

# Bitget Strengthens Global Compliance and Delivers Friction-Free Crypto Onboarding with Jumio



Bitget uses Jumio eKYC to automate identity verification, improve onboarding efficiency, and strengthen fraud prevention across its global cryptocurrency exchange.

Bitget is a cryptocurrency exchange that serves both retail and institutional users worldwide. It was founded in 2018 and now has more than 100 million users in over 150 countries. Bitget places a strong emphasis on global regulatory compliance, user trust, onboarding security, and maintaining rigorous KYC standards. Delivering a seamless user experience has always been a priority in a highly competitive market.

Bitget's global customer base requires the company to verify users through a wide range of identity documents, each with unique formats, security features, and regulatory expectations. Several challenges appeared as Bitget's rapid international growth drove a major increase in the volume of identity verification checks. Handling large onboarding volumes across multiple jurisdictions created variability in verification outcomes and made it difficult to ensure consistent standards across all users and regions.

Fraud tactics have also become more sophisticated in recent years, with fraudsters developing a range of approaches, including identity spoofing, stolen IDs, and duplicate accounts, as well as using emerging deepfake technologies in their attempts to bypass traditional verification controls.

It became clear that Bitget required a more advanced, real-time eKYC framework to support its continued growth and ensure consistent verification outcomes.

"Managing onboarding at scale across diverse regions introduced variability in verification quality and made it difficult to apply uniform compliance standards. Manual reviews increased operational strain and slowed onboarding for legitimate users, creating friction at a critical moment in the customer journey," said Gracy Chen, CEO at Bitget. "We needed a scalable eKYC solution that could automate verification, improve match accuracy, detect advanced fraud, and support audit-ready compliance operations, all without compromising the user experience."



"Our enhanced partnership with Jumio underscores Bitget's unwavering commitment to regulatory compliance and user trust. Jumio has been instrumental in creating a secure, yet genuinely friction-free, verification experience."

Gracy Chen, CEO at Bitget

## How Jumio Helps

Jumio modernized Bitget's onboarding workflow by automating ID verification, biometric matching, and liveness detection.

Jumio leverages the power of AI, automation and biometrics to determine whether an ID document is authentic and verifies that the person pictured in the selfie matches the picture on the ID. Jumio also checks the selfie for liveness, validity, and estimates the age. It provides a definitive, risk-based decision in seconds, ensuring a smooth, user-friendly experience.

By using Jumio, Bitget's onboarding flow is clearer and more intuitive, enabling faster verification turnaround times for users regardless of which ID documents and jurisdictions are involved.

Jumio's automated approach also significantly reduces the need for manual review, allowing Bitget's compliance team to focus on higher-risk and exceptional cases. This enables Bitget to improve operational efficiency while reinforcing the integrity of the platform's KYC and anti-fraud processes.

Since implementing Jumio, Bitget has achieved measurable improvements across onboarding efficiency, internal operations, and user experience:

### **Faster onboarding**

Automated verification steps shortened onboarding turnaround times and minimized delays for legitimate users, even during peak demand periods.

### **Improved operational efficiency**

Reduced manual review volumes allow compliance teams to prioritize high-risk cases instead of routine checks, improving overall throughput.

### **Stronger fraud prevention**

Advanced ID verification and biometric checks help detect identity spoofing, forged documents, and duplicate accounts more effectively.

### **Scalable compliance**

Audit-ready data and standardized workflows support Bitget's compliance requirements across multiple jurisdictions as the platform continues to grow.

These improvements have strengthened both Bitget's internal compliance operations and the trust users place in the platform from their very first interaction. As Bitget continues to grow across the globe, it can be reassured that Jumio's expertise helps it to scale effectively, add new users without unnecessary friction, maintain compliance across jurisdictions, and prevent fraud.

“Jumio has significantly improved verification completion rates for our global user base. This allows us to onboard legitimate users more efficiently, ensuring we meet stringent global compliance standards while providing a smoother, more trusted experience from the very first interaction with Bitget.”

Gracy Chen, CEO at Bitget