Opening a bank account across borders with an EU national Digital Identity
Problem statement

- Increasing volumes of people are moving to new countries to study, work and live.

- In 2017, foreign citizens made up 7.5% of persons living in the EU Member States and 3.8% of European Union (EU) citizens of working age (20-64) were residing in another Member State than that of their citizenship; this share has increased from 2.5% ten years ago.

- The development of trust across national borders takes place slowly.
Hypothesis

The project considers the following hypothesis ‘An EU citizen will be able to open a bank account in another EU country using their national digital identity.’ In this instance French citizen opening a bank account in the UK, who may not have a proof of residence in the UK. ‘, in support of the European Digital Single Market
Objectives

This project will develop the service design, infrastructures and operational framework that leverages eIDAS to enable a more trustworthy and efficient account opening process for citizens from another European country to use digital identities that meet government standards, leverages eIDAS and meets industry standards (such as Mobile Connect).
Outputs

- A prototype that will develop and test a digital end-to-end customer experience

- Demonstrate the creation of a digital identity, assertion of digital identity to the service and the use of that digital identity to access other necessary attributes about the user in order to access the service (i.e. opening a bank account)

- Communications across wide audience, including the European Commission, the US, and others about the findings of the project

- White papers detailing the service design, infrastructures and operational framework
Benefits - Consortium members

- Attract new customers, moving from overseas in to the UK, with a simple on-boarding process to open a new bank account

- Potential to reduce fraud and impersonation risk as well as reduce reparation bills and regulatory fines

- Future proofing compliance to changes in the regulatory environment such as the 4th Anti-Money Laundering Directive, eIDAS regulations and Payment Accounts Directive

- Develop, test and shape the APIs and standards for the future, while utilising current infrastructures, back-end systems and processes
Benefits - Industry

- Have single ID that can be used across borders and with public and commercial services

- Meet customers expectations to use digital services to access a range of services

- Reduce fraud by addressing the weaknesses in the current paper based information which are exploited by sophisticated fraudsters, criminals and terrorists

- Access data from overseas and supports the [European Digital Single Market](https://ec.europa.eu)
Benefits - Customer

- Convenient way to provide evidence of his / her identity and personal details remotely through a digital channel.

- Easier access to financial services and supports digital inclusion

- Enabling citizens to use a simpler and more secure bank account opening process that reduces fraud and financial exclusion

- Reduces time and costs in having to provide documents (such as passports and driving licences) for visual inspection

- Opportunity to have a single ID to be used across a range of actions
Prototype
Open an anyBank current account today....

Get our award winning Distinction Account
• 5★ mobile banking app
• No monthly fees*
• Earn interest** on your savings
• Optional interest free £500 overdraft for eligible customers***

Sign up today using your digital ID for:
• An immediate decision on your application
• Instant access to your account
• Ability to start spending straight away using Apple or Android pay

....and we’ll give you £100† to say thank you

Apply Now
Expectation of the customer that the application process will happen on the ANYbank website.

Designed to maintain the prominence of the ANYbank brand even though ANYbank is using a third party service

The Blue Service brand appears discreetly on the ANYbank page in the top right hand corner.
Redirect to the IDP

A pop-up box explains that the customer will be directed away from the ANYbank website.

After choosing Mobile Connect -et -moi, customer has just to enter its Orange France mobile number to initiate an authentication transaction on his mobile and to share its digital ID information.
Noemie

Lives in France
Moving to the UK to work for a year
Needs to pay salary into UK bank
As a student in your first year, huge queues in front on branches next to the uni are very common. People come at 5AM to queue to open a bank account and for the month of September/October appointments are not available as they are all already booked.

I did not have a profile in the UK so I did not have an account for the first year as a student.

There were too many steps - set up an appointment, get a letter from university to provide proof of address, attend the hour long meeting during which even more questions were asked.

I was opening accounts for my children. I had to book appointments, go into the bank with all my documentation, have the documentation photocopied, wait for manual processes to set up the accounts to be completed.
Q4 What evidence did you use to prove your identity?

Answered: 28    Skipped: 0

- Driving licence
- Passport
- Utility bill
- Identity card
- Proof of address
- Birth certificate
- Other (please specify)
Q9 If you had had a digital identity, would you have used it when you opened your bank account?

Answered: 28    Skipped: 0

- Yes: 80%
- No: 5%
- Maybe: 5%
How does the process for opening a bank account shown in the video differ from your experience when you opened one?

The process is much faster and smoother, there is no need to provide physical proofs of identity and address, which makes things easier. Plus you get your bank details straight away, which is incredibly helpful.

It was simple and all online.

It was more straightforward because documents from the old country could be used.

I am quite sceptical about sharing such personal data cross border or within the country especially after hearing how governments have spied on their own people in the past and that nothing is safe.

I like digital identity.
Q11 Would you have minded sharing your address in the way demonstrated in the video?

Answered: 28   Skipped: 0

- Yes
- No
- Maybe

Percentage: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Technical approach
Inbound eIDAS compliant Identity Node

Attribute Hub

Attribute Provider

Outbound eIDAS Identity Node

Identity Provider

Prospective Customer

NATIONAL BOUNDARY

Bank Application Process

Authentication Provider
Inbound eIDAS compliant Identity Node

Attribute Hub

Outbound eIDAS Identity Node

Identity Provider

Attribute Provider

Prospective Customer

Authentication Provider

Bank Application Process

ANYbank

Blue Service

NATIONAL BOUNDARY

HSBC

BARCLAYS

France Connect

orange™
Liabilities
Open Identity Exchange (OIX)

736 members

Liabilities under a federated digital identity scheme

Many people raise the subject of liability when discussing adoption of federated digital identity by the financial sector. Banks have many different types of liability which vary from context to context.

