



2026/ Case Study

# How TransactPay implemented ComplyRadar to amplify AML Insight and Customer Risk Management



Contact

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# ABOUT TRANSACTPAY

TransactPay is a licensed and regulated e-money institution offering specialised financial services across the UK and European Economic Area (EEA). Operating under the supervision of the Gibraltar Financial Services Commission and the Malta Financial Services Authority, TransactPay is authorised to issue electronic money and provide key payment solutions. As a principal member of both Mastercard and VISA, the company plays a central role in the payment ecosystem by offering BIN Sponsorship, E-Money Licensing, and Virtual Account services to FinTechs, banks, and other financial service providers.

With a firm commitment to regulatory integrity, TransactPay differentiates itself through its rigorous compliance standards and client-first approach. The company guides clients through complex regulatory landscapes with tailored, practical solutions. Whether supporting startups with infrastructure or enabling established entities to scale their payment capabilities, TransactPay provides a bespoke, partnership-driven service. Its mission is not simply to facilitate transactions, but to empower clients to grow with confidence within an ever-evolving financial environment.

**Customer** - TransactPay  
**Website** - [transactpay.com](https://transactpay.com)  
**Employees** - 50 to 100  
**Location** - Malta and Gibraltar  
**Industry** - FinTech, Payments, and E-Money  
**Partner** - ComplyRadar

# PROJECT

## OBJECTIVES AND SCOPE

TransactPay recognised the need to enhance its transaction monitoring framework to meet evolving regulatory and industry demands. To address this, it partnered with ComplyRadar to implement an advanced platform with architectural and functional improvements, seamlessly integrated into existing operations.

The project focused on strengthening AML monitoring across ATM, POS, and online transactions. A configurable rule set enabled precise detection of suspicious activity, reduced false positives, and generated actionable alerts. Automated ingestion of large data files provided compliance teams with timely, accurate information while minimising manual work.

Implementation was carried out in structured phases, including mapping back-office data, aligning monitoring rules, and deploying a customised data mapper with calibrated thresholds. ComplyRadar was added to the existing compliance framework without disrupting operations, streamlining workflows, reducing manual effort, and enhancing collaboration through integrated case management and audit trails. The result is a unified, scalable monitoring solution that strengthens AML capabilities and supports TransactPay's long-term growth and resilience.

# ONBOARDING

## STAKEHOLDERS AND TEAMS

The successful onboarding of ComplyRadar at TransactPay was driven by coordinated efforts across key stakeholders from both organisations. From TransactPay, leadership came from the Compliance team, who guided the initiative to ensure it aligned with the organisation's regulatory responsibilities and met the highest compliance standards throughout its implementation. Technical and analytical support was provided by the service operations, IT, security, and business intelligence teams, whose combined collaboration and expertise, were pivotal to the project's overall success.

The platform's primary users are TransactPay's Compliance team, whose early involvement helped shape the solution around practical workflows and operational needs, ensuring it integrated smoothly into existing processes and was ready for effective use upon deployment. Implementation insight was

jointly led by teams from both companies. The technical deployment was directed by ComplyRadar's solution and project management leads, while Sam Carrara provided governance and strategic insight from TransactPay, ensuring alignment with business priorities and regulatory obligations.

The project required close collaboration between TransactPay's IT and Compliance teams. IT configured and delivered the necessary data files, managed integration with internal systems, and facilitated notifications, while Compliance defined requirements and built a comprehensive rule set with calibrated thresholds. No external consultants were involved, reflecting the strong internal expertise and close partnership between TransactPay and ComplyRadar throughout the implementation.



# SOFTWARE

## SELECTION AND FEATURES

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“TransactPay selected ComplyRadar as its preferred AML and transaction monitoring solution due to its ability to deliver a tailored and practical approach to compliance. The platform distinguished itself with its flexibility to design program-specific rules and limits, enabling the company to focus on the unique risks associated with each payment program.”

