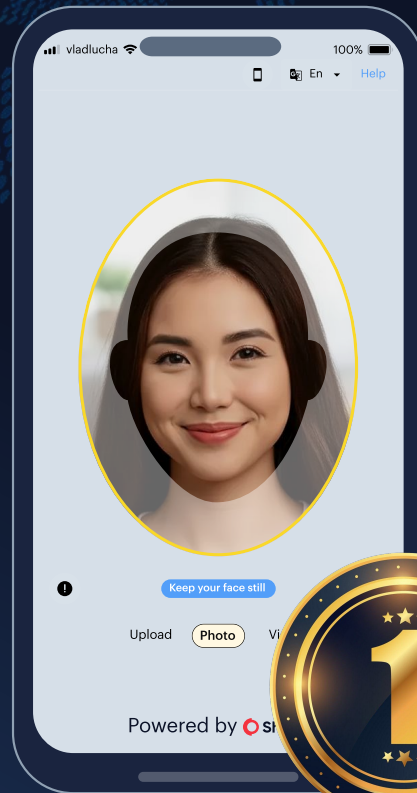


How **Axioma** and **Shufti** Helped **ACU** Become the **First Financial Institution in the Caribbean** to Offer Fully Digital Onboarding



CLIENT



RESELLER PARTNER



IDENTITY VERIFICATION



PCI DSS



SOC2



QG GDPR



ISO 27001:
2022



CE+



iBeta Level 3



CCPA

Client Overview

For more than 75 years, ACU Curaçao has been committed to helping individuals and communities achieve financial well-being through accessible, member-focused financial services. As one of Curaçao's leading financial institutions, ACU has continually invested in innovation while remaining true to its cooperative values.

As part of its digital transformation strategy, ACU set out to modernize one of its most important customer journeys; member onboarding. Working with digital banking solutions provider Axioma and identity verification partner Shufti, ACU became the first financial institution in the Caribbean to offer a fully digital member onboarding experience, allowing prospective members to open an account remotely while maintaining robust compliance and security standards.



75+

Years committed to helping individuals and communities achieve financial well-being through accessible, member-focused financial services as one of Curaçao's leading financial institutions.

The Challenge

Consumer expectations for financial services continue to evolve. Prospective members increasingly expect to open accounts anytime, anywhere, without visiting a physical branch. At the same time, financial institutions must continue meeting stringent Know Your Customer (KYC) and regulatory compliance requirements.

As part of its broader digital transformation agenda, ACU identified an opportunity to modernize its onboarding process by delivering a faster, more accessible, and secure experience without compromising the trust and member-centric approach that defines the organization.

Prior to the transformation, identity verification relied heavily on manual processes and in-person interactions. While effective, these processes increased operational effort, extended onboarding times, and limited ACU's ability to offer a truly digital experience to prospective members.

To achieve its vision, ACU needed a solution that could:



Enable fully remote member onboarding



Strengthen KYC and regulatory compliance



Reduce manual verification processes



Deliver a seamless member experience



Support the organization's long-term digital transformation strategy

Why Axioma and Shufti

ACU evaluated several identity verification solutions based on compliance capabilities, security, integration flexibility, scalability, and long-term strategic fit.

Through its partnership with Axioma, ACU was able to implement a modern digital onboarding platform powered by Shufti's identity verification technology.

Together, the solution provided:

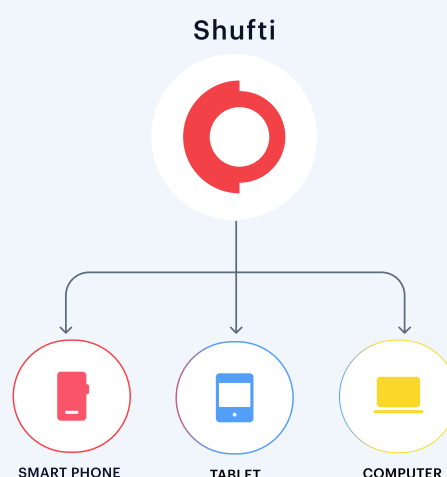
-  Secure digital identity verification
-  Automated KYC workflows
-  Flexible integration with ACU's onboarding processes
-  A user-friendly digital onboarding experience
-  A scalable foundation for future innovation

According to ACU, Shufti's advanced identity verification capabilities, combined with Axioma's implementation expertise, delivered the right balance of security, compliance, and user experience needed to support its long-term digital strategy.

The Solution

Axioma implemented a fully digital onboarding platform with Shufti embedded as the identity verification engine.

The new solution allows prospective members to complete identity verification remotely using their smartphone, tablet, or computer, eliminating the need for in-person identity checks while maintaining strong compliance controls. Identity verification is now seamlessly integrated into ACU's digital onboarding journey, creating a faster and more convenient experience for new members.



Rather than digitizing only part of the onboarding process, ACU transformed the entire member acquisition journey into a secure, end-to-end digital experience.

