

THE TRUE COST OF FINANCIAL CRIME COMPLIANCE IN

THE NETHERLANDS



WE COLLECTED FEEDBACK FROM 380 DECISION-MAKERS

for Know Your Customer (KYC) remediation, sanctions monitoring, financial crime transaction monitoring and compliance operations across 14 EMEA markets.

Below are some of the key results for **the Netherlands** as compared with the rest of EMEA.

RESULT 01

Across all financial firms in EMEA, the total projected cost of financial crime compliance is

\$117.5b for 2020

\$3.3
BILLION

Average total cost from the Netherlands

RESULT 02

Legal/accounting and real estate services are reported as sectors that pose the highest risk for financial crime



The Netherlands report that Retail merchants have the highest amount of new accounts opened followed by hospitality and real estate services

NUMBER OF NEW ACCOUNTS OPENED

41

Retail Merchants

23

Hospitality

22

Real Estate

15

Ecommerce

11

Media/ Entertainment/ Gaming/ Gambling

10

Legal/ Accounting

RESULT 03

EMEA financial firms continue to report challenges with customer risk profiling and sanctions screening

Key Challenges for Compliance Screening Operations

- Customer Risk Profiling
- Sanctions Screening
- Efficient Resolution of Alerts
- KYC for Account On-Boarding
- Positive ID of PEPs
- Regulatory Reporting

The Netherlands

reported a significant increase in challenges with regulatory reporting from 2019 to 2020

10%

2019

2020

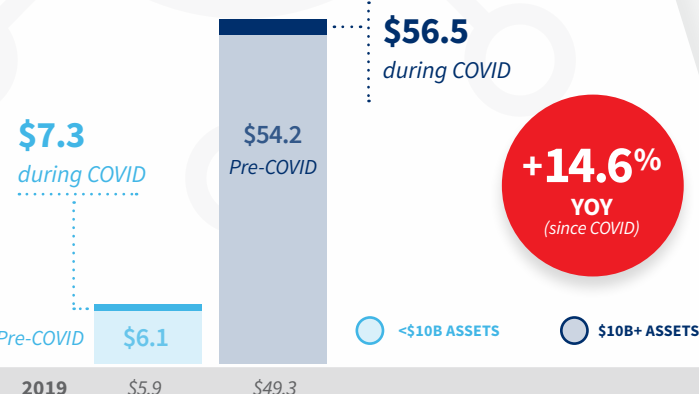
25%

RESULT 04

COVID-19 added to year-on-year financial crime compliance cost increases, particularly in larger markets such as the Netherlands

Average Annual Financial Crime Compliance Operations Costs per Organization:

Including COVID-19 Impact (Costs in Billions)



RESULT 05

Regardless of challenges, organizations realize the benefits of financial crime compliance, including:

INCREASED understanding of customers and risk tolerance

IMPROVED data for customer relations and risk management

-42% Reduced straight-through processing exceptions

The Netherlands scored higher than any other country in EMEA