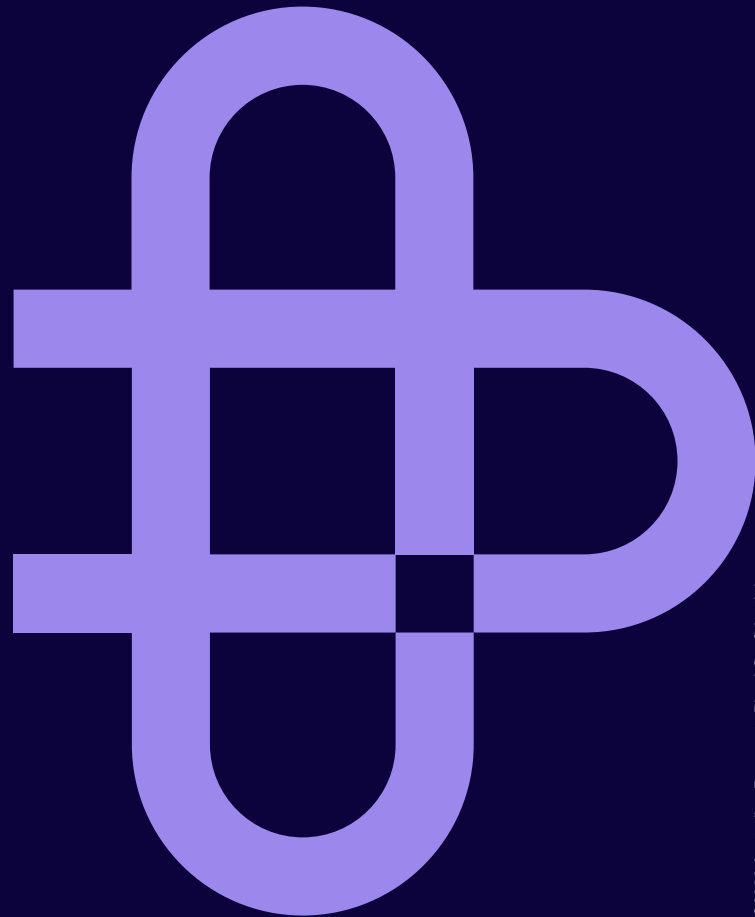


ConnectID Overview

Febr2024





Notice



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Australian Payments Plus

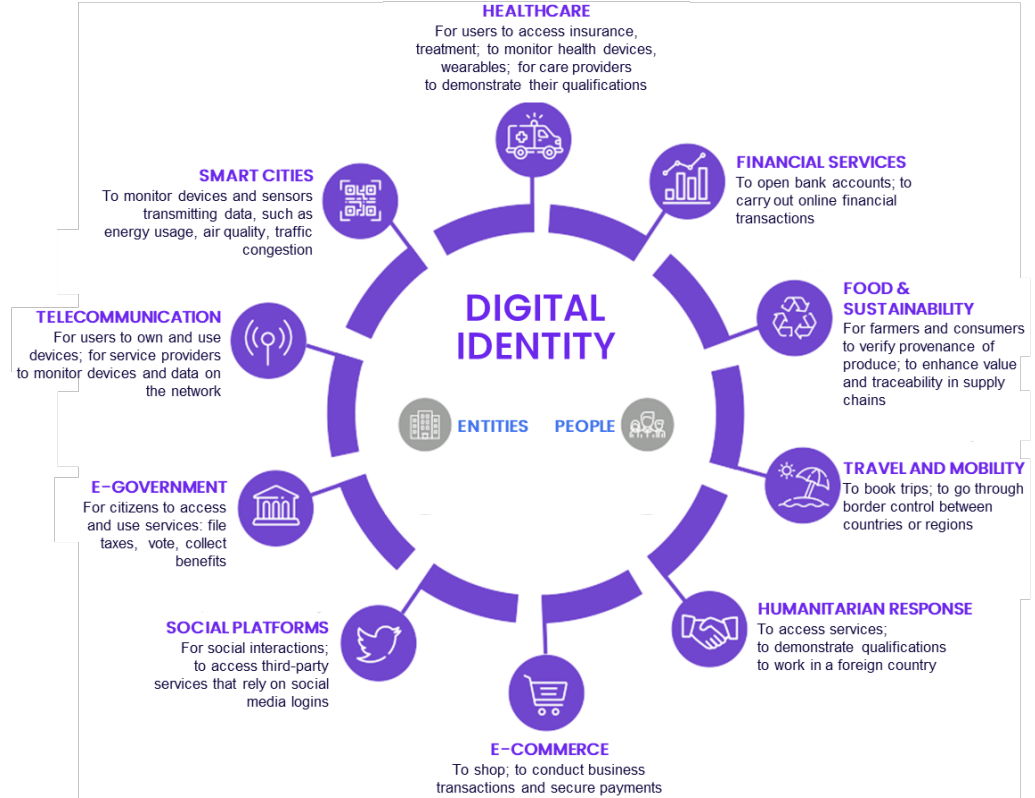
AP+ brings together the best of Australia's payments ecosystems and provides the reach, trust and capability required to scale a truly national, whole-of-economy digital identity ecosystem.

