

Customer Story

Leading Chilean Bank Strengthens KYC and Fraud Prevention with Sovos Trust Services

Sovos Products

**Trust Services**

Company Information

\$14B+

Revenue

100k

Employees

Banking

Industry

Chile

HQ

Overview

A leading CMF-regulated Chilean bank specializing in consumer banking and credit card services modernized its customer identity verification processes for regulated account opening, credit card issuance, and high-value transaction authorization across Chile and Peru. By deploying Sovos Trust Services on AWS, the bank replaced legacy, paper-driven Know Your Customer (KYC) workflows with multimodal biometric identity verification, electronic signatures, and centrally governed digital document management — strengthening its identity assurance posture for regulated banking activities while accelerating customer service across both branch and digital channels.

About the Customer

The customer is a CMF-regulated Chilean banking corporation specializing in consumer banking and credit card services. The bank is supervised by the Comisión para el Mercado Financiero (CMF) under the Chilean General Banking Law (Ley General de Bancos) and operates under its own Chilean banking license. It serves millions of consumer banking and credit card customers across hundreds of branch locations in Chile and Peru, with annual revenue and employee headcount that substantially exceed the AWS Financial Services Competency thresholds.

As a regulated banking institution, the customer is subject to the full set of Chilean banking, anti-money laundering, and consumer protection regulations applicable to licensed financial institutions, including Customer Identification, Customer Due Diligence, and ongoing identity verification requirements under Chilean laws on money laundering and CMF supervisory standards.

Key Metrics

Chile
& Peru

Coverage

In
Branch

Onboarding

Secure

Transactions

Biometric

Verification

Customer Challenge

As a CMF-regulated Chilean bank, the bank is required under Chilean Banking Law (Ley General de Bancos) and Law 19.913 on Money Laundering to perform robust Customer Identification, Customer Due Diligence, and ongoing identity verification for every account opening, credit card issuance, and high-value transaction. The bank must also report suspicious activity to the Unidad de Análisis Financiero (UAF) — Chile's financial intelligence unit — and maintain auditable evidence of identity for every customer interaction.

The bank's pre-existing identity verification processes were largely manual and required in-person validation at branch locations, creating challenges uniquely critical to a regulated financial services environment:

- Inability to perform consistent, legally compliant remote identity verification for credit card and consumer banking customer onboarding, blocking the bank from scaling digital channels in line with CMF guidance on digital banking
- Elevated exposure to identity fraud and impersonation — particularly relevant given documented increases in fingerprint cloning, falsified ID card fraud, and identity theft schemes targeting LATAM banks
- Inconsistent KYC evidence quality across branches, creating audit risk under CMF supervisory reviews and complicating UAF suspicious activity reporting obligations
- Operational bottlenecks at peak demand that directly limited customer acquisition for regulated consumer credit products
- Higher manual exception rates that increased operational cost and reduced identity assurance for regulated banking transactions

Sovos Solution

The bank deployed Sovos Trust Services, delivered as a cloud-native SaaS solution built on AWS, to support secure, compliant customer onboarding and transaction authorization across Chile and Peru. The solution was scoped explicitly around the bank's KYC, AML, and fraud-prevention obligations as a CMF-supervised institution.

Sovos deployed multi-modal biometric identity verification, combining fingerprint biometrics with facial recognition as a contingency method, across branch service desks for card issuance, account opening, and transaction authorization. Each verification event produces a cryptographically bound identity record that satisfies CMF identification standards and creates the audit trail required for UAF examinations and suspicious activity reporting. Non-biometric methods provide fallback for accessibility and exception handling.

Sovos Solution

Sovos electronic signature capabilities enable customers to execute legally binding credit card agreements, consumer loan contracts, and banking service agreements digitally — designed to meet the legal validity standards required for enforceable financial agreements under Chilean law, across both in-branch and remote execution.

Identity verification evidence, signed customer agreements, and supporting KYC documentation are securely captured, indexed, and stored in a centralized digital document repository — replacing the fragmented paper files that previously made CMF audit response slow and unreliable. The bank can now retrieve a complete KYC and transaction history for any customer in seconds rather than days.

Built on AWS, the solution runs on a multi-account, multi-region AWS architecture designed for regulated financial services workloads. Sovos leverages Amazon API Gateway for secure ingress, Amazon EC2 and Amazon EKS for scalable biometric processing services, Amazon Rekognition combined with Sovos proprietary biometric services for facial and fingerprint matching, Amazon Aurora for transactional identity data, Amazon S3 for encrypted storage of identity evidence and signed documents, and AWS Key Management Service (AWS KMS) for cryptographic key management. AWS CloudTrail, AWS Security Hub, and Amazon GuardDuty provide the audit logging and threat detection required to operate in a regulated banking environment.

Results and Benefits

By implementing Sovos Trust Services on AWS, the organization:

- Accelerated customer onboarding for credit card issuance and consumer banking products — reducing manual KYC verification cycles and removing branch capacity as a constraint on customer acquisition
- Strengthened fraud prevention posture through consistent, high-confidence biometric identity validation — directly addressing the LATAM identity-fraud trends targeting consumer credit and retail banking customers
- Improved KYC audit readiness — every customer onboarding now produces a complete, retrievable identity verification record meeting CMF and UAF evidentiary standards
- Standardized identity verification across all branch locations in Chile and Peru, eliminating the inter-branch variability that previously created audit exposure
- Established a scalable, compliant identity verification foundation that supports the bank's broader digital banking transformation roadmap

About Sovos

Sovos is a global provider of tax, digital trust, and regulatory compliance solutions, helping organizations operate with confidence in highly regulated environments. Built on AWS, Sovos delivers scalable, secure SaaS solutions for identity verification, electronic signatures, document management, and regulatory compliance, supporting enterprise customers across financial services and other regulated industries worldwide.