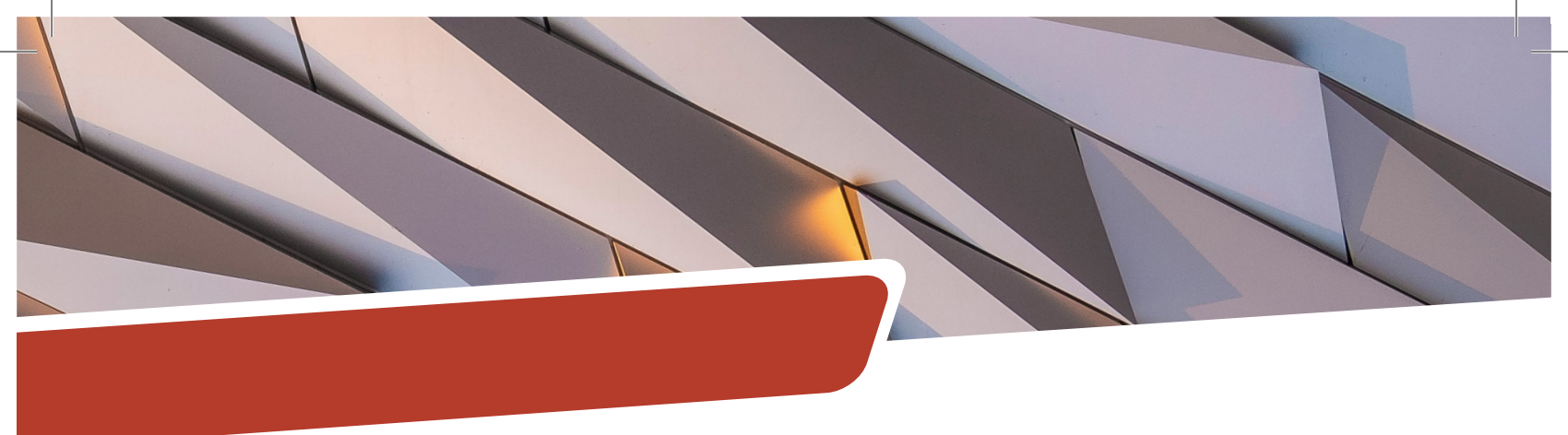
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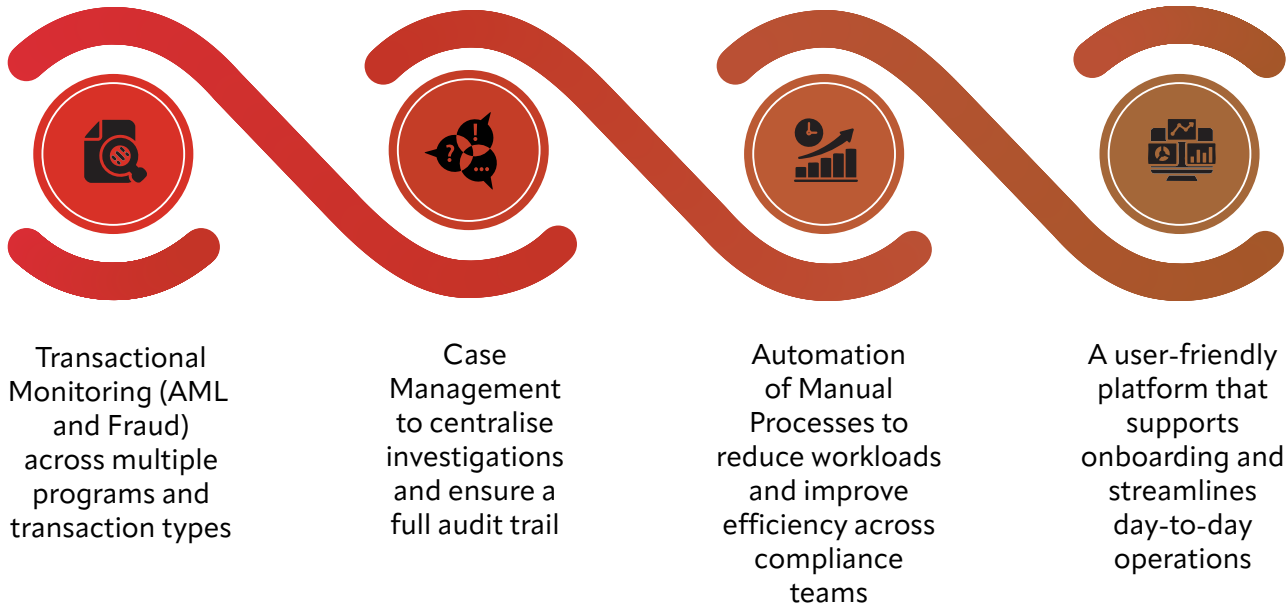
ComplyRadar’s advanced compliance features were a key factor in TransactPay’s decision, providing structured insight, improved record-keeping, and comprehensive audit trails. The ability to group high-risk customers for enhanced monitoring added further assurance, allowing the compliance team to focus scrutiny where it was most needed.

