



• BPG CASE STUDY

How BPG digitalized its account opening process with LOQR's Platform

In the current market and society, the general population and companies look for ways to streamline the time spent with bureaucratic tasks. With this in mind, Banco Português de Gestão (BPG) looked for a way to digitalize their account opening process, while still maintaining their more traditional approach, focused on modernizing their business and reaching a younger and more tech-savvy audience.

In partnership with LOQR, they have implemented a 100% digital account opening process, which has already created many opportunities for the company, such as process dematerialization and the attraction of new generations of customers.

Who is Banco Português de Gestão?

With more than 20 years of history in the banking services in Portugal, Banco Português de Gestão is a bank that positions itself as a valuable alternative for people, companies and institutions, developing simple and innovative solutions.

BPG is also recognized for its agility, response capacity and operational efficiency in the provision of financial products and services.



COMPANY

BPG - Banco Português de Gestão

[BPG.PT](https://www.bpg.pt)

Working with LOQR since May 2022

HEADQUARTERS

Lisbon

SUCCESS RATE

85,7%*

SECTOR

Banking

SOLUTIONS IMPLEMENTED

Digital Account Opening - Single Account Holder
Digital Account Opening - Multi Holder
Electronic Signature of Documents

CHANNEL

Web

*In the last 120 days



The Challenge

Being a bank of small dimensions , with limited reach and visibility, BPG was looking for a way to increase its organic growth, by reconvertng its strategic positioning. The bank also wanted to grant efficiency to its processes, especially the ones that could be easily streamlined by a digital onboarding solution, and liberate resources for the establishment and management of more important business relationships with the customers.

An additional challenge was juxtaposing the digital layer with the traditional infrastructure, modernising procedures that have lasted for years.

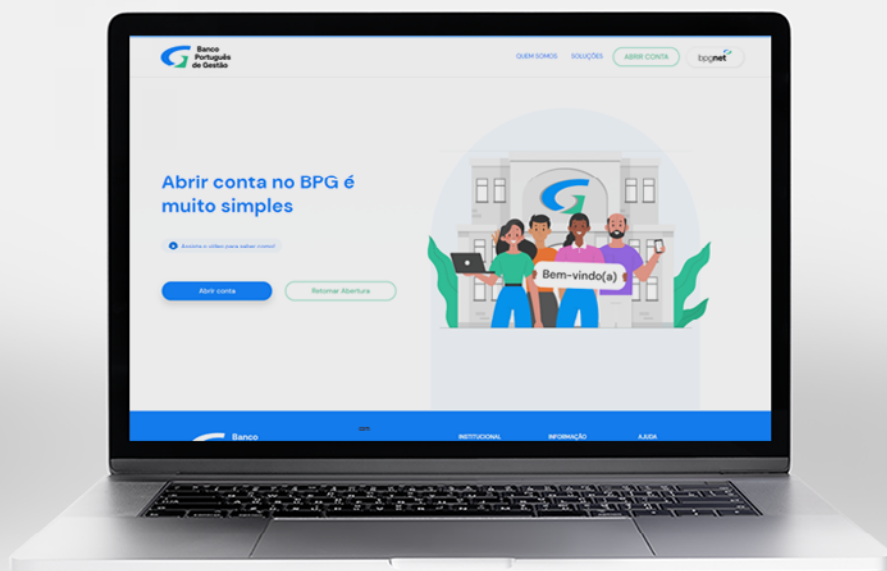
The Solution

While searching for the right service provider, BPG focused on two very important aspects: security and compliance. The institution sought out a digital onboarding solution capable of keeping its customers' data 100% secure while maintaining full compliance with regulations.

With LOQR, BPG has implemented a digital account opening process that allows them to create processes that are more efficient and secure, while freeing valuable resources for meaningful human interactions, which continues to be a fundamental pillar in the institution's customer service.

“LOQR was chosen after a strict research and selection process among several regtech companies. We were looking for a company capable of offering a safe solution, who also was 100% compliant with the regulation demands. The fact that LOQR is a national entity was also an important factor in the choice.”

BPG



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The digital onboarding process allows the Bank to answer to the customers' expectations when it comes to user experience during the entire account opening process, with all the convenience, security and celerity. The lack of friction within the process is a critical advantage for the Bank's scalability and to reach its target market, favoring the growth of the business and results.”

António Simões Pinheiro
BPG Commercial Director

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Partnering with our clients, more than an end solution, LOQR delivers value and brings new insights to their business. Working with BPG, we looked for the best way to collaborate on the digital transformation they wanted to embark on. We believe their customer base continues to grow with the digital account opening Journey, reaching new markets and generating more business.”

