Implementation Welcome Plan

Regtech on Demand.

Welcome To W2

W2's mission is simple; complexity should never be a barrier to business. W2 is here to offer award-winning regulatory compliance solutions through an intuitive, single point of access. We are delighted to be partnering with your business and to play a part in helping your business grow and function to the highest standard. In this document you will find all the information that you need to start integrating to the W2 services you will be using. As always, if you need help from us, our Customer Success and Support teams are always available to assist. Welcome to W2.

Warren Russell

CEO & Founder

Contents

Key Contacts

Throughout your onboarding journey and experience with W2, we want to ensure you have contact with the right people to answer any questions or queries you might have. Below is a list of key contacts who will be readily available for you should you need some further support from W2.

Richard Evans

Head of Customer Success

Email: richard.evans@w2globaldata.com

Shane Mortimer

Senior Customer Success Executive

Email: shane.mortimer@w2globaldata.com

Guy Darby

Jr Solutions Engineer

Email: guy.darby@w2globaldata.com

W2 switchboard phone number: (+44) 330 088 9542

User Guides

There are a number of user guide demonstration videos available to help you familiarise with the W2 portal and its features. Below are the links to each user guide, once you have reviewed them and if you have more questions, you can contact you designated Customer Success contact for further support.

W2 Dashboard - https://bit.ly/3lj7vRK

W2 Quick Search - https://bit.ly/2Nn2rj0

W2 Monitoring – https://bit.ly/3IplaqM

W2 DVFC - https://bit.ly/3EEuYGt

Frequently Asked Questions

1. How do I call the API?

To make calls to the W2 API please use one of the below endpoints, depending on your current environment.

UAT - https://api-uat.w2globaldata.com/kyc-check

Production - https://api.w2globaldata.com/kyc-check

2. What is a bundle?

A bundle is a collection of one or more services. All calls to the API will use a bundle name, you can find your assigned bundle names within the bundles section below.

3. How do I format my API request?

For an example API request, please review the request response page contained within our developer documentation (https://docs.w2globaldata.com/#request--response)

If you are still unsure or are experiencing any issues, please speaking to your Onboarding contact or a member of the Support team.

4. Where do I find W2's developer documentation?

W2's developer documentation can be found here: https://docs.w2globaldata.com/

Here you can find service specific information such as the properties you must provide within your API request and sandbox cases that can be used to test our services.

5. How do I report any issues?

If you experience any issues with the W2 service, please contact a member of our support team via the portal here: https://support.w2globaldata.com/

6. Where can I find more information?

If you require any additional information on W2, please speak to your Customer Success contact.

7. What are scoring thresholds?

Scoring threshold can be used to filter the number of false positives found when performing AML checks. These can be configured against the name & DOB provided as part of the search.

Please contact your Customer Success contact or review our FAQ's:

https://docs.w2globaldata.com/#faqs if you require more information on this.

8. How does monitoring work?

Once your customer is onboarded, the W2 monitoring solution performs routine scheduled screening to ensure that the risk to your business has not increased. The frequency of screening and matching thresholds can be configured based on your own requirements.

Please contact your Customer Success contact if you require more information on this.

Accessing the API

To call the W2 API please use the relevant endpoint specified in the 'How do I call the API' section above.

As part of your request, you will also need to provide an API to authenticate with the services, you can retrieve your API through the secure link below.

Link: *You will have your own custom link for this section. If you are unsure where to access this, please speak to your onboarding contact. *

Bundles

When making calls to the W2 API a bundle name is used to specify the service(s) that you with to call. You can find your bundle names within the initial onboarding email.

Portal Access

W2's portal allows you to perform real time checks against our services and view the results of any checks performed through the W2 API. If you are intending to utilise W2's ongoing monitoring solution, the results of your monitoring screenings will also be made available via the portal.

If you have requested access for any users, we will enable these accounts within the production portal, if anyone requires access to the UAT system please request this here:

https://support.w2globaldata.com

Support

If you encounter any issues while integrating with W2 or have any queries that you'd like us to answer, please reach out to your onboarding contact or raise a ticket with our support team here: https://support.w2globaldata.com

Once integrated, we recommend that you reach out to our support team directly so we can investigate any BAU issues promptly. Alternatively, we have a growing knowledge base of FAQ's which may answer your questions immediately, the knowledge base can be found here: https://support.w2globaldata.com/support/home

Follow Up

Once you have had the opportunity to review the developer documentation and start testing the API, if you would like to have a follow up call to review any questions or problem that have arisen, please speak to your Onboarding or Customer Success contact.

Workflow Assistance

During your integration with W2 there may be times where we may be able to help with building or reviewing your workflows. Our bundle technology allows us to incorporate halt conditions and result based scoring to ensure you receive the results you are looking for. If you would like us to assist with this, please speak to your Customer Success contact.

Next Steps to Production

We require the following information to move you into our production environment:

- *UAT sign off sheet*
- *DVFC questionnaire**
- *DVFC demo**
- *Confirmation of monitoring start date*
- *Customer bundle scoring / workflow sign off*
- *Confirmation of go live date*
- ***Completion of the Direct Debit form using link -* https://pay.gocardless.com/AL00036P239NBG *(If applicable)*

* Due to the nature of this service, a minimum of 14 days-notice is required to avoid any delays.

** Please note you cannot go live without the direct debit in place if this was part of your contract.

Once we have received this information, we will aim to have you up and running in our production