We aim to complement capabilities developed by state and federal governments to deliver a whole-of-economy digital identity service and supporting ecosystem.



A digital world where safety, trust and simplicity are a given

ConnectID provides an interoperable, ubiquitous solution that aggregates digital identity with other data and capabilities to address the current fragmentation in the Australian landscape.



Issues for citizens



Trust

Lack of trust from citizens about how their personal data is being used & whether it's safe



Oversharing

Giving too much personal information or sharing sensitive documents unnecessarily



Frustrating CX

Having to download apps, and spend time uploading documents is clunky and frustrating



High expectations

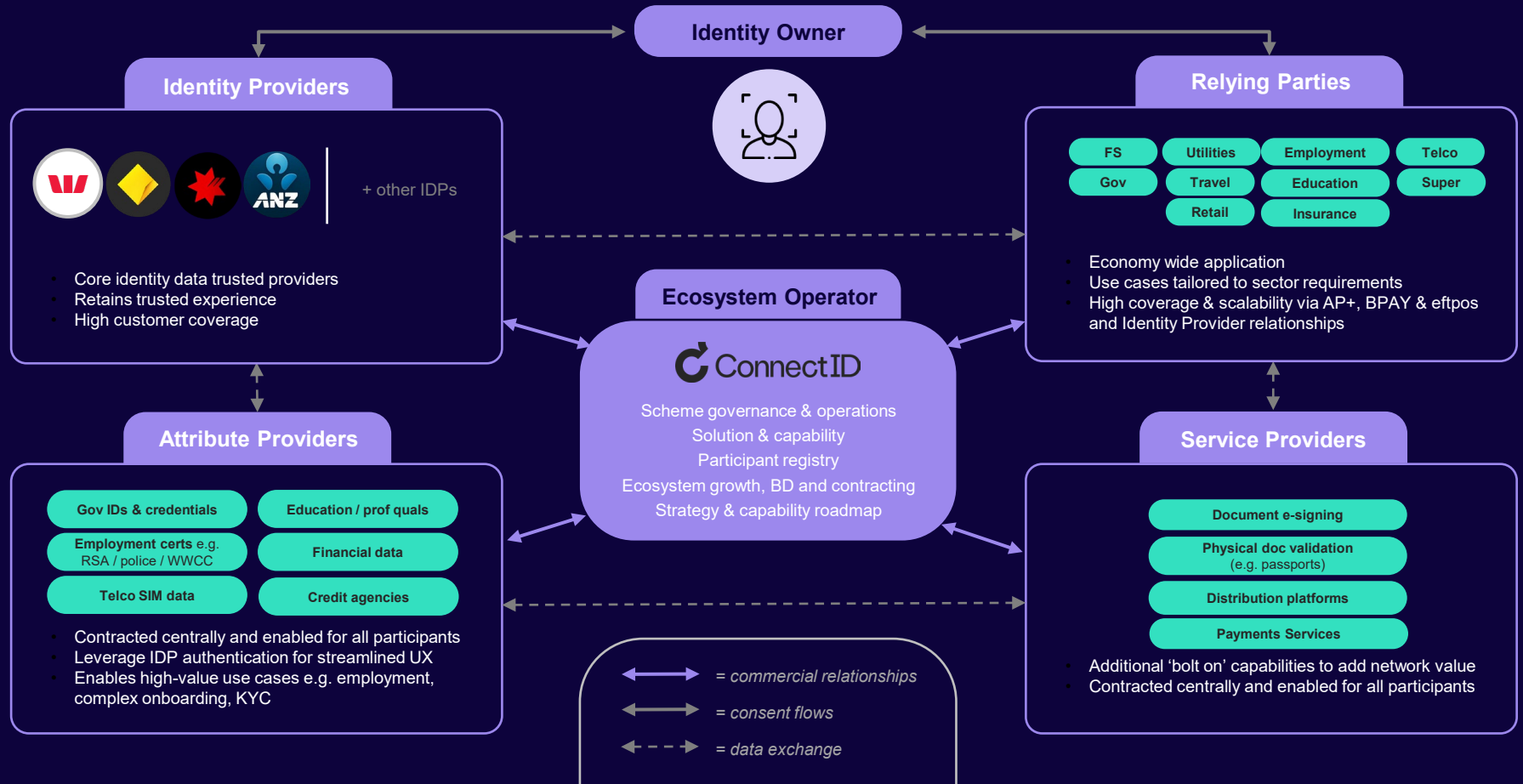
Ever-evolving customer expectations – they want things to be quick, easy, instant



Time

People are busy, have competing priorities and are time-poor. They want you to give them time back.

