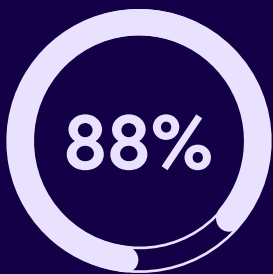


Case Study

iDenfy

QwikPay



of users
pass the ID verification
on their first attempt

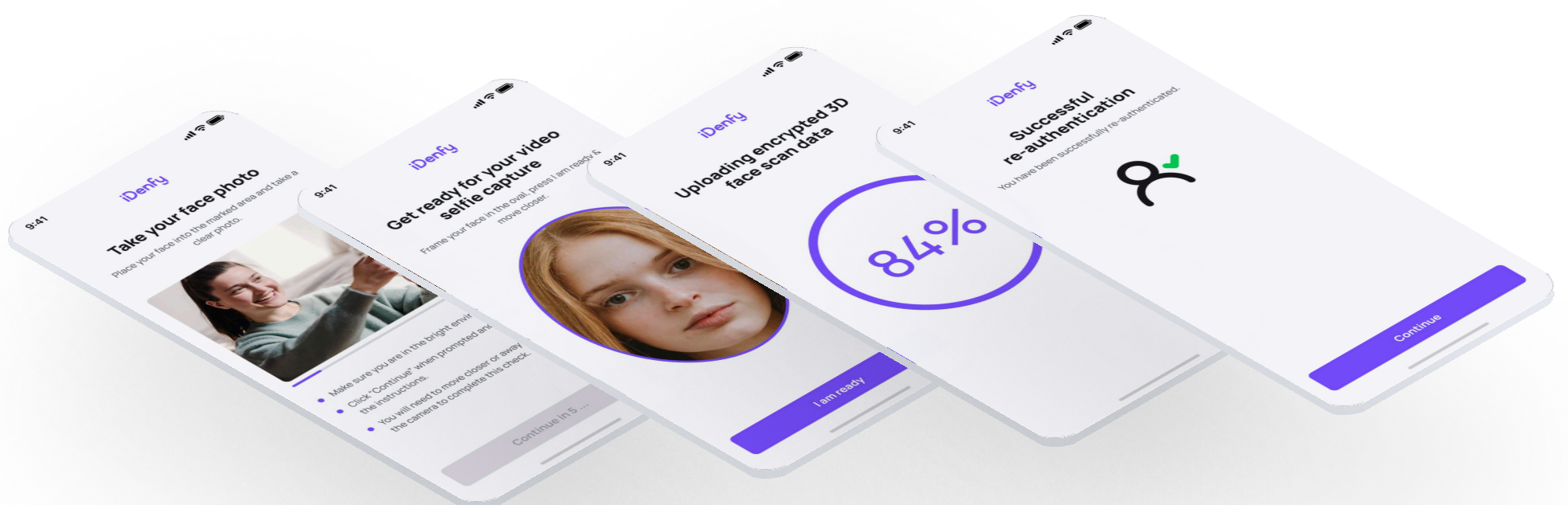


seconds
is the average onboarding time
for KYC and wallet activation

A Quick Intro

Unlike card-linked applications, where the issuing bank is responsible for verifying the user's identity, QwikPay holds the wallet relationship directly. That means the Australian scan-and-pay app is responsible for performing **Know Your Customer (KYC)** checks with the same level of due diligence as any traditional banking institution. Yet, QwikPay's user base consists of **both merchants and consumers**, who need to be verified before their wallet can be activated.

For QwikPay, identity verification had to be built directly into the onboarding process so users could create their account and **access their wallet immediately**. ID verification providers that offered only batch-verification APIs or those that required complex, manual input-based steps were incompatible with QwikPay's Australia's **New Payments Platform (NPP) environment**, where users expect real-time account activation.



The Challenges

For QwikPay, identity verification had to be built directly into the onboarding process so users could create their account and **access their wallet immediately.**

That's why QwikPay's team worked hard on three key areas:

- Ensuring the IDV vendor that could ensure **compliance with AUSTRAC's obligations**, as well as global KYC/AML requirements and a large document base, since Australia has many residents from all around the world.
- Finding **implementation** and **KYC cost** within the startup range, as QwikPay wanted to save costs, especially in its pre-scaling stage and calculate the approximate ROI before partnering with a vendor.
- Making the **onboarding experience as smooth as possible** to avoid drop-offs without breaking the payment journey, helping the business scale responsibly.

Another important factor that was vital for making the ID verification process fit QwikPay's requirements was the fact that Australia's population created a specific **document coverage challenge**. Foreign passports, non-Australian driver's licences, and other ID documents that domestic-only verification providers couldn't accurately process required a global solution for onboarding overseas-born residents that made up a portion of QwikPay's user base.

