



# Identity verification

Fact sheet



It's becoming increasingly essential to check that users are who they say they are. As a result, identity verification has become a crucial part of securing online transactions and interactions. It helps reduce identity theft, protect sensitive data and allows businesses to comply with regulations.

The rise in cyber attacks, data breaches and online financial crime has pushed companies across multiple industries to adopt more reliable and advanced verification methods.

While methods like passwords and PINs have been standard for years, they're no longer enough in an era of increasingly sophisticated attacks. Now, businesses are turning to solutions such as multi-factor authentication, biometric verification and AI-powered tools to enhance security without compromising user experience.

Understanding identity verification empowers businesses to make informed choices about the technology. We believe people and businesses should make up their own minds about whether they'd like to use our technology - based on the facts.

### Fact 1

## Automated checks can be performed in as little as 5 seconds

Our identity verification process is optimised for speed, with 95% of automated checks completed in under 5 seconds - enabling you to start onboarding customers quickly without unnecessary delays.

When manual reviews are needed, our specialist team steps in to take a closer look and make sure everything checks out. They ensure all potential issues are thoroughly addressed and help maintain accuracy. The average time for document verification with human fallback is just 78 seconds - keeping verification moving for both your business and customers.



**95%**  
of automated  
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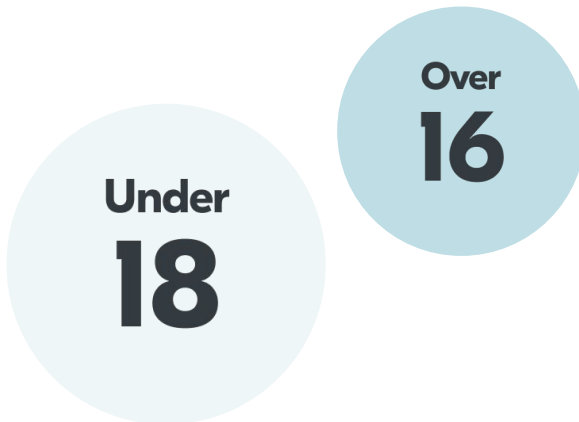
## Fact 2

# We prioritise your customers' data privacy

We believe in empowering users to always have control of their personal data. After completing an identity verification, we share only the necessary details with your business.

During a full identity verification check, businesses only receive the personal information needed to confirm a user's identity - and nothing more.

If the verification is for an age check, we'll simply confirm whether a user meets your required age threshold. For instance, you would only see an "under 18" or "over 16" credential. We don't share any additional personal details as they're not needed for age checks.



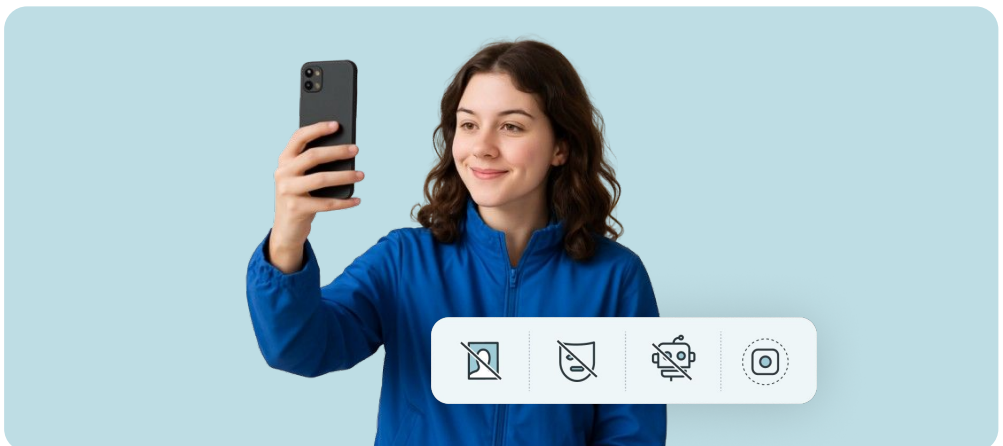
### Fact 3

## Our identity verification process can't be easily tricked or spoofed

Our identity verification method uses multiple layers of security to ensure only legitimate users are verified. The process is easy for users, who simply upload a government-issued identity document and take a selfie.

On the backend, we perform several advanced checks to maintain the highest levels of security standards:

- **Document authenticity checks** verify the submitted document is legitimate, unaltered and not counterfeit.
- **Face matching technology** compares the user's selfie with the photo on the identity document to make sure it's the same person.
- **Liveness checks** make sure the user is physically present and is not impersonating someone else by using static photos or videos.
- **Injection attack detection** protects against manipulated images or camera takeovers.



