



Australian Government
Australian Taxation Office

Digital Identity for DSPs

DSP support with customer verification

2 October 2020

OFFICIAL - External: Digital Identity for DSPs focus group

Background

- There is a need to ensure the right customer verification controls are in place to support validation of individuals and non-individuals
- Last meeting we looked at options for customer verification, the challenges of each and where DSPs have a responsibility to support the process
- The PwC Report on the Review of the DSP Operational Framework has been received and the ATO is working through the recommendations. Customer verification was highlighted as a opportunity for improvement.

DSP support with customer verification

- Today's discussion is around current and enhanced states of customer verification, and what services DSPs can provide through their software, to further support Agents
- It is understood DSPs have varying levels of service to their customers and a one size fits all approach may not be possible
- Feedback from this group will feed into the working groups to establish outcomes which will be incorporated into terms and conditions of use as part of the DSP Operational Framework.

DSP support with customer verification

	Current state	Enhanced verification
DSP validation of their customer (entity validation)	<ul style="list-style-type: none"> N/A 	<ol style="list-style-type: none"> Entity validation using ABN lookup/API Undertake entity validation using due diligence, e.g. validate: <ol style="list-style-type: none"> website all contacts email addresses & phone numbers if applicable, use Cloud Authentication and Authorisation (CAA) to provide additional assurance Operational Framework requirement to provide evidence or entity validation Potential future use of digital credentials to verify customer identity and authorised relationship to entity
DSP supporting Agents with customer verification	<ul style="list-style-type: none"> N/A 	<ol style="list-style-type: none"> Ability for Agents to capture the details of customer verification completion within software (minimum who, when, what documents etc.) Consider options to support Agents (dependent on DSP operating model/client subscription level) <ol style="list-style-type: none"> storing secure copies of identity documents using DVS providers to validate customer verification documents (e.g. potential of partnering with DVS gateway provider through your software) or any other future TDIF credential provider. using ATO solution to validate customer verification through myGovID and PORO processes* <p>* Solution unknown however opportunities exist to leverage similar service offering as the proposed service for MBR Director Id. Note – an ATO service offering for customer verification may be subject to a cost per use model.</p>
DSP supporting Agents with relationship linking	<ul style="list-style-type: none"> Agent used DSPs add relationship service (CUREL submit) and client can view Agent relationship in myGov (ATO Online) and take action if not correct 	<ol style="list-style-type: none"> Agent uses DSPs add relationship services (CUREL submit) and client receives push notification when Agent adds relationship (through ATO or via DSP) to advise relationship added and client can take action if not correct. ATO provides a new add relationship service for DSPs to consume in PLS software which requires: <ol style="list-style-type: none"> Agent to submit and client to accept relationship* or Client to initiate agent relationship and agent to accept* ATO systems to support a state of 'pending approval' prior to agent having visibility of client profiles <p>*solution unknown however if we could incorporate myGovID, customer verification could be achieved at the same time as approval of relationship.</p>