OIX Workshop 22nd May 2017

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Intermediary levels of identity assurance between LoA1 and LoA2

Representing work undertaken by the TISA Digital ID working group
TISA

The Tax Incentivised Saving Association

Over 160 member firms from all areas of UK financial services

Mission - to develop policy, services and infrastructure that promotes consumer’s financial wellbeing and the strength of the nation.

Through this approach TISA creates an environment for UK financial services to flourish.
Digital ID Prototype

Identify yourself to us

By allowing us to identify who you online are we can then securely and rapidly open your new account

Log in using an existing Financial Services Digital ID.

E-mail address / Username
hello@email.com

Password
******

I have forgotten my password

Log on with your Digital ID

Set up a new Financial Services Digital ID.

If you don't have a GOV.UK Verify account or a Financial Services Digital ID you can set up a new Financial Services Digital ID here in a matter of minutes.

Create new Financial Services ID

Sign in with your GOV.UK Verify

If you have a GOV.UK verify account you can use this to log on and gain access to Fidelity services.
Why a Financial Services Digital ID?

Q: if the price is right and the user journey is great then why wouldn’t a financial services organisation use a Verify ID?

- If the customer already has one then they probably would
- If the customer doesn’t have one then probably not

Conversion is key
The digital journey requires certainty and a great experience
Attaining the correct minimum level of identity assurance is also key

Q: What level does a Financial Services digital ID require?
- One that satisfies the KYC requirements
Standards used for GOV.UK Verify

GPG45

GPG44

GOV.UK Verify Operations Manual

Levels of assurance

• LoA1
• LoA2
• LoA3
• LoA4
TISA Digital ID LoA1.8 Proposal

3 CML
Evidences

1 High KBV
1 Medium KBV
180 day Activity History

No Evidence
LoA1

LoA2
TISA Digital ID LoA1.8 Proposal

No Evidence

LoA1

2 Evidences
Any Category

2 Medium KBVs

90 day Activity History

Aligning to JMLSG KYC Requirements

LoA1.8

3 CML Evidences

1 High KBV
1 Medium KBV

180 day Activity History

LoA2
Further intermediary levels

No Evidence
- 1 Evidence
- 1 Medium KBV
- 45 day Activity History

LoA1
- 1 Evidence
- 1 Medium KBV
- 30 day Activity History

LoA1.2
- 1 Evidence
- 1 Medium KBV
- 45 day Activity History

LoA1.4
- 1 Evidence
- 2 Medium KBVs
- 60 day Activity History

LoA1.6
- 2 Evidences
- Any Category
- 2 Medium KBVs
- 90 day Activity History

LoA1.8
- 2 Evidences
- Any Category
- 2 Medium KBVs
- 180 day Activity History

LoA2
- 3 CML
- Evidences
- 1 High KBV
- 1 Medium KBV
- 180 day Activity History
Relative conversion rates

LoA1  LoA1.2  LoA1.4  LoA1.6  LoA1.8  LoA2
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What constitutes an LoA2?

**Element A / B**
Three strong pieces of evidence, one from each of Citizen, Money & Living categories

**Element C**
Knowledge Based Verification questions
At least 1 high strength and 1 medium strength (difficulty) prompted answer type questions

Alternative mechanisms to KBV questions can be utilised and include:
- Security codes relayed via verified mobile phone or bank account
- Selfie check against a valid and genuine passport or driving licence photo
What constitutes an LoA2?

**Element D**

Forwarding / missing addresses identified

Mortality check

Checks of contact numbers, emails, addresses associated with fraud

Previous failed applications velocity check

PEP check (higher risk of impersonation)

**Element E**

Activity history - 180 days
What constitutes an LoA2?

Email

Unique email address

Asynchronous email verification within 180 days

Credentials

Username

High strength password

Higher strength 2FA, for example: -

Security code to mobile or landline

Touch ID
What constitutes an LoA1?

No requirement for the identity of the Applicant to be proven.

**Identifier**

e.g. Unique, verified email address

**Credentials**

Username

High strength password