

Seamless, structured and secure information storage and exchange

Today, we expect the same seamless digital experiences in business that we enjoy in our personal lives. Opening a new bank account or accessing financial services should be effortless. Yet, all too often, organizations are inundated by repeat email requests from banks for sensitive information as part of the Know Your Customer (KYC) process.

Without a centralized, secure way to share and manage this critical data, the process becomes fragmented, exposing businesses to security risks and causing frustrating delays. For many, the result is lost time, trust, and in some cases lost opportunities, as organizations abandon the process and turn to a bank that can deliver a faster, more secure experience.



EC CoopID is an award-winning solution that transforms KYC information storage and document exchange for organizations. Powered by the EC360 Corporate Digital Identity (CDI) platform it provides a unified, secure repository to easily structure and share documents across multiple entities with banks and business partners.

3500+ entities regularly store and share information with **100+** banks via EC CoopID

83% of Corporate Treasurers have security concerns about sharing sensitive information with banks for KYC*

*2025 Encompass annual Corporate Treasurer survey results

Key benefits

Single secure platform

Manage all requests and your information in one place.

GDPR-compliant document storage

Securely store and share documents in a digital vault.

Cloud-based solution

Fully managed and hosted solution with minimal impact on internal IT resources.

Data recency

Keep information up-to-date and automatically notify your bank or business partner of any changes

Accelerated KYC reviews

Streamline information exchange and communications with your bank and remove repeat requests

Key features

Structure and store information efficiently

Digital vault. Upload, store and structure sensitive documents associated with entities and individuals in a secure repository.

Overview page. View all requests and share information with new banks or business partners.

Data freshness. Set and receive expiry date reminders to update information. Make updates as needed and notify your banks and business partners of any changes automatically.

Secure document exchange

Information sharing. Select and review documents from the digital vault to share directly with your bank or business partner via EC CoopID.

Comprehensive audit trail. Automatic logging of all actions and responses for full transparency.

Unlimited sharing. Use EC CoopID to share documents with any bank or business partner you work with.

Streamline communications

Dashboard. Monitor and action all tasks and requests requiring attention.

Information requests. View their status and respond to KYC requests and reminders from your bank quickly and efficiently via a single platform.

Relationship management. Enable transparent internal and external collaboration by managing all communications with banks and business partners in EC CoopID.

Control workflow and access

Custom permissions. Create super users to set up users and teams with tailored permissions to enable internal collaboration across your organization.

Access management. Prevent information sharing between entities with different user roles and permissions to meet identity and access management (IAM) needs. Invite colleagues and partners to upload and review documents in EC CoopID and revoke access at any time.

Secure digital access. Share information from your digital vault with banks or business partners not on the EC CoopID platform with secure time-sensitive links.

Security and hosting

- Secure HTTPS internet connection
- Data encrypted at rest
- Two-factor authentication (2FA)
- GDPR, ISO 27001, SOC 2 compliant
- Fully hosted and managed cloud-based solution

“EC CoopID clearly adds value for Hapag-Lloyd, we use it as a central repository and manage our KYC process at the same time. In addition, we can share relevant information straight away.”



About Encompass Corporation

Encompass enables fast, accurate identity validation and verification of corporate clients, and a gold standard approach to KYC. Our award-winning corporate digital identity (CDI) platform and innovative solutions incorporate real-time data and documents from authoritative global public data sources and private client information, to create and maintain digital risk profiles. With Encompass the world's leading banks improve client experience and increase business opportunities through consistent regulatory compliance and risk mitigation.