## Fact 4

# Our solution supports global identity verification

Our platform supports over 12,000 document types from more than 200 countries and territories, and is available in 21 languages. This extensive coverage allows for seamless identity verification across a wide variety of locations and document formats, including passports, national IDs and driving licences.

For companies working with international users or planning to expand into new markets, our cross-border verification capabilities simplify the process. Our solution is designed to make it easier for you to manage identity checks at scale, without needing to build out separate solutions for different regions.

Our identity verification allows you to stay compliant with local requirements while keeping the user experience consistent and secure, no matter where your customers are based.



 **12,000+**  
DOCUMENTS

 **21**  
LANGUAGES

 **200+**  
COUNTRIES AND  
TERRITORIES

## Fact 5

# Our solution is the most accessible in the UK

We've built our identity verification solution to be accessible to as many people as possible. It meets WCAG 2.2 Level AA standards to support users with a range of needs, including those with disabilities.

For users who cannot, or prefer not to, verify their identity online, we've partnered with Post Office to provide an in-person verification option. Over 96% of the UK population live within 10 miles of a branch offering the service. This means your users have the choice to verify their identity online or at one of the many branches across the UK.

By combining our digital tools with Post Office's extensive physical network, we're working to make identity verification as inclusive and flexible as possible.



**WCAG 2.2  
Level AA**



## Fact 6

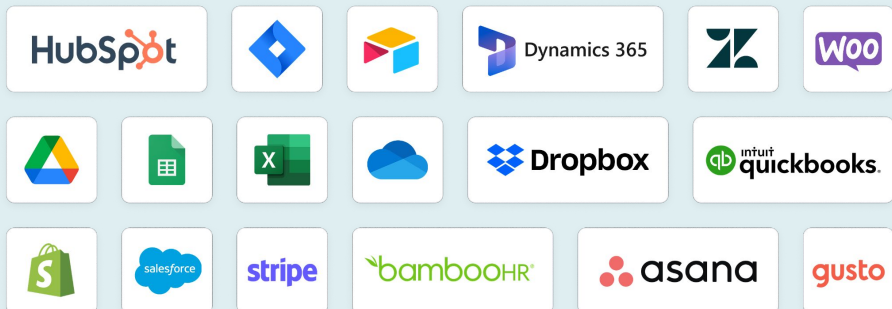
# Our solution is easy to integrate into your platform

We have designed our solution for accessibility, making it easy for your business to integrate regardless of technical expertise.

No complex setup is required with our no-code portal, which can get you up and running in minutes. Users can verify their identity directly from their browser, just by clicking a link.

For businesses requiring more customisation, our software development kit seamlessly integrates with your website or app. This allows users to scan and submit documents without leaving your platform, ensuring a smooth experience for them and your business.

With over 70 integrations with leading SaaS platforms, it's simple to integrate identity verification into your existing tools and processes.





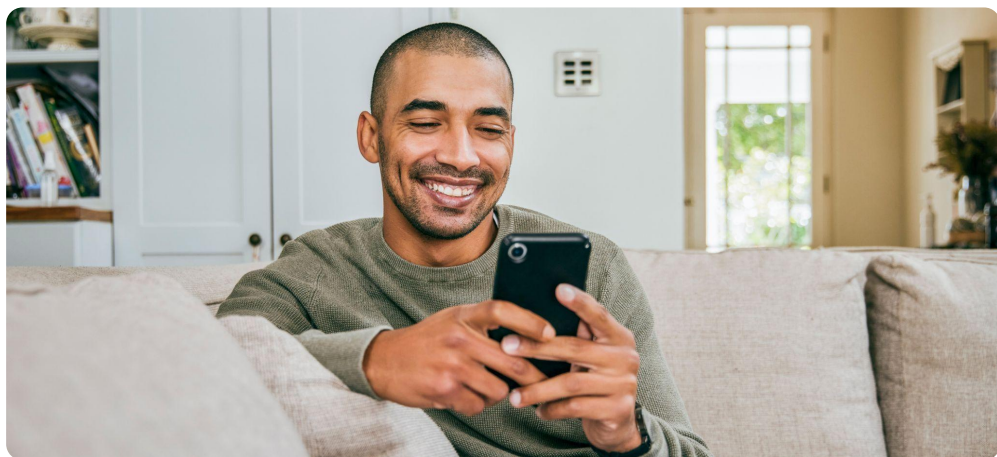
## Fact 7

# It's a seamless, user-friendly experience

Our verification solution is optimised for mobile devices, to allow users to upload identity documents and take selfies directly from their phones. The process is quick, straightforward and doesn't require technical expertise.

