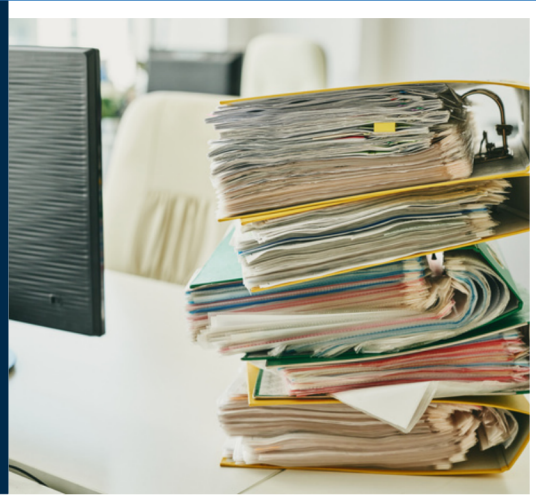# GOST ®
CASE STUDY

July 2023

Eradicate a Customer Screening Backlog of 1 Million Alerts in Just Ten Days by Using GOST to Reduce Workload by 99.8%

Discover how one of America's top ten financial institutions (FI) harnessed the power of AI using GOST to address a screening backlog of 1 million customers.

Case Highlights

Overwhelmed by Alerts

The FI's existing customer screening tool – a widely used premium solution – produced over 1 million alerts. All alerts required review and the vast majority of them were known to be False Positives based on prior operational metrics and experience.

Rapid Resolution with GOST

In five business days, the FI processed and prioritized all 1 million customers using GOST. The subsequent five days saw the operations team clear the entire backlog in GOST. The FI avoided a 99.8% False Positive Rate.

The Situation

An external change required expanded breadth and depth of coverage of customer populations, flooding them with a 1 million – and growing – backlog of alerts to be cleared. The FI calculated a requirement for 14.5 FTE for a full year to clear the backlog, as well as additional staffing to keep up with the increased volume of alerts. A cost and labor-efficient solution became urgent and critical.

GOST Approach and Improvements

GOST is a trusted negative news screening and continuous monitoring tool that employs sophisticated large language models (LLMs) to read text, including unstructured news. Transformer-based models are trained for adverse media and tuned for financial crimes compliance, so GOST understands the context of each element in unstructured data. This context awareness means GOST can determine true entity matches and detect relevant topics with high accuracy.

With GOST, processing and prioritizing the backlog took only five days. The FI's operations team then eliminated the resulting alerts in another five days. Extensive below-the-line testing definitely proved a zero or near-zero false negative rate. **GOST decreased the workload by 99.8%; that is approximately 998,000 fewer customers to manually review.**

GOST's performance underscores a massive ROI, even as an overlay to current screening platforms. The FI validated the requirement for massive industry overhaul using AI to rapidly augment and replace existing systems and methods for screening customers for risk such as sanctions, AML, and fraud.

Long-term GOST Benefits

- Improve efficiency by reducing alert rates, enabling broader customer population coverage.
- Decrease vulnerability windows while identifying risky customers
- Defensible process for regulators and examiners.
- Aligned with the AMLA of 2020, moving to a Risk-Based Approach with ability to document work on the FinCEN Priorities