LexisNexis®
RISK SOLUTIONS

Customer | Intersend Money

Scaling Cross-Border Compliance Screening with LexisNexis® Bridger Insight® XG

Industry | Financial Services

Overview

Operating in the high-speed cross-border payments sector requires Intersend Money to balance rapid customer growth with strict global anti-money laundering (AML) and counter-terrorism financing (CTF) standards. As the business scaled, manual transaction screening became a significant bottleneck, increasing the need for a more structured way to manage false positives without compromising compliance reviews.

By integrating LexisNexis® Bridger Insight® XG into its onboarding and monitoring workflows, Intersend Money has strengthened its screening process, helping the compliance team focus on genuine risks and make faster, more confident decisions for customers.

Challenges

- Managing growing customer and transaction-screening activity
- Reviewing potential hits and clearing false positives efficiently
- Maintaining strong sanctions, PEP and adverse media coverage
- Handling diverse international names, including various spelling conventions and character conversions
- Applying consistent compliance controls across onboarding and payments
- Maintaining clear records of screening and review decisions

Our solution

LexisNexis® Bridger Insight® XG

Bridger Insight® XG is embedded within Intersend Money's e-KYC, customer onboarding and transaction-monitoring processes. It supports screening for customers, businesses and transaction recipients, helping the compliance team determine whether activity can proceed, requires additional review or should be escalated.

A key advantage for Intersend Money is the combination of Bridger Insight XG screening technology with LexisNexis® WorldCompliance™ Data. Because the data and technology are designed to work together, relevant risk fields are mapped directly into the screening workflow, helping compliance users access profile information efficiently and make more informed review decisions.

The platform also helps Intersend Money apply a more structured and consistent approach to screening. Configurable rules, search parameters and match thresholds help the team manage potential hits in line with internal procedures and risk appetite. This is particularly important in a remittance environment, where name variations, transliterations, language coverage and false-positive handling can directly impact review efficiency and customer experience.

> "LexisNexis® Risk Solutions was selected to support a more efficient and commercially sustainable approach to compliance screening, combining configurable screening technology with global risk intelligence and ongoing support."

— Chaiwat Maneechom, Head of Operations, Intersend Money

Confident compliance. More efficient screening. Built to scale.

How Bridger Insight XG supports Intersend Money

01 Supporting informed decisions across onboarding and payments

Screening outcomes help the compliance team determine whether a case can proceed, needs additional review or should be escalated.

This helps create a more defined decision-making process across customer approval and transaction review, supporting efficient handling of potential sanctions and PEP matches.

02 Applying configurable controls to manage potential matches

Configurable match thresholds support risk-based screening and help the compliance team identify relevant hits while managing false-positive review across onboarding and transaction monitoring.

03 Helping the team assess complex name matches

Bridger Insight XG helps the compliance team investigate potential matches where name variations or regional naming conventions might otherwise create uncertainty.

When a potential match is flagged, reviewers can easily check details like date of birth and address to help them determine if the match is relevant.

04 Helping focus review effort where it adds most value

Potential matches are routed through a defined review process, enabling Intersend Money to distinguish between false positives and cases requiring further due diligence.

05 Creating a more auditable compliance process

Bridger Insight XG supports a documented record of screening outcomes and review decisions. This helps Intersend Money demonstrate how potential matches were assessed and resolved, supporting stronger audit readiness and regulatory confidence.

Features supporting the workflow

- Sanctions, PEP and adverse media screening
- Screening for customers and transaction recipients
- Integrated WorldCompliance™ Data
- Configurable screening rules, search parameters and match thresholds
- Name variation and transliteration handling
- Access to profile details to support match review
- Structured review and escalation workflows
- Audit trails and case-management support

Results

- **More structured sanctions and PEP screening** across onboarding and transaction monitoring
- **Configurable match thresholds** to support risk-based review
- **Clearer process** to help with identifying, reviewing and clearing potential matches
- **Stronger support** for matching diverse international names and spelling variations
- **More auditable records** of screening and review decisions

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Business Impact

Bridger Insight XG has helped Intersend Money create a more structured and scalable compliance operating model for its cross-border payments business.

By embedding screening into customer onboarding and transaction-monitoring workflows, the business can apply more consistent sanctions and PEP controls while supporting efficient review of potential matches. The combination of Bridger Insight XG technology and WorldCompliance™ Data gives the compliance team access to relevant risk intelligence within the screening workflow, helping reviewers assess potential matches with greater confidence.

The platform also helps Intersend Money manage complex name variations, focus attention on cases requiring further due diligence and maintain a clearer record of compliance decisions. This gives the business compliance assistance better suited to managing activity in a regulated payments environment, while supporting efficient customer onboarding and transaction processing.

"Bridger Insight® XG has given us a clearer and more structured way to manage sanctions and PEP screening across onboarding and transaction monitoring. It supports our team in assessing complex name matches, applying consistent review processes and maintaining confidence in our AML/CTF controls as our compliance activity grows."

— Chaiwat Maneechom, Head of Operations, Intersend Money

Helping customers to achieve confident compliance at scale with fast, reliable screening

Explore our Financial Crime Compliance Solutions

Confident compliance. More efficient screening. Built to scale.