

Bajaj Finance transforms AML operations with AMLOCK's seamless workflows

100%

Regulatory compliance coverage

172M+

Customer accounts protected

10M+

Transactions monitored each month

Bajaj Finance Limited (BFL) is one of India's leading deposit-taking non-banking financial companies (NBFC-D) and a subsidiary of Bajaj Finserv. It offers a wide spectrum of financial products across retail, SME, and commercial segments. With a pan-India presence spanning both urban and rural markets, BFL is known for its agile lending operations, customer-centric innovation, and strong regulatory track record.

Customer highlights

- **Industry leadership**
One of India's largest and most trusted non-banking financial companies (NBFCs), serving over 100 million customers across retail, SME, and commercial segments.
- **Widespread reach**
Pan-India operations spanning 4,000+ branches across urban and rural regions.
- **Product diversity**
Offers a comprehensive range of lending and deposit solutions across retail, SME, and commercial segments.

Business impact

- **Complete regulatory alignment:** Pre-configured rules ensured seamless compliance with AML and KYC mandates under RBI guidelines, enabling smooth audits and accurate regulatory reporting.
- **Accelerated compliance turnaround:** Automation enabled faster KYC verifications and quicker alert closures, improving onboarding speed and resolution timelines.
- **Faster turnaround on KYC verification:** Automation significantly reduced the time taken for customer verification, leading to quicker onboarding and smoother compliance checks.
- **Greater operational efficiency on alert resolution:** Streamlined workflows enabled faster identification and closure of alerts, improving overall response time and risk handling.
- **Scalable risk management:** A centralized AML framework supported high transaction volumes and business growth without compromising governance.

Challenges

With rapid business expansion and evolving regulatory mandates, Bajaj Finance sought to enhance its compliance infrastructure and streamline risk operations for greater agility and accuracy.

■ **Fragmented compliance processes**

Risk classification, case handling, and reporting capabilities were fragmented leading to delays in alert resolution. A solution for integrated processes and insights was essential.

■ **Growing regulatory complexity**

An increasingly dynamic regulatory landscape required a future-ready compliance framework that could automate the compliance processes.

■ **Need for streamlined workflows**

KYC and AML processes relied on manual steps, prompting the need for automation to improve speed and consistency.

Solution

To address the need for greater compliance agility and process optimization, Bajaj Finance implemented Azentio's AML platform, a centralized AML solution tailored for their needs.

■ **Integrated AML and KYC automation**

AMLOCK replaced manual steps with a unified, automated solution covering onboarding, monitoring, and investigations, eliminating silos and improving accuracy and turnaround time.

■ **Comprehensive regulatory coverage**

The solution was pre-configured to meet Indian KYC and AML norms from day one, enabling continuous alignment with evolving regulatory expectations.

■ **Centralized risk & case management**

Integrated modules for risk classification, case tracking, and regulatory reporting brought greater control, visibility, and audit-readiness to compliance operations.



"As our operations scaled, we knew our compliance processes needed to keep pace, not just in volume, but in precision and agility. Azentio helped us move from manual-intensive routines to a more intelligent, automated framework. It's made a real difference in how we manage risk, stay audit-ready, and deliver with confidence."

Subhasish Maitra

Head of IT, Bajaj Finance Limited

Connect with Azentio

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