

Case Study

iDenfy



3x charter requests

using automated KYC that enabled same-day user onboarding



60 seconds verification time

offering 24/7 booking, including weekends and international holidays

A Quick Intro



Being in the global private aviation brokerage industry, 5 Star Jets' main customers are **Ultra-High-Net-Worth Individuals** (UHNWIs), corporate executives, and innovators. The company is continuing to scale and modernize aviation finance.

Recently, they have become the premier regulated broker, which accepts over 1,000 cryptocurrencies. This allows 5 Star Jets to use not just traditional banking but also digital assets for luxury travel, attracting more new customers.

However, with such a clientele and high hopes for a seamless experience, including the initial onboarding process, the 5 Star Jets team understood they had to find a reliable [Know Your Customer](#) (KYC) and [Anti-Money Laundering](#) (AML) service provider that understood their industry's characteristics and had all the necessary compliance tools under the same roof.



The Challenges

The 5 Star Jets team knew that the booking process always needed to be seamless: confirming the flight, making the payment, collecting travel documents, and completing the ID verification, all part of the onboarding process, before setting foot onto the jet. However, other factors, like **industry specifics**, also played an important part in 5 Star Jets' plan to improve its services.

For example, UHNW accounts sometimes require different onboarding flows:

- Not only KYC checks, but also continuous name screening against **PEPs and sanctions** lists should be in place, ideally through automated daily checks.
- If **adverse media** were found, immediate interim reviews were vital.

Without automation, managing all KYC/AML-related tasks became difficult for the in-house team at 5 Star Jets, making it hard to **maintain operational efficiency** and timely risk assessments that would not affect the clients.

However, the primary challenge was the bottleneck of traditional banking, paired with a manual KYC onboarding process:

- There was a delay in traditional wire transfers, which was a risk of **lost revenue**, especially for last-minute weekend charter requests.
- Without a reliable, automated identity verification and AML system, **accepting crypto was simply too risky** for 5 Star Jets.



Private aviation is a 24/7/365 industry, but traditional fiat wire transfers are restricted by weekends, holidays, and international banking hours.

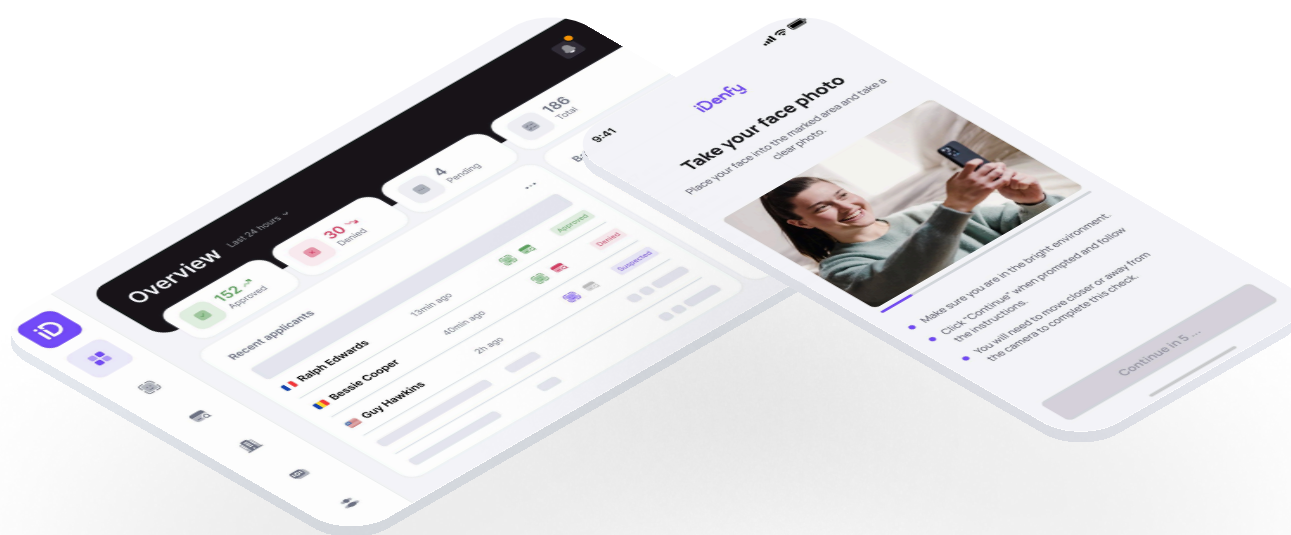
said Alejandro Leon, the CCO of 5 Star Jets.

The Solution

5 Star Jets built a proprietary, institutional-grade “Dual-Layer Compliance Shield” within its newly updated Crypto Payment Gateway, designed to overcome the operational issues that came with a manual onboarding process.

