EASYAML USER GUIDE

easyAML

Resolving “Force Match Required” and “Needs Review”

KYC-02 · Version 1.1

When a transaction shows **Force Match Required**, **Needs Review**, or **Sign Off Required**, it isn't a bug or a failed check you need to restart. These are deliberate review gates that hand the decision to a person rather than auto-passing it.

OPEN TO START `https://app.easyaml.com/transactions`

Why it shows

The common triggers are:

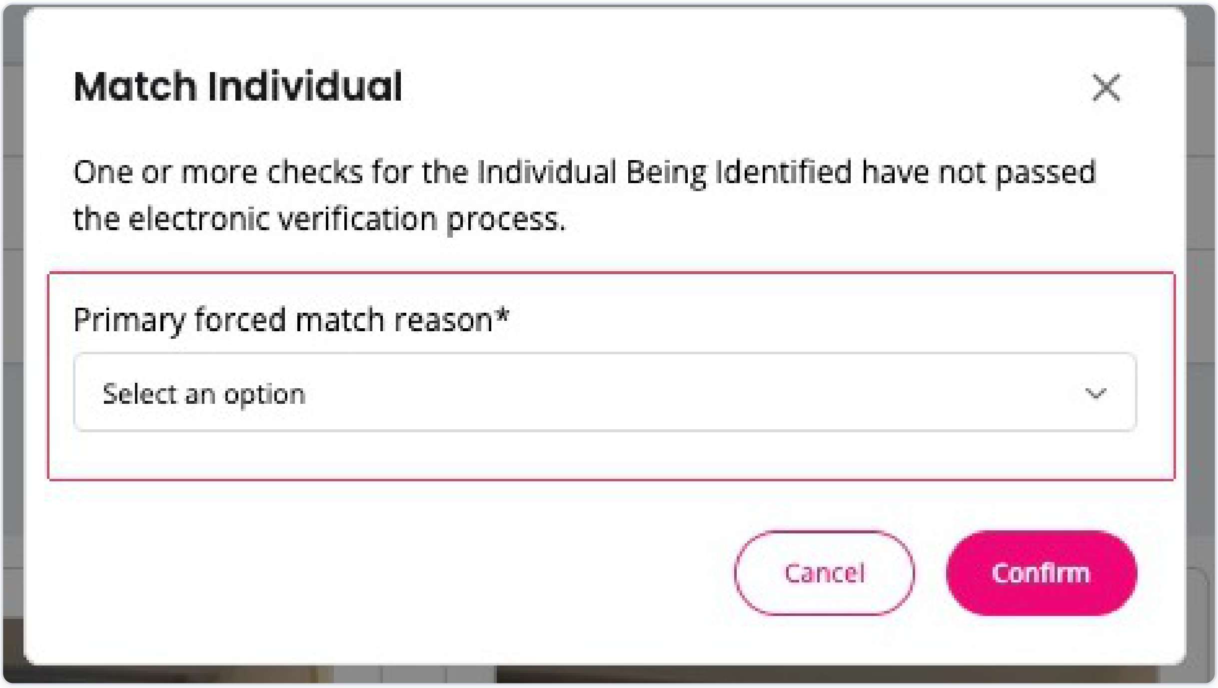
1. **Name variance** — the name on the verified ID differs slightly from the name entered at transaction creation: a middle name on the licence that wasn't entered, hyphenation differences, transliteration of non-Latin characters, or a simple spelling difference.
2. **Conflicting ID data** — the date of birth or another field differs slightly between the entered details and the document.
3. **Facial matching issue** — the face from the liveness capture and/or ID images doesn't match; often due to a low-quality or faded ID image.
4. **A Customer Authorisation Form (CAF) is attached** — anything carrying legal weight beyond the ID match goes through explicit CO sign-off.
5. **Supplementary documents uploaded** — a manual VOI, trust deed, POA, proof of address or source-of-funds document needs review before the transaction clears.
6. **High-risk or sector-mandated sign-off** — some transactions always require CO review regardless of automated pass status.