Beyond basic IDV checks, QwikPay also needed to satisfy AUSTRAC's broader AML requirements, which meant that the new KYC vendor had to carry built-in AML screening tools. This was mandatory to make the onboarding journey seamless and ensure that integration and management for both compliance processes, including automated PEPs and sanctions checks, are easily processed through a **single integration**.



“A KYC solution with poor document support would have simply translated to unacceptable false-rejection rates for legitimate users, directly impacting our mission to make payments accessible for everyone.”

said Nik Bavisetti, the Co-Founder of QwikPay.

The Solution

QwikPay integrated iDenfy's [identity verification](#) and [AML screening](#) solutions into a single dashboard, automating compliance-related tasks and customizing onboarding workflows to meet the industry's requirements.

Three core functionalities from iDenfy were implemented:

01 Automated ID document capture

iDenfy's software extracts and cross-checks data from 14,000+ document types across 200+ countries and territories, accurately handling both local and foreign IDs with a simple, few-step flow for users.

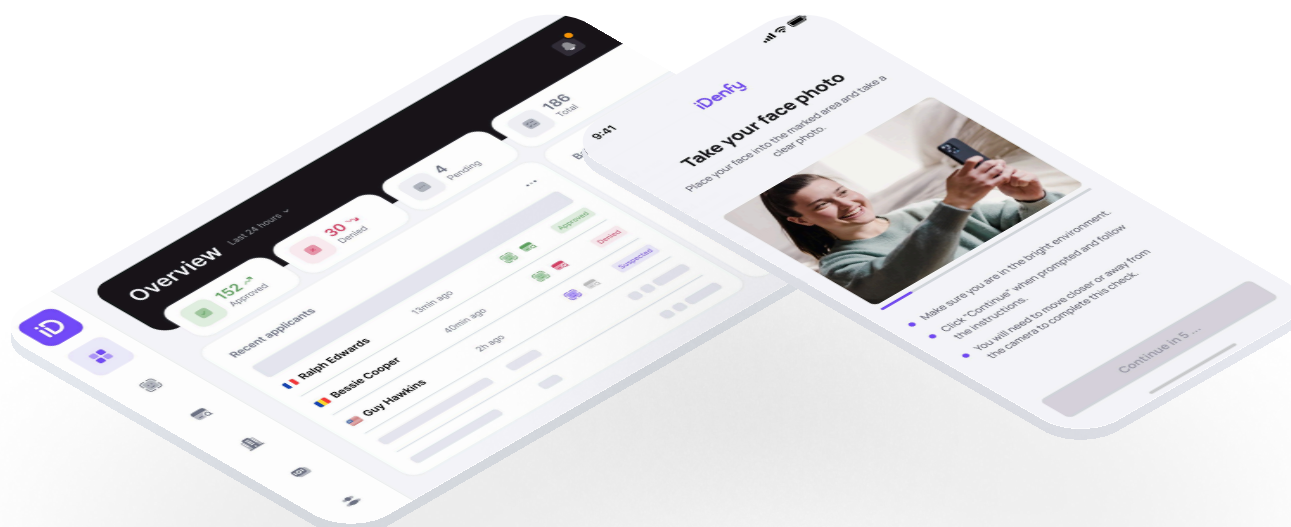
02 Biometric verification with liveness detection

Users submit a real-time selfie matched against their ID portrait, with liveness detection and 3D facial mapping blocking deepfakes and spoofing attempts at every new wallet registration.

