

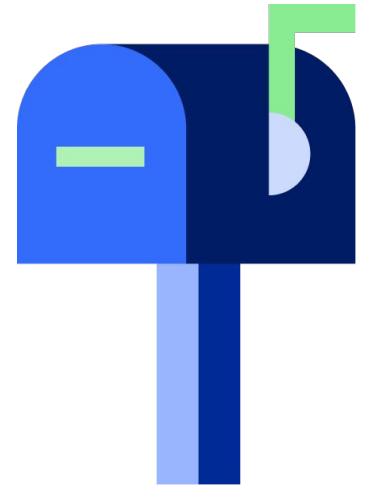
The \$5.3 Million Recovery

A Blueprint for Eliminating the Analog Tax

One of the most recognizable names in retirement services recently confronted a structural crisis.

With over 4.7 million participants and \$1 trillion in assets under management, this mega-recordkeeper defined the industry standard for scale. Yet, despite their size, their most critical transactions remained tethered to a physical mailbox. High-value events like withdrawals and beneficiary changes required wet signatures and physical notaries.

These requirements forced even their most digitally active participants back into a manual world for their most important financial moments. And their reliance on paper created an operational bottleneck that no amount of headcount could solve.



The friction points

The organization identified three specific points that threatened their growth



10-day productivity gap

Manual workflows resulted in a T+10 cycle time. Every request cost the business ten days of liquidity and advisor productivity while forms moved through the mail.



33% error rate

One out of every three manual forms arrived "Not In Good Order" (NIGO). This failure rate trapped advisors and participants in a constant cycle of chasing signatures and re-submitting paperwork.



Fulfillment tax

Every physical form carried a \$30.06 baseline cost. Printing and postage accounted for \$20.02 per request, while internal processing added another \$10.04 in administrative overhead.

Stopping the paper pivot

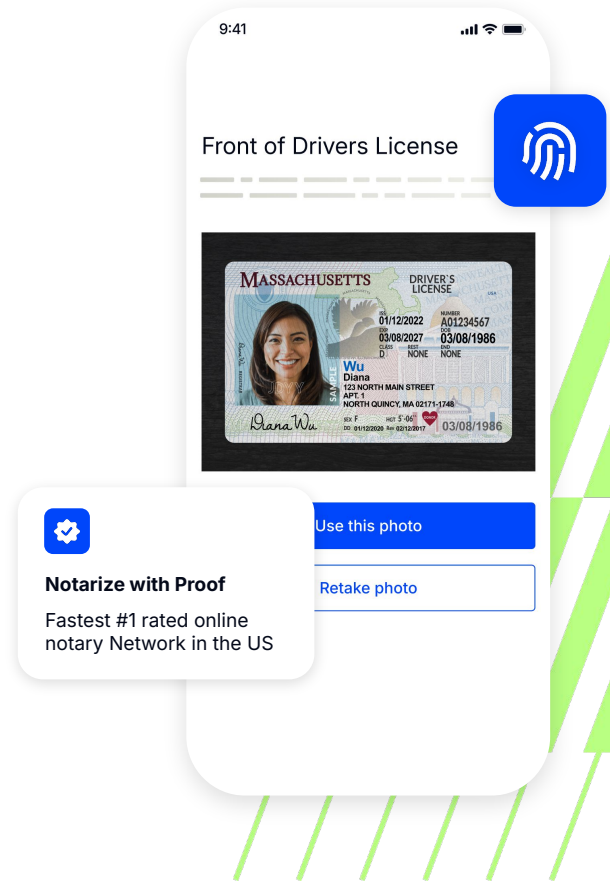
The leadership team realized that digitizing documents was insufficient. They needed to move toward a real-time identity execution layer.

By integrating Proof directly into their API, the recordkeeper successfully stopped the "paper pivot" that previously pulled participants out of the secure web experience and into the mail system.

The participant experience shifted from a 10-day mailing ordeal to a digital journey completed in eight minutes.

This new workflow removed the need for physical notaries and the high-risk practice of sending Temporary PINs through the mail.

Participants now verify their identity using [live facial biometrics and government-issued ID checks](#) at the exact moment of the transaction.