Ricardo Costa
LOQR's CEO

LOQR's Digital Account Opening Journey

A **secure, fast and simple** experience, that ensures all the [KYC](#) requirements with [AML](#), [PEP](#) and [RCA](#) screening, as well as [ID Verification](#).



SECURITY

Through formal digital identity and e-signature procedures, we assure secure Journeys and reduce the risk of fraud.



COMPLIANCE

We guarantee that all our Journeys are compliant with imposed regulations, local and global, fulfilling AML and KYC requirements.



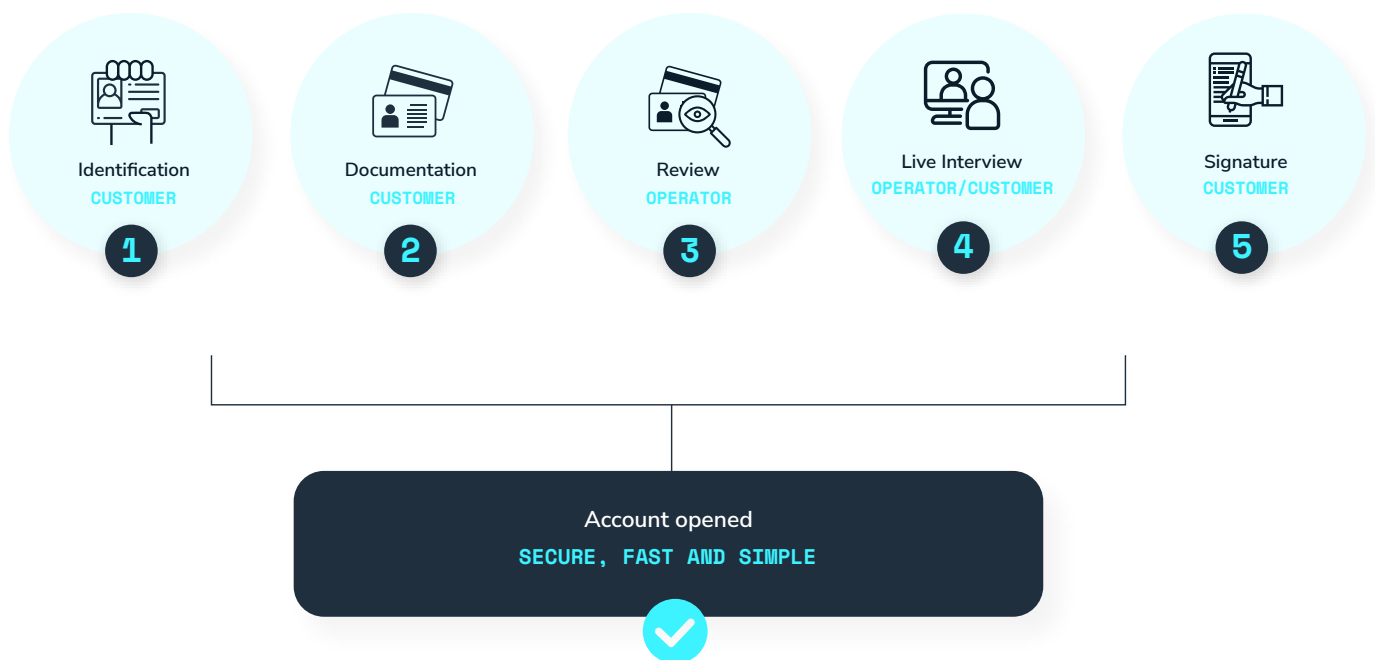
USER EXPERIENCE

Our white-label platform can be seamlessly integrated with any business, assuring a positive and easy user experience.

Less than
10 minutes
 to digitally open a bank account

LOQR's
100%
 digital solution

LOQR's platform allows for customer's identity verification through a live interview, conducted under all the legal requirements, and get the contract signed online, via an Advanced Certificate.



The digital bank account opening Journey is running successfully since 2017, with thousands of accounts opened remotely.



What are the advantages of implementing a Digital Account Opening Journey?

- ☒ Makes the process **simpler and more convenient** for the customer.
- ☒ **Cuts down costs** and time spent in the process, by eliminating the need to travel to a physical location.
- ☒ Allows the company to attract **new customers**, by reaching new geographies and eliminating physical barriers.
- ☒ **Increases the business appeal**, engaging new generations and people who might be more sensitive to digital solutions.

IF YOU ARE CURIOUS ABOUT LOQR SOLUTIONS TALK TO US: SALES@LOQR.COM