Customer success story:

How Zain Cash Reduced False Positives by 90% While Strengthening AML Compliance

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OVERVIEW

Founded in 2016 and licensed by the Central Bank of Iraq, Zain Cash is a leading digital financial services provider in Iraq committed to delivering accessible, secure, and innovative payment solutions. This focus on innovation has earned industry recognition, including the Telecom Lead Innovation Award (2019) and a GSMA nomination for Best Mobile Innovation Supporting Emergency (2020/21).

THE CHALLENGE

As its customer base and transaction volumes grew, Zain Cash required a centralized sanctions screening solution capable of supporting regulatory compliance while maintaining operational efficiency. The organization needed to perform:

- Real-time (Delta) customer screening
- Full customer rescreening
- API-based transaction screening
- Customer onboarding screening

At the same time, minimizing false positives and maintaining alignment with evolving AML regulations became key business priorities.

THE SOLUTION

Zain Cash sought to modernize its compliance framework by implementing a centralized screening platform that could strengthen Anti-Money Laundering (AML) controls, automate screening processes, and improve detection accuracy without increasing operational workload. The objective was to ensure continuous compliance while improving the efficiency of day-to-day operations.

Eastnets implemented SafeWatch Screening 5, providing Zain Cash with a centralized sanctions screening platform that seamlessly integrates customer onboarding, file screening, and real-time transaction monitoring through APIs.

The solution delivers:

- Centralized screening for customers and financial transactions
- Delta and full customer rescreening
- Offline and API-based screening capabilities
- Automated sanctions list updates (including OFAC, EU, and other global watchlists)
- Advanced false-positive reduction through intelligent matching algorithms
- Comprehensive audit trails, reporting, and data archiving

Built on a scalable microservices architecture, the platform enables continuous regulatory compliance while reducing manual intervention and improving operational visibility. Ongoing tuning and optimization ensure screening accuracy remains aligned with Zain Cash's risk appetite and evolving regulatory requirements.

With SafeWatch Screening in place, Zain Cash Iraq reduced false positives by 90% through advanced filtering techniques - improving operational efficiency and allowing the compliance team to focus on the alerts that matter most. Customer monitoring and financial transaction alerts are now centralized in a single, unified compliance interface, giving the team full visibility across operations. Regular system tuning, aligned with evolving regulatory requirements and watchlist updates, ensures Zain Cash Iraq maintains continuous compliance while screening accuracy keeps improving.

"The implementation of Eastnets SafeWatch Screening has brought significant improvements to our compliance operations. The system's seamless integration with our processes, its ability to reduce false positives, and its adaptability to changing regulations have proven invaluable. With a centralized and efficient solution now in place, we meet regulatory requirements more effectively and operate with enhanced efficiency. Eastnets' support and expertise have been exceptional, and the professional training workshops delivered has equipped our teams with the needed knowledge to host and maintain the application as well as the business work flows, and we are confident this partnership will continue to strengthen our compliance efforts well into the future.

— Omar Wisam,
AML Screening & Analytics Supervisor, Zain Cash

ABOUT EASTNETS

Eastnets' purpose: to provide trusted solutions that foster financial inclusion.

Eastnets is a global provider of compliance and payment solutions for the financial services sector. Through our experience, expertise and technology we enable safe and secure participation in the global financial economy for over 800 financial institutions globally, including 15 of the top 50 banks, and 22 of the world's Central Banks. For more than 40 years, we've worked to keep the world safe and secure from financial crime. We do this by helping our partners manage risk through Sanction Screening, Transaction Monitoring, analysis, and reporting, plus industry leading consultancy and customer support.

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