



**Claims Gate**



**Company**  
Claims Gate



**Industry**  
Legal



**Solution**  
Identity Verification



**Implementation**  
API and SDK

Claims Gate is a legal tech company that helps law firms onboard more clients for high volume group litigation cases. They allow law firms to automate the client qualification, esigning, document review, KYC and identity checks that law firms would otherwise have to do manually.

## How Claims Gate automates KYC for some of the UK's highest volume litigation cases

### Challenge

Law firms can't act on behalf of a client until they know who the person is. Identity verification is therefore a crucial step in any legal process. Previously, law firms would need to check identity documents manually before they could proceed with a case. Claims Gate wanted to simplify and improve the process - offering automated identity checks on behalf of law firms.

Law firms need to onboard tens or even hundreds of thousands of claimants to the group litigation cases they are pursuing. It's crucial that this onboarding process is automated in order to provide as many claimants as possible access to justice.

When selecting an identity provider, Claims Gate had two main considerations:

1

Can the technology confirm the authenticity of an identity document quickly and accurately?

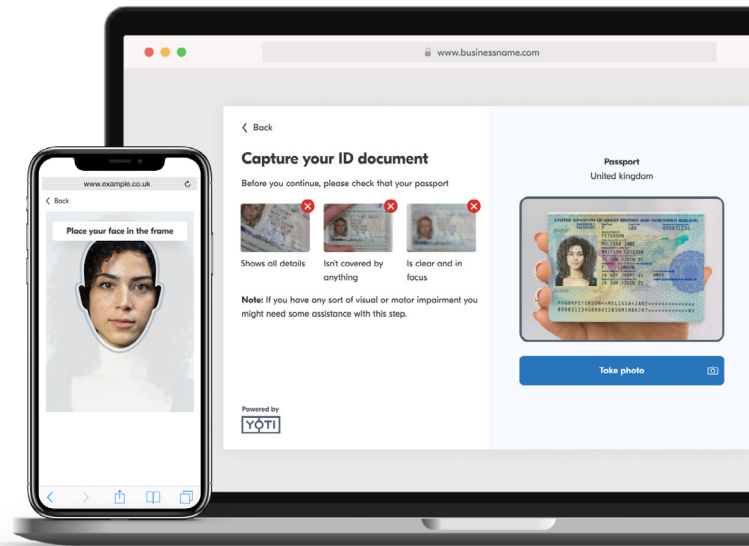
2

Can the technology provide a seamless customer experience which will not create friction?

## Solution

After reviewing several providers, Claims Gate integrated our identity verification solution as they felt it offered the most user friendly interface and experience. Additionally, the time to integrate our technology took one week compared to other providers who said it would take a few months.

Claims Gate also favoured the high privacy and security of our solution. They could complete identity checks without needing to store documents or data on behalf of law firms.



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*Yoti has always been the best tool for us by quite a long way. As an onboarding platform, we are always looking at conversion rates and how we can improve these. With Yoti's technology, we can offer a seamless and positive customer experience; all of this reduces friction and improves the onboarding process. Being able to accept documents from around the world and assist law firms with multijurisdictional cases has also been a game changer. As we grow, Yoti is helping us to expand to other markets.*

**James Jackson** - Managing Director at Claims Gate



## Results

Claims Gate has been using our technology for three years, with over 13,000 people verified. Offering an automated solution has been a key differentiator for the company. It has helped them to streamline and strengthen identity and KYC checks for law firms.

Claims Gate has also been able to expand their services. We currently accept 5,500 documents from over 200 countries and territories, and our online identity verification tool is available in 19 languages. This has allowed Claims Gate to help law firms who work on multijurisdictional law cases.

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