



## ● LOQR Case Study

# Adding a Second Account Holder to an Existing Bank Account with LOQR's Platform

In today's digital world, convenience is paramount. Almost everything can be done online these days, from ordering groceries to booking flights; however, some banking processes still require an in-person visit.

We aim to empower clients to overcome common hurdles, such as enhancing customer experience through seamless solutions. That is why our Platform now allows users to add a second account holder to an existing bank account online with just a few clicks.



## LOQR's Solution

Many banks face a recurring customer pain point: it may be necessary to add a second account holder after the account has already been opened. For example, couples who combine their finances, family members who manage shared expenses, or business partners who need shared access. While customers today expect instant digital solutions, this request traditionally involves branch visits, paperwork, manual checks, and delays.

LOQR's Platform solves this by allowing customers to add a second account holder online with just a few clicks, including identity verification and legally binding signing.

## An Interactive Journey

### **Step 1 - Start in the Bank app/website**

- The current account holder must log in to their homebanking through the app or the website.
- Tap/click “Account” and select “Add second account holder to existing account”.

### **Step 2 - Enter the Second Account Holder’s Details**

- Full name | Address | Email | Mobile number

### **Step 3 - KYC Process Begins: ID Document Capture and Biometric Verification**

- Place the ID document on a flat surface.
- Ensure all corners are visible and avoid glare and blur.
- Take a selfie for face match.
- An automated face match is performed to confirm that the person taking the photo is the rightful owner.

### **Step 4 - Review and Confirm Account-holder Addition**

- Account being updated.
- Second holder details.
- Permissions (as defined by the bank).

### **Step 5 - Contract Signing with a Qualified Signature**

- Read the contract.
- Sign the contract using a qualified signature.

### **Step 6 - Completion**

- Second account holder added.
- Confirmation email to both holders.

## Key Benefits

### Speed & Efficiency

Our solution streamlines approvals by providing a seamless process, from identity checks to legal document signing, without manual verifications.

### Improved Customer Experience

We have made this process more convenient for all customers. Users can now complete this process online, which historically could only be done at a branch.

### Security & Compliance

LOQR highlights alignment with frameworks such as GDPR and eIDAS, plus relevant security standards (e.g., ISO/IEC 27001, ISO/IEC 30107-3) and LINCE Qualification for video identification protection.

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**SECURE, FAST AND SIMPLE**



**Want to bring LOQR's solution to your business?**

**Contact us at [SALES@LOQR.COM](mailto:SALES@LOQR.COM) or**

**request a live demo.**