Clear, step-by-step guidance ensures users can easily navigate the verification process, regardless of their technical knowledge. Ongoing pointers and feedback are provided throughout to help users easily complete the process.

Since it is designed with mobile use in mind, users can complete the process from wherever they are, without needing a desktop or special setup.



## Fact 8

# We're able to combine technology with human expertise for optimal accuracy results

Our identity verification process uses a combination of advanced automated technology and expert human oversight to deliver the best results.

While automation can handle most checks effectively, certain situations require human review. This can happen when images are blurry, taken in poor lighting or when an extra level of assurance is required.

In cases where face matching is difficult, such as with identity documents containing older photos, our skilled team of Super Recognisers, Fraud Experts and Face Matchers provide expert analysis to confirm the matches.

This hybrid approach maximises completion rates and helps keep the process smooth for your genuine customers.



## Fact 9

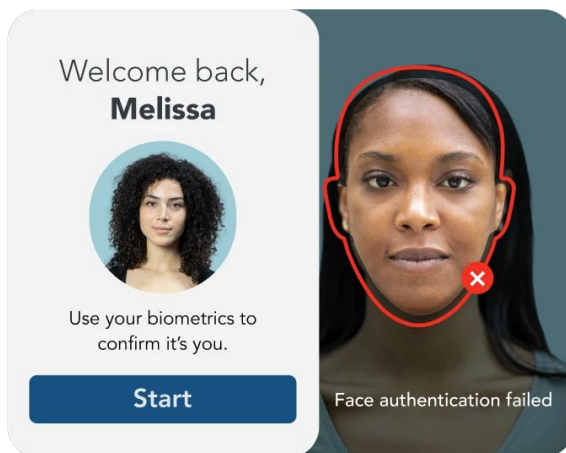
# Identity verification is important for both new and returning customers

Identity verification isn't just for onboarding new customers, it's crucial for returning ones too.

For new users, it helps establish trust by confirming who the user is at the point of onboarding, reducing fraud risks.

For returning customers, regular ongoing verification plays a key role in maintaining security over time, especially if their behaviour or transaction patterns change. It also helps your business stay compliant with regulations that require regular checks, such as anti-money laundering rules.

Reverifying returning customers helps to prevent account takeovers and keep sensitive data safe too. By consistently applying identity verification, you can maintain a secure environment and build long-term trust, all without adding friction.



## **Our identity verification is scalable**

Our solution offers a cost-effective way to scale identity checks by automating the majority of the verification process. This automation significantly reduces the need for manual intervention, cutting down on labour costs and minimising the risk of human error while still maintaining accuracy.

Built for scalability, the system can handle both steady verification volumes and sudden spikes during peak periods without sacrificing speed or reliability. This ensures your business won't face bottlenecks as your user base grows or demand fluctuates.

Alongside supporting thousands of global document types, our solution is adaptable to different markets and regulatory environments. This combination of cost efficiency and scalability makes it well-suited for businesses of all sizes.



## Fact 11

# Identity verification helps your business to comply with regulations

Robust identity checks help your business to meet key compliance standards, including Know Your Customer (KYC), Anti-Money Laundering (AML) and data protection regulations. This makes it essential for industries such as finance, employment and e-commerce, where regulatory compliance is critical.

By aligning with both local and international requirements, our identity verification solution helps your business stay compliant and mitigate legal or financial risks. It also ensures your customers' data is handled securely, with data privacy and protection built into the process.

Whether you're operating in one country or across multiple regions, effective identity verification is a straightforward way to meet regulatory expectations and keep sensitive information safe.



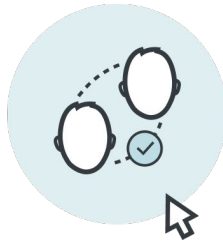
## Fact 12

# Verification levels can be customised based on specific needs

Our identity verification offers flexible verification levels to meet your specific requirements. Some businesses may only need basic document checks. Others, such as those in regulated industries, may require additional security layers such as face matching or liveness detection, to meet compliance standards or reduce risk.

This ability to dial verification levels up or down means you aren't stuck with a one-size-fits-all solution. Adjusting verification levels based on customer journeys, risk profiles or regional requirements ensures a tailored solution for different use cases.

Whether it's quick and easy onboarding for a low-risk service or more thorough checks for high-stakes transactions, our solution allows you to build a verification flow that fits your business.





<https://www.yoti.com/business/identity-verification/>