A diverse ecosystem of partners drives rapid adoption & delivers value to all participants



ConnectID for onboarding new customers



Jane is signing up for a new account



Jane needs to share her details and selects **ConnectID** to verify her identity



Jane chooses to **authenticate** herself from a range of trusted partners



Jane **confirms** her details are correct, hits ok, and her details are shared automatically

Relying Party

Simple

Customers are verified in just a few clicks, simplifying the customer journey and reducing the likelihood of drop-out.

Identity Provider

Trusted

Be confident the data received is from a trusted source. Your customers choose to share their identity data from organisations they trust.

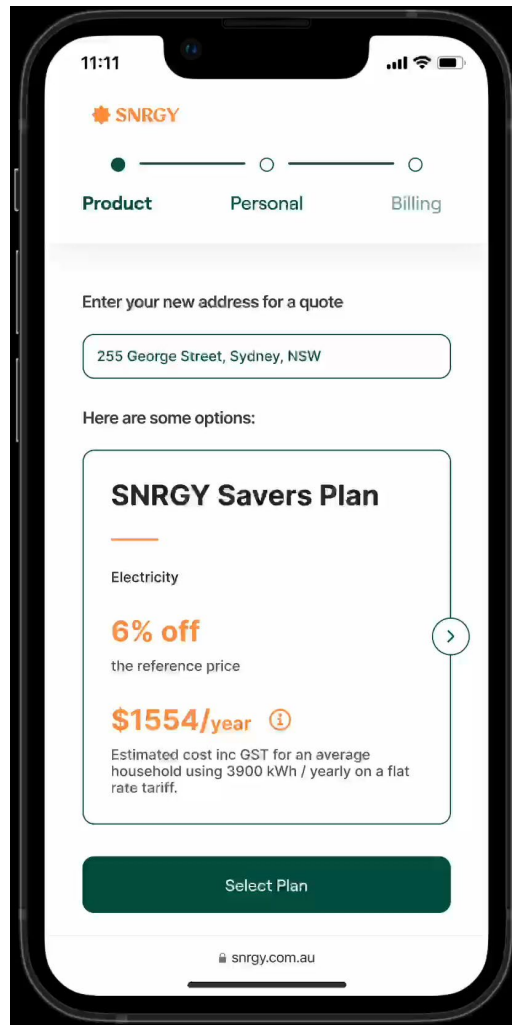
Relying Party

Data minimisation

Customers have control to only share the identity attributes that are needed to verify their identity.

Standard mock customer onboarding flow – mobile

1. Selects plan
2. Selects the CTA – ‘Verify with ConnectID’
3. Reveals the details *SNRGY* is requesting
4. IDP selector screen – IO selects preferred IDP
5. Selects *ABANK* – their trusted financial partner – and is redirected to the native *ABANK* app, unlocking via FaceID
6. Consents to share the requested details
7. Redirected back to the RPs domain – *SNRGY*



ConnectID to set up a payment channel



Tracey wants to start making payments through her bank account



Applying online, Tracey chooses **ConnectID**

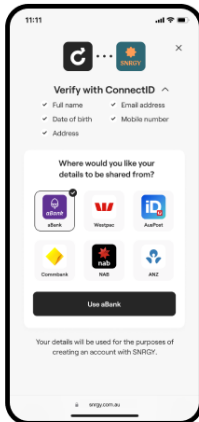
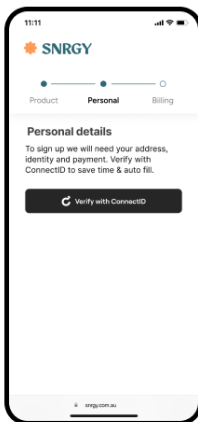
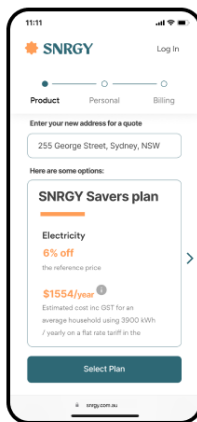


