...

1. **Verified Identity check complete**
2. **Data quality improved**
3. **Fraudsters unable to authenticate**
4. **Dynamic provision of account details stored by Bank**
5. **Reduce fraud**

OneID® is certified and approved by the UK Government and is regulated by the FCA. As an approved BACS identity check provider, OneID® meets all compliance obligations for identity at the point of use.

OneID® has already partnered with one of the four major UK banks, NatWest, to offer this service to their customers, also works with DocuSign and Adobe, and enables 50 million UK citizens to prove their identity using their bank login today.

ico.
Information Commissioner's Office

Certified B Corporation

A Digital Identity
Systems Certification

OneID®'s document-free and bank-verified digital identity solution offers a rapid return on investment. In these times with a cost of living crisis, OneID delivers a compelling business case, enabling you to:

1. Reduce indemnity claims by providing a government-certified identity check that provides the evidence that the owner of the bank account signed the direct debit agreement.

2. Improved compliance by completing an identity check in combination with confirmation of bank account ownership through real-time authentication with the Payer bank.

3. Reduce operational costs as the data quality improves because it is captured straight from the bank – not keyed by the user.

Connect with OneID® to establish the business case for your organisation.

Learn more about OneID®, moving to fully digital direct debits, and how quickly we can reduce the cost of operation in collections.

Contact for more information:

**Rob Kotlarz,
Co-founder and President**
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