For that, the company integrated iDenfy as the critical first layer of this shield, combining both [identity verification](#) and [AML screening](#) tools. This includes:

- 01 Government-issued ID document capture
- 02 Biometric check with liveness and face-matching
- 03 Background screening against global PEPs and sanctions lists

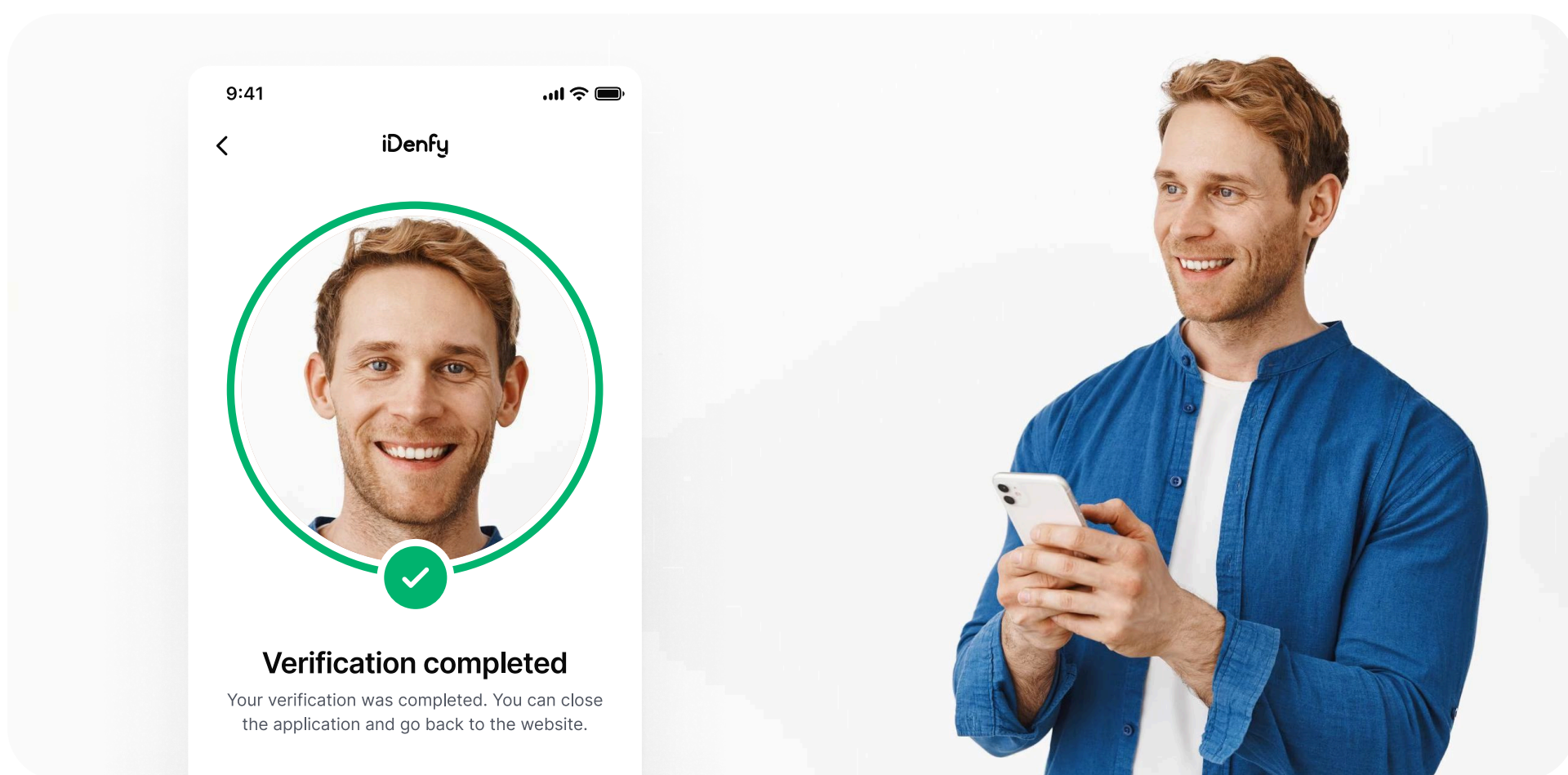


Before any client is issued a unique cryptocurrency deposit address, they must pass through iDenfy's automated system. This ensures we know exactly who is initiating the transaction and that they aren't on any global sanctions lists.

commented Alejandro Leon, the CCO of 5 Star Jets.

Why iDenfy?

- ✓ Both KYC and AML tools under the same platform
- ✓ Industry-specific workflow customization options
- ✓ Fast and secure no-code verification link generation
- ✓ A user-friendly dashboard with all verification results
- ✓ A seamless end-user onboarding experience on any device
- ✓ Ensured compliance and improved strategy for high-risk clients



The Results

5 Star Jets successfully launched its Crypto Payment Gateway with absolute confidence and a **0% fraud rate**. iDenfy's KYC/AML software worked as a secure foundational ground that was needed to develop and launch 5 Star Jet's [Crypto-Funded Jet Card program](#), securing the company's position as the most innovative brokerage in private aviation.

With iDenfy, 5 Star Jets:

- 01 Started fulfilling 3x more charter requests** using automation and real-time KYC. Same-day user onboarding removed the previous unwanted barrier of waiting for manual ID document review.
- 02 Achieved a compliant, audit-ready transaction log.** This enabled instant processing of crypto/fiat payments for charters up to \$9,000,000 with zero instances of flagged or illicit funds cleared through the gateway.
- 03 Reduced user identity verification and AML screening time** from several hours to under 60 seconds, enabling 24/7 booking capability, including weekends and international bank holidays.

The company was able to build a compliant system that supports both onboarding and ongoing monitoring, ensuring that higher-risk accounts, such as its UHNW clients and their crypto-funded transactions, can be flagged and reviewed manually **only when necessary**.



Currently, we're leveraging iDenfy's no-code verification links to securely onboard our VIP clients. This functionality immediately transformed our workflow and replaced the outdated, risky method of emailing sensitive passport copies with a secure, 60-second smartphone verification.

Alejandro Leon, the CCO of 5 Star Jets.