Tracey selects her bank as her identity provider and consents to sharing her BSB & account details

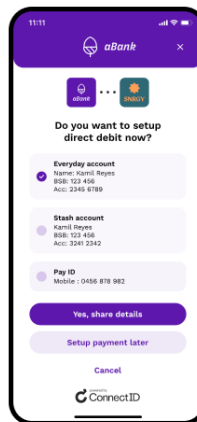
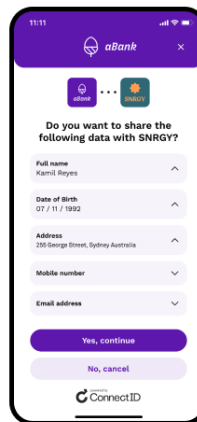
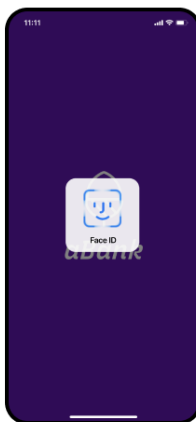


Tracey's **account is updated automatically**

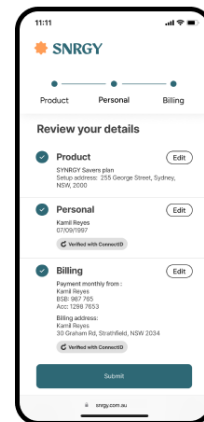
Relying Party



Identity Provider



Relying Party



Document verification flow - mobile

What happens if the user doesn't have an account with any of the IDPs in the ConnectID network?

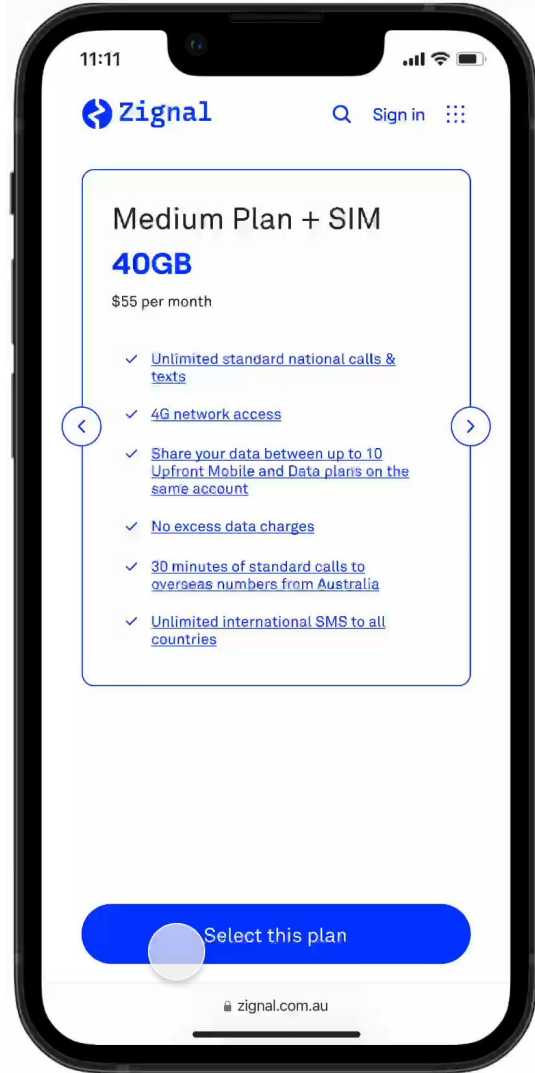
By partnering with service provider Daon, ConnectID offers a biometric verification flow.

This is an alternative flow that allows IOs to verify their identity with a document. This flow is an additional, optional service, and not all RPs will choose to have this enabled.

The flow is used when an IO doesn't have a preferred IDP to pick from the list.

Once IOs tap the 'Confirm your identity with a document' CTA, they're taken to an external flow provided by Daon.

1. Consent
2. 'Selfie'
3. Document selection/capture





Questions & Next Steps



Challenges/opportunities you face



Trust

- How do I keep my customers safe?
- How do I instil trust in my customers?



Risk & Fraud

- How do I mitigate fraud?
- How do I minimise PII?
- How do I get a verified payment mechanism at point of sign-up?



Operations

- How do I improve operational efficiencies?
- Veracity of data
- How do I reduce overheads from storing sensitive data?



Customer

- How do I create a frictionless CX?
- How do I improve conversions?
- How do I gain customer trust?
- How can my customers complete the process?



Competition

- How do I provide a value-add service to increase stickiness?
- How do I become more relevant?

Overarching question - How do I reduce risk while developing strong customer engagement?