

KNOW YOUR CUSTOMER

Made by e-Boks. Secure distribution. Build trust through secure verification



Build trust through secure verification

Digitalisation and globalisation are no longer distant and nebulous concepts that may or may not affect our everyday lives: they are here and they have highlighted a need to know, predict and assess whether your customers are who they say they are, whether the cash flows running through their accounts are plausible.

In short: we need to know who we are doing business with. KYC (know your customer) is a means to achieve this knowledge.

For these reasons and more, all businesses in the financial sector are subject to anti-money laundering laws.

Business challenges

The work and responsibility of handling this data internally places high demands on process, documentation and security.

At the same time, legislation in this area is evolving, resulting in increasing costs for system and employee development.

The solutions that end-users encounter from senders are heterogeneous and take place on all types of media, methods and platforms.

The customer's reality

The customers' awareness and knowledge of legislation, requirements and security is often limited. At the same time, customers don't necessarily have a personal relationship with their financial institution. These requirements and challenges require more effort than the end user wants and understands the need for.

In addition, they want to be in control, choose who has access to their data, and

they want secure storage of their most sensitive data.

This is exactly what New Banking is designed to help users with.

The solution

By collaborating on a secure shipping method, e-Boks and New Banking have removed some of the stumbling blocks between company and customer. By sending the enquiry through e-Boks, we remove the customer's concerns about phishing and spam mail.

Overall, the benefits of the solution for the business include increased security, streamlined verification, increased trust, regulatory compliance and personalised services.

Company benefits

Secure distribution: Guaranteed delivery and high message open rates.

High credibility: Your recipients know that all mail coming from ACME is from verified senders. Requests won't end up in the spam filter or be suspected of phishing.

Improved customer experience: Request only necessary information. This allows for better customisation of interactions and better customer service.

Increased trust: The easy, fast and secure way to verify your users' identity builds your customers' trust in you, making them more likely to use your services and return in the future.

Regulatory compliance: To prevent money laundering, fraud and other financial crimes, KYC is a legal requirement in many industries, such as banking and finance. Updating according to legal requirements is the responsibility of another party: you just need to use the solution.

Improved security: KYC helps organisations verify the identity of their customers and prevent fraudulent activities.

Customer benefits

Verified senders: e-Boks users know that all mail they receive comes from known and verified companies.

User security: Users are never exposed to phishing and spam.

Simple creation and update: Users are taken directly to New Banking's KYC solution where they can create and update documents.

Easy sharing: Users can choose what information is accessed.

Enhanced security: KYC processes provide users with an extra layer of security that helps prevent identity theft, fraud and other malicious activities.

Streamlined verification: KYC processes simplify the account creation process for users, making it faster and easier to create and use their accounts. Especially the second time around.

Functions

e-Boks Secure Distribution is a secure and flexible mailing solution for messages and documents. With the latest addition, Actions on Document, your organisation can leverage the most secure Danish dispatch system to direct your customers to update personal information, surveys and much more.

Fast and flexible onboarding process for e-Boks

- Once the connection agreement is signed, your company will have access to an onboarding portal where all information for the solution must be entered.
- Onboarding and the final set-up is carried out in collaboration with e-Boks.
- The solution can either use the end user's CPR number or a combination of first and last name and KVHX key (address) or e-mail address to deliver digital mail.
- If you want to send digital mail to your customers without using a CPR number, you must create the dataset yourself.



Secure business and customer ecosystem

e-Boks Actions on Document enables New Banking's Know Your Customer (KYC) solution. Features include, among others:

- A Know Your Customer onboarding flow that begins with an Actions on Document message, where a link directs the customer to the New Banking sign-up page.
- Once the customer has signed up, any organisation that needs Know Your Customer information can use the solution offered by New Banking.
- An affiliate then simply needs to request some or all of the information that the customer has uploaded or needs to provide.
- An affiliate simply needs to maintain their information on a regular basis and accept or reject the requests that come in.



Shipping, onboarding and sharing

The set-up and execution of dispatch and onboarding for the New Banking solution is described below:

Dispatch | Sender writes a letter and specifies:

- A link to the New Banking solution and
- A list of the forms of identification and other documents needed to validate the customer.

End user creation | The user receives and opens the document in their e-Boks. Via the link in the document, the user is redirected to the New Banking website where the user creates and uploads the necessary documents.

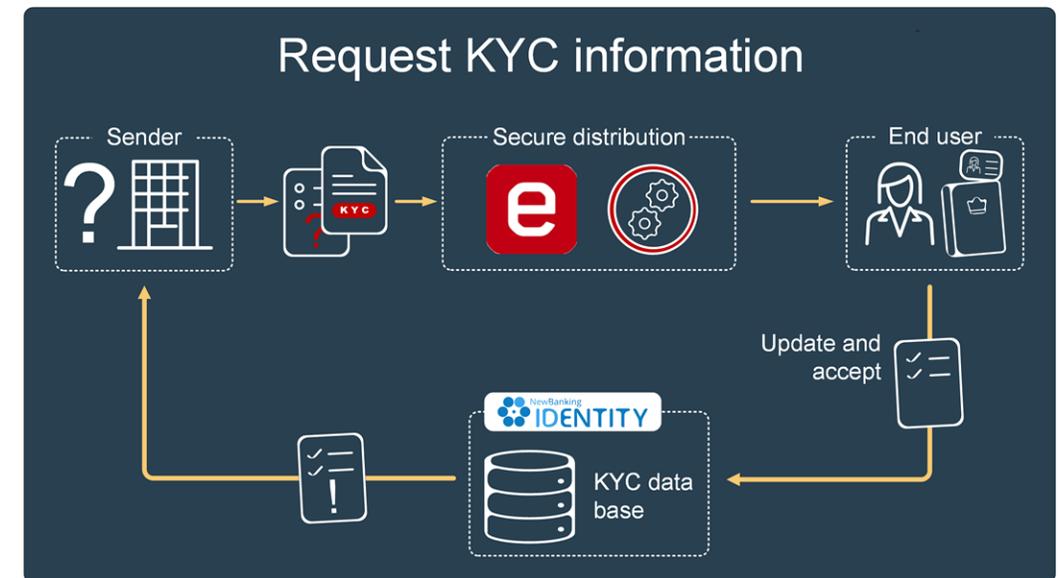
Accept sharing | Once the documents are ready, the user selects which documents to share with the sender. The next time the user is asked to provide information, the documents are already there. Therefore, the customer only needs to select which documents to share.

Agreement | There must be a signed agreement between your company and New Banking and e-Boks before you can access New Banking and use e-Boks Secure Distribution.

Technical setup | Set-up is part of the sender onboarding process and includes all required dispatch configurations such as system

integration, certificate, sender-required content types and registration groups.

Recipient validation | The sender can use a social security number or a combination of name + address or email address.



Flow for requesting, uploading ID documents and accepting sharing.

About us

e-Boks is a trusted Nordic provider of secure platforms and digital postboxes.

We offer companies a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

Since 2001, e-Boks has supported companies and governmental organisations to send millions of documents through the platform each year and bring their organisations into the digital age.

e-Boks ensures that business communications meet the highest global security standards, giving customers complete confidence that their data is secure.

With more than 24 million users, we are now an important part of the global infrastructure.

[Read more](#)

Facts about the platform

598 million

documents sent 2025

193,346

signed documents each month

41,095

invoices for payment each day

68,264

documents are sent every hour

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Hans Bekkevolds Allé 7 • DK-2900 Hellerup • Telephone +45 70 21 24 00 • www.e-boks.com • VAT number DK-25 67 41 54