KYC/Customer due diligence analyst

Proficiency level

- X New Gen AI skills
- X New skills
- X Transferrable skills at the same proficiency level
- X Transferrable skills at a higher proficiency level[1]

Skills Framework track	Operations
Job function	Customer operations
Job family	KYC
Sub-sectors	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management
Expected augmentation by Gen AI	**Do more and do new:** Gen AI can streamline risk assessments and expedite the verification of customer information. Gen AI tools can also enhance periodic KYC checks, provide real-time monitoring of unusual transactions, and flag complex, unusual activities directly to the Customer Due Diligence Manager for dedicated attention or follow-up

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Assist in customer onboarding	Support in conducting due diligence on new customers
	Conduct risk assessments of new customers
	Request and verify customer information
	Communicate with relevant stakeholders to obtain documentation required for customer onboarding
Ensure compliance	Conduct periodic KYC and Customer Due Diligence checks of existing accounts to ensure adherence to regulatory guidelines
	Provide relevant documentation for customer reviews
	Understand due diligence regulations, policies, and procedures
Maintain and service accounts	File suspicious transaction reports
	Maintain documents and files, updating customer information when required
	Understand customers' needs and businesses to monitor for unusual transactions
	Review existing customers, including high-risk accounts to ensure customers are within the organization's risk limits
	Address queries on KYC issues from internal teams

New Gen AI skills

Prompt design	2
Gen AI principles and applications	2
Ethical and responsible Gen AI adoption	2

Additional skills required for potential redesigned role

Role 1: Client implementation analyst (adj.[2] Score: 0.44)

Ethical culture	3	Service challenges	3	Customer experience management	3
Stakeholder management	3	Change management	3	Business performance management	3
Account management	3	Business requirements mapping	3	Business needs analysis	3

Role 2: Assistant relationship manager – Retail banking / Personal banking executive (adj. Score: 0.35)

Ethical culture	3	Research and information synthesis	2	Customer experience management	3
Stakeholder management	3	Customer acquisition management	3	Product advisory	3
Regulatory compliance	3	Client investment suitability	3	Personal finance advisory	3
Taxonomy application	3	Business risk assessment	3	Networking	3
Account management	3	Market specialization	3	Sustainable investment management	3
Customer acceptance checking and onboarding	2	Market research and analysis	3	Business negotiation	4
Customer relationship management	2	Sustainable lending instruments structuring	3	Fraud risk management	4
Service challenges	3	Business opportunities development	3		

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.
2. Skills adjacency score.

Source: SkillsFuture Skills Framework

DO MORE AND DO NEW