

**13 September 2021**

### **PTL partners with SmartSearch for electronic death-in-service beneficiary checks**

PTL, the leading independent trustee and governance services provider, today announced it has extended its partnership with leading anti-money laundering provider SmartSearch.

The new partnership will provide PTL with electronic ID verification on all death-in-service beneficiaries under its Group Life Claims Service, alongside due-diligence and anti-money laundering checks.

SmartSearch's industry-leading system uses credit reference data and digitally verifies the client, which negates the need for requesting a physical document, or an image of the document.

With just a name and address, date of birth is optional, SmartSearch's technology combines credit reference data and digital fraud checks as well as electoral roll data and other reliable public sources to establish identity.

By triple checking these different sources of information a unique 'composite digital identity' is produced. This digital identity is virtually impossible to fake. All this can be done online, with no need for in-person meetings, face coverings, or hard copies of documents.

Dawn Harris, chief operating officer at PTL commented: "When settling death-in-service claims, it is absolutely essential that the identity of each beneficiary is verified, in line with anti-money laundering legislation, so that payments can be made quickly and securely.

"In the past, this process involved the receipt, verification, and safe return of physical documents – such as passports, driving licenses, and birth certificates. As well as being labour intensive and time consuming, it also carried the ever-present risk of documents being mislaid. This new service negates the need for the physical element of the process whilst all the time retaining the rigorous checks required."

Harris continued: "We are currently settling more than fifty claims each month, so efficiency and timeliness are essential. With SmartSearch's TripleCheck solution, which combines electronic identification and screening, document verification; and digital fraud checks, we can conduct an ever more comprehensive, GDPR-compliant identity check on each recipient in seconds.

“This process is fully secure and reduces the burden on beneficiaries at what is often a traumatic time following the loss of a loved one. Working with SmartSearch is the latest element of a significant investment in this growing area of our business, having expanded our dedicated team and created bespoke workflows within our CRM system to manage the claims process efficiently from end to end\*.”

John Dobson, CEO at SmartSearch added: “The award-winning service that PTL provides is both compassionate and sensitive, and supports people as they go through an incredibly difficult time.

“By partnering with PTL, we can not only reduce the unnecessary paperwork and ensure compliance, but also make sure the process is as simple and efficient as possible.

“By using SmartSearch, not only is the process quicker and easier for the end-user, it also is more secure. The system uses credit reference data to establish identity, and avoids the potential of someone using fraudulent ID.”

**- ENDS -**

\* PTL has been providing death-in-service claims handling for over 10 years, as an outsourced provider to many of the UK’s large insurers. The service is delivered by a dedicated Group Life Claims team, all highly experienced and comprehensively trained to deal sensitively and compassionately with beneficiaries at what is often a difficult time. PTL also offers its own group life and excepted life master trusts for standalone schemes and provides the outsourced determinations for benefits paid under pension schemes and sponsor-led death-in-service trusts. All support encompasses the investigation of the deceased’s circumstances, establishing potential beneficiaries and their financial dependency on the deceased, and settlement of the benefits under trust.

## **NOTES TO EDITORS:**

### **About PTL**

PTL is a top-five independent trustee firm with offices in London, Leeds, Reading, and Birmingham.

PTL acts as an independent trustee and provides a range of governance services, predominantly to occupational pension schemes, including trust-based defined benefit and defined contribution schemes and contract-based pension schemes including group personal pension plans. PTL also provides a range of governance services to other non-pension trusts.

PTL is a member of the Pensions and Lifetime Savings Association, the Association of Professional Pension Trustees, the Association of Corporate Trustees, and the PMI Independent Trustee Group.

More information can be found on our website – [www.ptluk.com](http://www.ptluk.com).

### **About SmartSearch**

SmartSearch is a leading UK provider of anti-money-laundering software. Its anti-money-laundering verification platform conducts individual and business searches, both for the UK and international markets with automatic worldwide sanction and PEP screening.

It is the only organisation in the UK with the ability to verify individuals and companies in the UK and internationally all in a single platform via a browser or API, with full Sanction, PEP and adverse media screening, and then ongoing monitoring.

Headquartered in Ilkley, West Yorkshire, SmartSearch's very latest technology delivers an unrivalled user experience to over 5,000 client firms and 50,000 users, enabling them to comply with the latest AML regulations and fulfil their AML, Customer Due Diligence (CDD), and Know Your Customer (KYC) compliance obligations.

With no requirement for clients to provide identity documents, SmartSearch's automated verification approach is significantly more convenient for both users and their end customers, with individual AML checks taking two seconds from start to finish, while business checks take less than three minutes.

For more information, please visit [www.smartsearch.com](http://www.smartsearch.com).

### **Media Contacts:**

For all PTL media enquiries please contact KBPR using the details below:



[kate@kbpr.agency](mailto:kate@kbpr.agency) – 07930 442883  
[henrietta@kbpr.agency](mailto:henrietta@kbpr.agency) - 07500828340