The EU funded ‘Connecting Europe Facility’ project is considering how a digital identity that meets government standards defined under the eIDAS regulation could be used by a bank when opening a bank account. The project team has set out a paper on liabilities and would welcome thoughts and comments on it from industry experts.

If you would be willing and able to review the paper please drop me a message through LinkedIn and I'll send you the paper.
Commercial model
French ID authentication

UK

eIDAS Node

eIDAS inbound

£C = R% of £B

£B

£D = 5% of £C

£E = T% of £D

£F = U% of £E

Private Sector Federation Hub

Relying party

BARCLAYS

HSBC

RP charged for attributes = £X

France

eIDAS outbound

France Connect

Mobile Connect

Or fixed fee

£B
French attribute provision

**UK**
- eIDAS Node
- eIDAS inbound

**France**
- eIDAS outbound France Connect

**Private Sector Federation Hub**
- £B: R% of £B
- £C: R% of £B

**French IDP**
- £D: S% of £C
- £E: T% of £D
- £F: U% of £E

**Attribute Exchange**
- £Z: W% of £Y
- £Z @ €FX

**Attribute Provider**
- £X: RP charged for attributes
- £Y: V% of £X
- £Z: W% of £Y

**Mobile Connect**
- Or fixed fee

**Relying party**
- HSBC

**eIDAS**
- Node

**Node**
- inbound

**Mobile Connect**
- £B: £B
Potential service plans.

**ID Authentication**

- Option 1.
- Pay as you go (monthly minimum?)

- Option 2.
- X transactions over Z time

- Option 3.
- Fixed annual subscription
  - (unlimited consumption)

**Attributes**

- Attribute charging
- A range of different attributes charged at different rates
- Different pricing for attributes based on commercial value

**Service establishment**

- Standard setup fee for vanilla service
- Delivery and SLA variants based on RP needs
Communications
Communications

The Open Identity Exchange UK managed the action and communication to ensure maximum dissemination of knowledge.

Split between stakeholder and communications engagement with the key stakeholders through a dedicated section of the OIX website, webinars, white papers and a LinkedIn discussion thread.
## Stakeholder Map

<table>
<thead>
<tr>
<th>MEET THEIR NEEDS</th>
<th>KEY PLAYER</th>
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<tbody>
<tr>
<td>Engage/consult</td>
<td>Regular engagement/involves in decisions</td>
</tr>
<tr>
<td>• French Government (France Connect)</td>
<td>• INEA/European Commission</td>
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<tr>
<td>• French Bank Association</td>
<td>• FCA/HM Treasury</td>
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<tr>
<td>• France Central Credit Register (attribute provider)</td>
<td>• Consortium members internal teams</td>
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<td></td>
<td>• European Banking Federation</td>
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<td></td>
<td>• UK Finance</td>
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<table>
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<tr>
<th>MONITOR</th>
<th>KEEP INFORMED</th>
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<tr>
<td>Low priority</td>
<td>Consult</td>
</tr>
<tr>
<td>• TISA</td>
<td>• OIX members</td>
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<tr>
<td>• Other CEF Telecoms funded projects (e.g. Everis)</td>
<td>• World Bank</td>
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<td>• LighTEST</td>
<td>• World Economic Forum</td>
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<td>• OBWG</td>
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<td></td>
<td>• Other European Banks</td>
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<td>• JMLSG</td>
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Low---------------------------------Stakeholder Interest---------------------------------High
Communications activities

• Press/PR
• Key events presenting the Action and deliverables
• Stakeholder meetings and presentations
• Internal communications
• Dedicated section of the OIX website, social media activities and email newsletters.
Key events

- OIX delivered workshops/ Economics of Identity conference
- Mobile World Congress (Barcelona)
- IDM (London)
- European Commission workshops in Brussels including Connecting Europe Facility: Making the Digital Single Market a Reality event
- European Commission expert group focusing on electronic identification and remote Know Your Customer processes.
- TrusTech, Cannes
- Financial Action Task Forum (FATF)
Press coverage of launch – overview
CEF Telecom project to test the use eIDs for cross-border banking

Creation date: July 14, 2017

This project plans to develop and test a prototype as well as building the service design, infrastructures and operational framework that leverage eIDAS to enable a more trustworthy and efficient account opening process for EU citizens.

The Project, co-financed by CEF Telecom, brings together HSBC, Barclays, the UK Government Digital Service (GDS), Orange, OT-Morpho and the Open Identity Exchange (OIX UK), to test the use of public sector eIDAS (Electronic Identity and Signature) standards for banking across borders.

The consortium plans to carry out the work using eIDAS (Electronic Identity and Signature) standards, which is a set of official standards for electronic identification and transactions in the European Single Market that were built for the public sector. The project will test how these can also be used for the private sector.
Reports

OPENING A BANK ACCOUNT ACROSS BORDERS WITH A DIGITAL ID

Pre-Discovery - Market Intelligence report

Connecting Europe Facility:
Opening a bank account across borders

Discovery Phase Report
by Harry Walker Brown

The project reported within this document was awarded grant funding from the European Commission’s Innovation and Networks Executive Agency (INEA) in May 2017. The coordination and management of the delivery has been performed by the OiX on behalf of the Consortium members.

The project participants were:
Barclays Bank
Government Digital Service (part of Her Majesty’s UK Government)
HSBC
Morpho
OiX UK (part of the Open Identity Exchange)
Orange

Background
HSBC, Barclays, Government Digital Service (GDS), Morpho (leading as Mentor), Orange and Open Identity Exchange (OiX) UK formed a Consortium to deliver a digital identity