The ROI of digital execution

The move to real-time execution delivered immediate financial recovery. By targeting a 70% digital adoption rate, the organization identified a \$5.3 million annual savings opportunity:



Cycle time acceleration

Transaction speed improved from T+10 to T+3. This change returned seven days of productivity to the business and gave participants near-instant access to their funds.



NIGO rate collapse

Error rates plummeted from 33% to 7%. Removing manual signature matching and physical form handling eliminated the firm's largest operational hurdle.



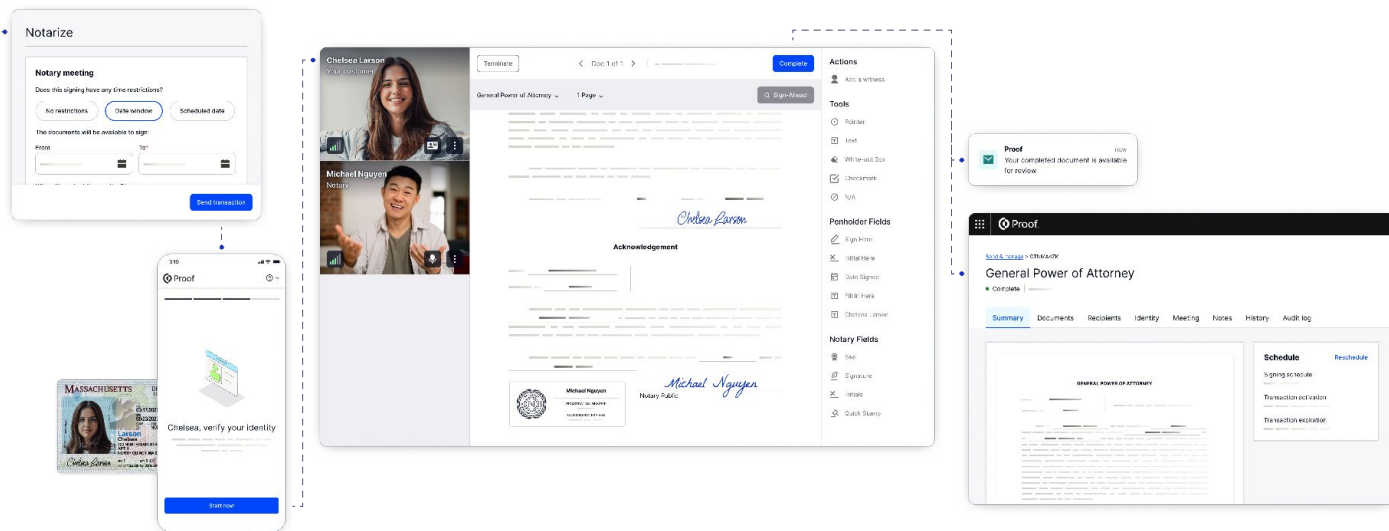
Direct cost elimination

The organization eliminated the \$20.02 mailing tax for every digital submit. This converted a massive recurring expense into a permanent budget recovery.



The new compliance standard

Beyond the balance sheet, this transformation secured the firm against the June 22 NACHA Phase 2 mandate. By deploying an IAL2-compliant execution layer, the recordkeeper replaced vulnerable manual processes with machine-readable audit trails.



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This organization has moved from a policy of "assuming risk" to a technical state of "executing identity." They now satisfy the False Pretenses rule with a technical control that protects their ODFI relationships and secures their origination limits.

The June 22 deadline is a forced evaluation of your own analog holes. You can continue to pay the legacy tax, or you can follow this blueprint for digital execution.

[Calculate your ROI](#)

[Talk to Proof](#)

About Proof

Proof provides the high-assurance digital identity infrastructure for the internet's most important transactions. As a digital identity issuer, Proof verifies who is behind a critical action and ensures every interaction is continuously secured through our Identity Authorization Network. Our platform empowers organizations to authorize high-stakes actions and preserve verifiable records that are both defensible and authentic. To date, Proof has secured over \$640B in transactions across critical workflows including account recovery, financial approvals, and the Notarize Network, the world's largest on-demand notary platform. Learn more at proof.com.

