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23.12.2024

NBM promotes digital transformation: remote identification - easier and safer access for citizens to financial services in Moldova

Individuals seeking to establish relationships with licensed banks, non-bank lending organizations, savings and loan associations, and life insurance providers, are no longer required to visit the institutions in person. This rule also applies to existing customers, who can now update their data remotely.

The National Bank of Moldova (NBM) has approved a Regulation that facilitates the use of electronic identification methods, such as video identification, qualified electronic signature, and automated verification solutions.

Thus, the document applies not only to new customers, but also those who already have a contractual relationship with these entities. As a result, users benefit from faster access to financial services, a process that previously required additional time and effort. The regulation foresees the use of innovative digital solutions, tailored to the needs of each customer, including those with reduced mobility or other special needs.

Remote identification procedures comply with the strictest standards of security, confidentiality, and personal data protection, in accordance with national and international legislation. Customers receive clear information about the terms and conditions of the process, as well as how their data will be handled.

Moreover, the regulation encourages financial entities to adopt modern technologies that streamline processes, reduce costs, and improve customer access to modern, high-quality services.

The National Bank of Moldova reaffirms its commitment to supporting the digital transformation of the banking sector, with a focus on efficiency, security, and accessibility for all citizens.

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