How to resolve it — step by step

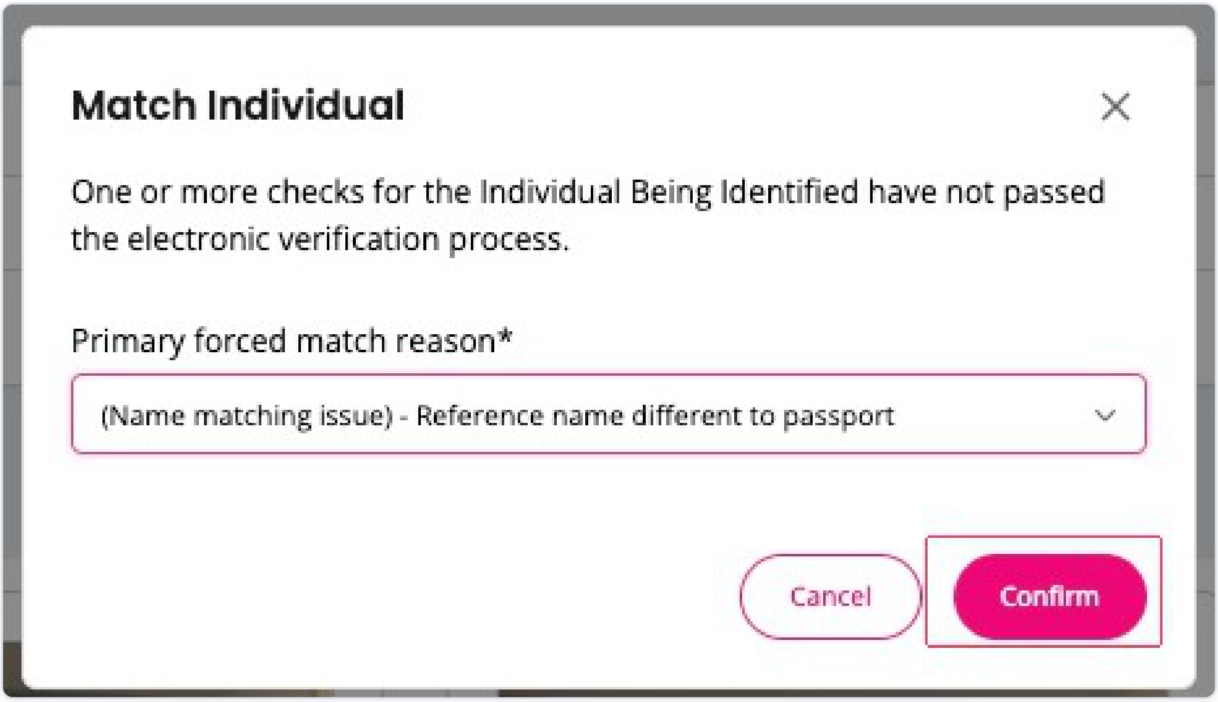
The Compliance Officer (or a user with the appropriate role) records the decision on the individual's record:

1 Open the individual's record (**Entities → List Individuals**, or via the transaction's party list), then open the **Identity** tab. The Name Matches table shows the reference name against each captured document, and the Liveness Check frames from the VOI.

2 Where the checks haven't fully passed, easyAML prompts a **Match Individual** decision. Review the issue noted, then decide whether the individual is **Matched** or **Not Matched**.



3 Open the **Primary forced match reason** dropdown and select the reason that applies — for example *"(Name matching issue) — Reference name different to passport"*.



4 Click **Confirm**. This records a manual (forced) match with a documented justification — user, timestamp and reason — preserving the audit trail for why the individual was accepted despite the electronic result. You don't restart the KYC.

> *Use force-match deliberately, not as a shortcut around poor data quality. If it's coming up often, that's a signal to tighten data capture at the front end. Your audit position is strongest when force-match is rare and well justified.*

A common example

A client's name was entered at transaction creation with a spelling that doesn't match their verified ID. The KYC stops at the review gate on the name variance. Correcting the spelling in the source system generally won't push through automatically — the data is pulled when the transaction is created rather than kept in live sync. Rather than restarting, the CO reviews the variance, confirms it's the right person, and force-matches with a note recording the reason.

More ways to get help

- **In-platform:** the “Want Help?” button on each page opens the relevant walkthrough.
- **Knowledge Base:** knowledge.easyaml.com
- **Video walkthrough:** Reviewing a KYC — step by step (covers this flow in context).