Implementation



The implementation was delivered through close collaboration between ACU, Axioma, and Shufti.

Working together, the teams configured the onboarding workflows, aligned compliance requirements with operational processes, and integrated digital identity verification into ACU's member onboarding platform. Throughout the project, Shufti's technical and customer success teams worked alongside Axioma's implementation specialists to ensure a smooth deployment with minimal disruption to existing operations.

This collaborative approach enabled ACU to successfully launch its fully digital onboarding platform while maintaining high standards of security and regulatory compliance.

Results and Business Impact

The implementation has fundamentally changed how prospective members begin their relationship with ACU.

Members can now initiate applications remotely and complete identity verification digitally from virtually anywhere, making onboarding faster, more convenient, and more accessible. At the same time, ACU has reduced manual verification efforts, strengthened compliance processes, and improved operational efficiency across its onboarding workflow.

Key Outcomes

- ▶ First financial institution in the Caribbean to introduce fully digital member onboarding

- ▶ Remote onboarding available across smartphones, tablets, and desktop devices

- ▶ Reduced manual identity verification processes

- ▶ Improved operational efficiency

- ▶ Enhanced KYC and compliance controls

- ▶ A modern onboarding experience aligned with ACU's long-term digital transformation strategy

- ▶ 86.9% verification approval rate, enabling efficient and secure customer onboarding

A Regional First



First financial institution in the Caribbean to offer fully digital member onboarding

One of the most significant outcomes of the project was its regional impact.

Through the combined expertise of Axioma and Shufti, ACU became the first financial institution in the Caribbean to provide a fully digital onboarding experience.

This milestone demonstrates how financial institutions can modernize customer onboarding while maintaining the highest standards of compliance, security, and member trust. It also establishes a blueprint for digital transformation across the Caribbean financial services sector.

Strategic Value

For ACU, digital onboarding represents more than operational efficiency—it is a strategic investment in the future of member banking.

The partnership supports ACU's broader objectives of improving

Member Experience

Strengthening Trust

Increasing Accessibility

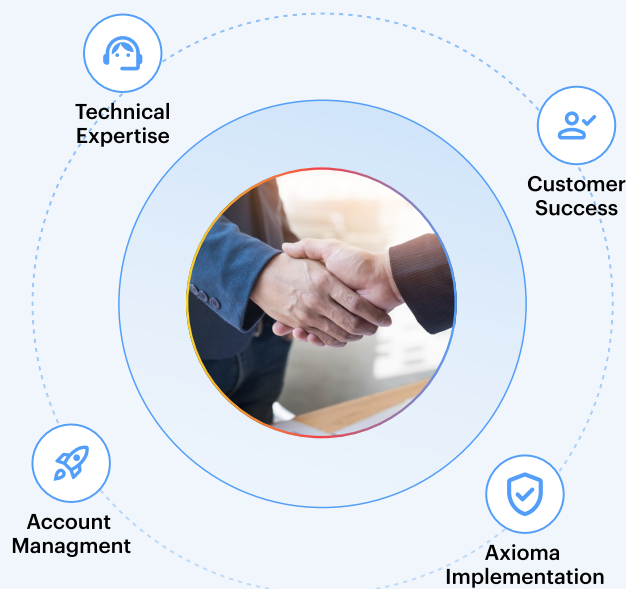
Ensuring its services remain future-ready as customer expectations and regulatory requirements continue to evolve.

By leveraging Axioma's digital banking platform together with Shufti's identity verification capabilities, ACU has accelerated a key pillar of its digital transformation while creating a scalable foundation for future innovation.

Customer Experience

ACU describes its experience working with both Axioma and Shufti as collaborative, responsive, and highly professional throughout implementation and beyond.

The organization highlighted the responsiveness of Shufti's technical, customer success, and account management teams, alongside Axioma's implementation expertise, as key contributors to the project's success. Together, both partners demonstrated a strong understanding of ACU's operational goals and worked closely with the institution to deliver a secure, compliant, and user-friendly onboarding solution.



PARTNER QUOTE

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Shufti has been a trusted partner in ACU's digital transformation journey, helping us deliver secure, compliant, and seamless member onboarding while supporting our commitment to innovation and member-centric service.

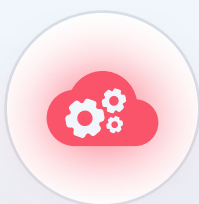
Stephen R. Geerman, *Founder and Managing Director @*  **AXIOMA**

Future Outlook

As ACU continues its digital transformation journey, the organization sees further opportunities to expand the use of digital identity verification, fraud prevention, automation, and AI-driven compliance technologies. It also plans to continue strengthening its collaboration with Axioma and Shufti as it enhances operational efficiency and delivers increasingly seamless digital experiences for its members.



Fraud Prevention



Automation



AI-Driven Compliance

Ready to Go **Fully Digital?**

See how Shufti helps financial institutions deliver secure, compliant, and fully remote member onboarding.

[Book a Demo](#)

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