

CLIENT ACCEPTANCE & ONBOARDING PROCESS

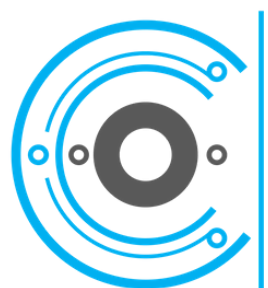
CUSTOMER DUE DILIGENCE (CDD)
USING AI EXPERT SYSTEMS

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FAQ



1. What Value Does Experisk Bring?

It has 2 key focus.

1. Onboarding Process

It forms part of the tenant onboarding process to help landlords evaluate what types of tenant risks they are exposed to, and forms part of the basic customer due diligence process before accepting them.

In COVID-19 times, landlords need to know their tenants they are bringing in and their ability to withstand any economic shocks, their plans, their financial health and their resources.

2. Post-Onboarding

Experisk can help landlords do surveillance on the health of the industry and how it is impacting each tenant's operations and business conditions. A tenant can be healthy today, but may be plagued with issues six months down the road, because of macro and micro factors within and outside their control. Experisk provide landlords with foresight and prepare them for scenarios to handle exodus or collapse of tenants due to these factors.

2. Do I Have To Share My Data With You to Use Experisk?

No, the standard offering of Experisk Lite and Premium do not rely on your data, yet provide deep insights on the financial health (including outlook), highlight the risks, operating environment, industry consumer trends where applicable.

It gives you a very good sense of the risks associated with a tenant that you are onboarding or planning to onboard as part of your basic KYC process.

3. Where Do You Get Your Data from Then?

For qualitative data, We rely on premium sources / subscription from Dow Jones which gives us access to 1.8B articles in an archive that goes back more than 30 years, 3,000+ subject, industry and region codes applied across all documents, 74% of top sources are not fully available on the free web , 1.4M+ articles added per day, from 33,000+ sources, content in 28 languages from 200 countries, and more.

For quantitative data, we can rely on the basic 7-8 lines of financial data submitted to authorities (ACRA / SSM equivalent) or the landlords can get these from the prospective tenants: sales, profits, total assets, total liabilities, paid up capital over 2 years.

4. Do I Have to Pay for these Data?

For qualitative data, it is factored into the cost of the reports. For quantitative data, you may have to purchase from Accounting and Corporate Regulatory Authority (ACRA) or Suruhanjaya Syarikat Malaysia (SSM) on your own at a nominal cost, or you can get instruct the applicants to submit the basic information to you for free.

5. How different is Experisk from those offered by the credit bureaus like Experian, D&B or SME Credit Bureau?

There are 5 key differentiation:

1. Information Is Not Static: It is not just information we offer. We provide insights that lead to decisions. We do not provide cookie-cutter reports, rather personalized on each company, how it operates, and how it impacts you as the landlord.

2. Depth and Breadth Of Analysis: It provides the financial health, outlook, key parameters for business survival and future as well as emerging trends on industry, company and products/services, where available for that company. If not available, we will look at their proxies or competitors.

It is not providing just business news and static financial information.

3. Speed: Personalized reports can be delivered within 24 hours on a high-volume basis and not wait for several days or weeks. Terms and conditions apply based on the type of service level agreement that is being formed.

4. Minimum Human Intervention in Reporting: We use our proprietary AI technology (natural language expert systems) to process qualitative and quantitative information and form a prediction on the direction of each company based on macro and micro factors associated with it.

5. Proactive and Continuous Monitoring: With regular reporting subscription, you can get automatic triggers of emerging risks, trends and news associated with your tenancy mix by clusters and segments.

6. What if I Want to Customize My Reporting to Integrate with My Data and Processes?

Yes. You can interface/integrate with your POS data, agreement structure, rental patterns, profile of tenancy and mall-specific attributes. This will be a bespoke solution and forms an extension to our base Experian offering. This will be a separate arrangement with you, and we can help you develop your own internal bureau within your mall across locations.

7. How can my tenants benefit from Experisk?

You can offer a modified version of Experisk to include a roadmap / business plan generated by the AI system for them to become viable and sustainable. This includes additional modules like working capital analysis, financial projection, scenario planning and business model analysis. It becomes like a CFO on demand services for those tenants who may not be able to afford a financial expert or CFO for their small business. It also serves as a post-accounting solution for them to strategize their operations beyond bookkeeping focus.

8. How do you price Experisk? What's the cost-benefit analysis like for me?

For public rate, it is available for as little as USD\$1.15/day/tenant for qualitative and quantitative monitoring throughout the year; which can be much less than 2% of their average gross rent (assuming minimum rental is US\$2,000 per month at a conservative level).

For exposure of less than 2% per month for each company, you can have a RoboAdvisor who can monitor your portfolio of tenants, their risks, their financial health and their operating environment across high volume of cases.

You can even "subsidize" or transfer the cost of monitoring to the tenants on a yearly basis instead of you absorbing the costs from your margins.

9. Yes. I am interested. How do you I start?

We recommend you start with the standard Lite Subscription Package and start a sample portfolio of tenants in a specific mall. Here are the basic steps:

1. Identify the tenants you want to assess (either existing or in the process of onboarding)
2. Prepare to obtain the basic information (as required in FAQ 3 above): either from the authorities or from the tenants directly
3. Submit the information via email or a dedicated platform to upload the data
4. Settle the Payment Transactions
5. Collect Reports within 24-48 hours depending on completeness of information (terms and conditions apply)

10. How will you ensure the data and information being processed and stored is secured?

We have strict PDPA policies and online security measures as well as internal policies that govern the use and accessibility of such information at the organization and employee level. Information is not stored online on cloud for hackers to access. If any information is stored online in the interim, we will anonymize the data with client reference code that is stored offline. Only selected employees have access to the information and not circulated without approval. Cybersecurity measures to protect the platform is also accorded and can be explained to you separately.

ROBOADVISOR FOR DUE DILIGENCE



Experisk is a an expert system that is designed to address the issue of whether you should accept a client and perform the ideal on-boarding processes using AI.

