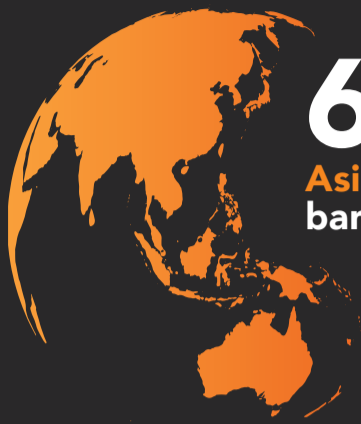
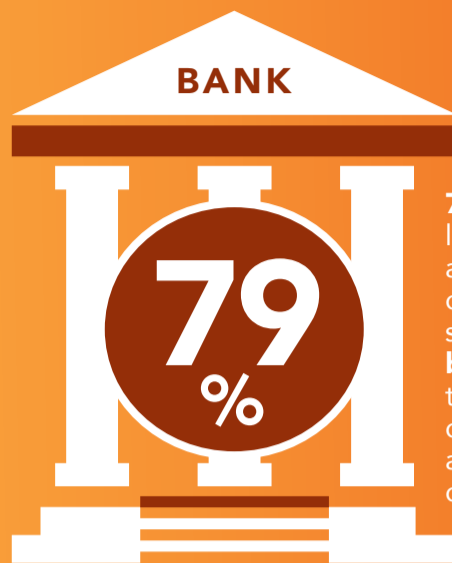


# State of Digital Banking in Asia Pacific



**60%**   
**Asia Pacific (APAC) banks surveyed**

either have no digital onboarding process for new customers, or only part of it has gone online



**79%** bank have launched or are currently considering a separate **digital banking** offering to leapfrog challenges in acquiring new customers



**20%** Credit Cards  
**32%** Payments  
**24%** Personal Loans

**APAC banks** see payments and personal loans present the greatest opportunities for the future of digital banking

The region's changing regulations and the need to create digital **know-your-customer (KYC)** and **anti-money laundering (AML)** solutions are the two key challenges for APAC banks looking to acquire new customers online

**28%**  
 Changing regulations

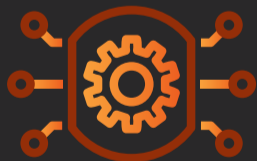
**21%**  
 Anti-money laundering (AML)

## Top digital transformation priorities for APAC banks



Investing in data science

**19%**



improving their customer segmentation for products and services

**19%**

**The right size for many banks** in the near future will be in the year 2030

**YEAR**

**2030**



**28%** need fewer employees (between 5 to 50% decrease)

**28%** need significantly less staff (a 50% or more decrease)

Source: FICO Asia Pacific CRO Forum

## As online financial services become the new norm, how can financial institutes adapt and innovate to meet the demands of digital banking?

You may want to consider starting with adopting robust digital identity verification tools like eKYC (electronic Know-Your-Customer).

By adopting powerful digital identity verification solutions that leverage cutting-edge technologies, financial institutions can cut down the costs of customer onboarding by reducing manual review and lowering customer abandonment. Additionally, these solutions are often accurate and less prone to human errors.

To see how **OneConnect eKYC solution** can prepare your bank for tomorrow's technology transformation, visit [www.oneconnectft.com.sg](http://www.oneconnectft.com.sg)



**OneConnect Financial Technology Co., Ltd.**