03 Built-in AML screening

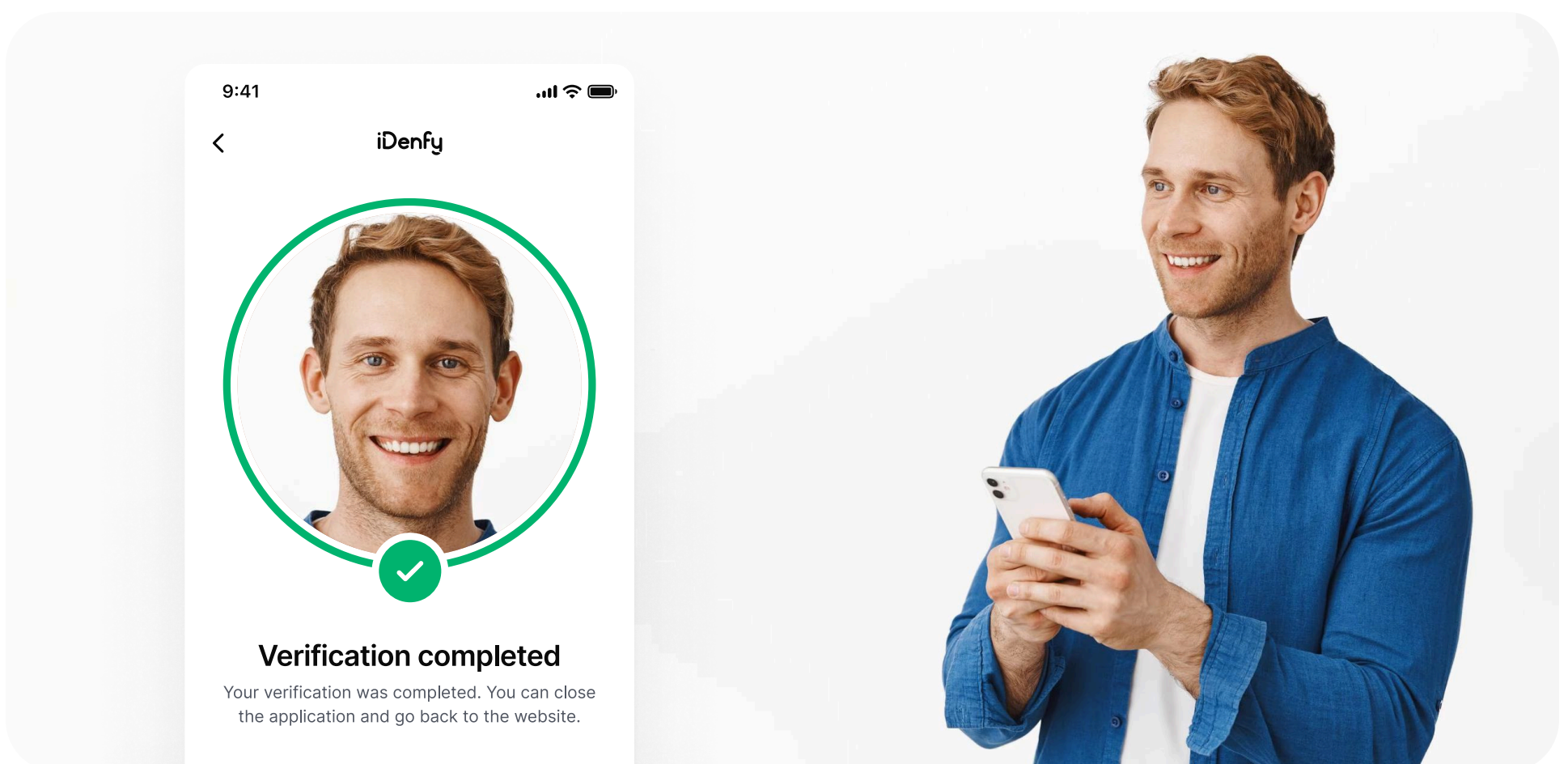
PEPs and sanctions screening, watchlist checks, and adverse media monitoring run automatically. High-risk users (such as those from flagged jurisdictions) are routed to a stricter verification flow, while low-risk customers move through a lighter process to maximize conversions.

With iDenfy's KYC/AML integrated, QwikPay's team has **full visibility** over verification results (denied/approved KYC results and flags/mismatches found for AML screening) on the same dashboard, saving hours of work that would have been used to check all submitted documents manually.



Why iDenfy?

- ✓ Both KYC and AML solutions under one API
- ✓ International document support and high accuracy rates
- ✓ Guided, mobile-first verification support for its NPP-native payment journey
- ✓ Custom branding options and proper documentation
- ✓ Fair pricing structure, especially beneficial for QwikPay's startup stage
- ✓ Support from the Sales and Integration teams



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“We evaluated providers across multiple markets, weighing pricing, integration quality, and support. When we connected with the iDenfy team, it was clear they understood what a growing startup actually needs.”

said Nik Bavisetti, the Co-Founder of QwikPay.

The Results

Since going live, QwikPay has processed hundreds of verified wallet registrations using iDenfy's ID verification and AML screening solutions. The guided KYC experience means legitimate users clear their verification session quickly and reach their first transaction in the same seamless process, supporting QwikPay's business goal of providing a **real-time payment experience**.

With iDenfy, QwikPay:

- 01** Built an onboarding flow where **88% of users pass the ID verification on their first attempt**, reducing drop-offs.
- 02** Created a simple wallet activation process, where users complete their ID verification (document capture + selfie + AML) in **an average of 50 seconds**.

iDenfy also helps QwikPay ensure that its KYC/AML program satisfies all compliance obligations and provides the needed tools to keep an audit-ready history log. As QwikPay scales, iDenfy's system will help handle large verification volumes, saving time and costs on compliance-related tasks in the payments industry.



“iDenfy's verification suite gave us the confidence to onboard users at speed, reducing drop-offs at the critical signup stage. More importantly, it gave us a reliable filter against restricted and unverified users accessing the platform, which, for a financial services product, is foundational.”

Nik Bavisetti, the Co-Founder of QwikPay.