

BUY NOW, PAY LATER LENDER

Needed PerformLine to scale onboarding and monitor their fast growing merchant network for compliance



A leading Buy Now, Pay Later (BNPL) lender needed a way to scale to full-coverage monitoring of their merchant partner network—and ditch their slow, manual onboarding process.

PerformLine Channel and Services used:



Web Monitoring



Pro Services

Business Challenge:

This nationally-recognized leader in the BNPL space experienced rapid growth over a 24-month period, with a significant increase during the COVID-19 crisis. They needed a way to quickly scale coverage of their merchant network to monitor, identify, and remediate potential risk. They needed comprehensive reporting to satisfy internal and external compliance obligations—all without the need to hire more headcount.

Their manual review process was time-consuming, not scalable, and didn't provide the insights and accountability to meet increasing demands.

They looked to PerformLine's expertise with Web Monitoring and Pro Services to automate their compliance monitoring and meet their immediate regulatory demands.



External Compliance



Internal Compliance



Monitor More Merchants



No Additional Headcount



In-depth Reporting



Eliminate Manual Review

PerformLine Solutions:

Web Monitoring

The BNPL leader implemented PerformLine's Web Monitoring solution to automate and scale the review of their merchant pages for regulatory compliance, including required disclosures as they relate to their brand and product offering.

Pro Services

PerformLine's Pro Services offers an additional layer of expert QA and review to their efforts. PerformLine's team of expert QA analysts identify affiliate merchant pages that violate the client's brand or regulatory guidelines. They then move those posts into Workflow to be quickly remediated by the BNPL compliance team.

Industry Rulebooks

Built on years of experience with regulators and clients in regulated industries, PerformLine's library of rulebooks provided the solid compliance foundation the client needed to onboard quickly and comprehensively.

Results:



More Efficient

Within the first year, PerformLine was able to help the company reduce remediation time from 55.2 days to 21 days.



Responsive Reporting

The detailed reporting provided by the PerformLine Platform, that includes a full audit trail, has helped them manage regulatory audits and inquiries.



Scalable Growth

The compliance program has grown to become efficient, effective, and scalable—without the need to add additional headcount to their compliance team.

Learn how PerformLine can support your organization's growth without letting compliance demands slow you down

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