

High-trust onboarding in a single live session

Standard ID checks aren't enough for high-stakes compliance.

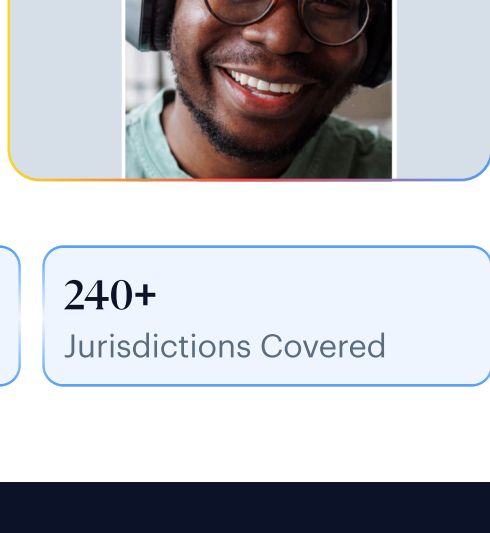
Shufti Video KYC lets you verify customers through a live video call with a KYC expert, supported by AI-driven checks.

Built for moments where you need more than a document upload, you need to see the person, confirm intent, and collect strong evidence that stands up to regulators, auditors and internal risk teams.

~2 minutes
onboarding time

24/7
agent availability

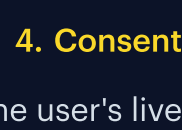
240+
Jurisdictions Covered



Video KYC Journey



1. Initiate
User launches the verification session.



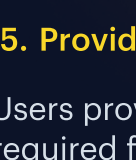
2. Connect
KYC expert joins the session and guides users through each step.



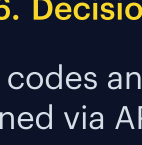
3. Verify Live
Agent checks liveness, reviews ID on camera, confirms data.



4. Consent
KYC experts confirm the user's live presence and secure consent.



5. Provide Data
Users provide the necessary data required for verification.



6. Decision
Pass/fail with reason codes and complete audit trail returned via API or portal.



Services Covered in Video KYC

Shufti's Video KYC enables users to complete verifications with live agent guidance, covering a wide range of services including:



Face Verification

Verify the identity of the user by comparing their live image with the presented document.



Document Verification

Use OCR and Template matching to verify the provided document.



Address Verification

Checking an official document (ID card or utility bill) that contains the user's address.



Background Check

Conduct an AML check using the provided credentials against sanctions and watchlists.



Consent

Obtain the necessary consent during the live video session.



Multi-Factor Authentication

Verify the phone number of users by sending an OTP to their number for authenticity.

Video KYC for Every Risk Level

High-risk customer onboarding

Challenge

Traders face practical issues like poor lighting, low-quality cameras, glare on IDs, and confusing UX that cause repeated automated failures.

How Shufti Helps

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Enhanced Due Diligence & high-value transactions

Challenge

Regulators and internal policies demand more evidence for certain profiles and transaction sizes.

How Shufti Helps

Add Video KYC as a step-up check to collect source-of-funds evidence, and additional documents, all recorded for audit.

Remote workforce, partners & gig onboarding

Challenge

Difficult to vet drivers, agents, freelancers or merchants remotely, and paper processes don't scale.

How Shufti Helps

Conduct remote identity and document checks in one session, validate licenses, and keep an auditable trail for every onboarding.

Claims & payouts

Challenge

Fraudulent claims and disputes increase cost and delay payouts for genuine customers.

How Shufti Helps

Use Video KYC to confirm the claimant, validate claim documents, record statements before approving payout.

Video KYC for All Business Tiers

SMBs

Videoident flows aligned with BaFin expectations & GwG KYC obligations.

Bottlenecks

- Standard e-KYC is not enough for certain high-risk users or regions.
- Strict regulatory requirements for digital onboarding.
- Manual checks are ad-hoc, undocumented and hard to scale.
- Too many tools: video calls in one system, documents in another, decisions in a third.

How Shufti Video KYC helps

- Out-of-the-box Video KYC layer without building teams, tools and workflows.
- Route high-risk or flagged users to Video KYC, keeping costs under control.
- Single, auditable journey, Identity, documents and decision in one place, ready for regulators.
- Flexible model to use Shufti KYC expert without hiring internal team, reduce operational cost.

Enterprises

Banks, large financial institutions, global fintechs, insurers, and regulated platforms operating across multiple countries.

Bottlenecks

- Fragmented onboarding, different tools, teams and vendors per region or product.
- Rising regulatory pressure to show strong, documented due diligence.
- Hard to maintain consistent processes and evidence across large operations and outsourced teams.

How Shufti Video KYC helps

- Acts as a standardised Video KYC layer you can configure by region, product, and risk level.
- Supports global operations with consistent journeys, clear scripts and audit-ready recordings.
- Integrates with your existing stack APIs / SDKs, One coherent view of verification history.

What You Get With Shufti, Predictable Cost, Customization, And Support

Shufti Video KYC gives regulated businesses a predictable-cost, customizable Video KYC with strong support and implementation help without paying extra for basic operational needs.

	Shufti Video KYC	Legacy Vendors
Setup fee	€0 setup fee	~€10k setup fee on top of usage
Monthly platform fee	€0 hidden platform rent	Extra Monthly fee in addition to per-check pricing
Per Video KYC session	Start from as low as ~€5	~€15 per video video KYC check
Customisation	Customisation as part of the deal scope.	Charge for customisations - Branding/Logos/UI tweaks
Multi Language agent	Multilingual agents are available at no extra charge.	Multilingual agents cost extra.
Emergency scale-up	Position as scalable operations plan (capacity planning + support escalation)	Emergency scale-up costs extra
Add-on services	✓ Face Verification ✓ Document Verification ✓ Address Verification ✓ Background Check AML ✓ Consent Service ✓ MFA (Email+Phone)	Extra minimum charge of ~€3.50 applies for each add-on service.
Support quality	24/7 technical & integration support	Support available in specified hours
Audit readiness	Audit-ready processes + documentation + support	Clients often need to request call-centre audits, which can slow timelines.

Why Choose Shufti Video KYC?

- AI handles face match, liveness detection and document validation with OCR and template matching.
- Trained agents provide live presence checks, in-session consent and judgement.

Hybrid Model

- Add your own branding, logos and colours so Video KYC feels native to your flow, not a third-party handoff.
- Journeys, checks and UI per product, segment and region on a single in-house platform with full customisation options.

Regulations Aligned

- Supports AML/KYC requirements under EU AMLD, FATF and local (e.g. BaFin/FMA) expectations with full audit trails.
- Offers data residency and reporting controls so compliance teams can evidence decisions to regulators and auditors.

Faster Onboarding (~2 minutes)

- Short, guided video sessions with AI assistance minimise handling time and retries.
- Users complete verification inside your app or web flow in a couple of minutes.

Shufti-Managed

- Shufti's low cost KYC agents remove the need for large in-house verification teams.
- A pay-per-verification, automation-first model typically halves cost versus fully manual video providers.

Ready To Secure Your Platform?

Stop letting fraud and regulatory risks dictate your growth.

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Book a Demo