Equally important was the expertise and collaborative approach of ComplyRadar’s implementation team, which demonstrated a deep understanding of TransactPay’s requirements and offered guidance that ensured confidence in the solution. This partnership went beyond software deployment, positioning ComplyRadar as a trusted partner in strengthening compliance outcomes.





Key features most critical to TransactPay's operations:



TransactPay implemented ComplyRadar to strengthen its compliance posture and meet stringent regulatory requirements. The platform enables effective transaction monitoring and auditing of card transactions, with a configurable rules engine tailored to the company's risk profile for precise oversight across diverse transaction types. Case management consolidates investigative data and audit records within single profiles, enhancing visibility and collaboration across the compliance team.

The advanced rule engine combines standard compliance frameworks with bespoke rules aligned to TransactPay's operations, ensuring emerging AML risks are identified and addressed swiftly. ComplyRadar's flexibility allows rules and thresholds to be updated as regulations evolve, maintaining compliance without disrupting operations. Comprehensive audit trails and robust reporting tools provide full transparency and accountability for all compliance activities.

Looking ahead, TransactPay plans to scale ComplyRadar with business growth, expanding the rule set, adding transaction types, and extending monitoring to entire card programs. Currently operating as a standalone solution, the platform's flexibility and scalability ensures it continues to meet evolving needs and supports future enhancements.

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# IMPLEMENTATION PLAN

The implementation of ComplyRadar at TransactPay was a structured and collaborative effort from kick-off to the final go-live. The project was carefully phased to ensure that all regulatory, operational, and technical requirements were systematically addressed.



## Phase 1 - AML Monitoring

Completion of the first stage of system configuration and testing, enabling the platform's initial go-live with AML monitoring capabilities.



## Phase 2 - Refinement and UAT

Alignment of rule sets with operational requirements, refinement of system configurations, and execution of comprehensive User Acceptance Testing (UAT).



## Phase 3 - Full-Scale Rollout


Deployment of the final solution, with all requirements met and the platform fully operational across TransactPay's compliance function.

# PERFORMANCE METRICS AND EVALUATION

As part of the implementation, TransactPay's Compliance and IT teams received comprehensive training on ComplyRadar's core modules, system configuration, and program-specific rule creation. This enabled them to manage thresholds and day-to-day operations independently. Adoption and proficiency are continuously monitored through dashboards and performance reports, ensuring the platform is used effectively and operational standards are upheld.

To support ongoing operations, a dedicated

helpdesk allows teams to report issues, raise queries, and request enhancements, ensuring continuity and responsiveness. Additional training is provided with each major upgrade or new module, keeping TransactPay's teams aligned with the platform's evolving capabilities and regulatory requirements. The success of ComplyRadar at TransactPay is closely monitored through defined metrics, dashboards, and reports that give the Compliance team real-time visibility of KPIs such as system usage, efficiency, and outcomes. Effectiveness is reviewed annually through audits of the rule set, comparing



flagged activities against confirmed true positives, with thresholds refined through the ComplyRadar portal to maintain accuracy and minimise false positives.

Reporting features support both regulatory and internal requirements, with data exported directly from the platform into TransactPay's data warehouse, where BI tools generate customised reports and strategic insights. User feedback is continuously gathered, and relevant feature requests are built into future releases, ensuring ComplyRadar evolves in line with operational needs and industry developments.

## **CONCLUSION**

### AND WAY FORWARD



The partnership between TransactPay and ComplyRadar has created a strong foundation for effective transaction monitoring, ensuring compliance, operational efficiency, and adaptability to evolving regulatory requirements. The implementation has addressed current needs while positioning TransactPay for continued growth and resilience in a complex financial landscape.

Ongoing collaboration focuses on system optimisation and enhancements. Plans include extending monitoring to entire card programs, broadening oversight across all payment channels, and leveraging innovations such as ComplyRadar's AI-powered bot for alert investigations to improve efficiency and reduce manual workloads. TransactPay continues to adopt new modules and features, maintaining its position at the forefront of compliance technology.



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## WHO WE ARE

ComplyRadar helps companies address AML Transaction Monitoring requirements by automatically identifying suspicious behaviour in real-time or on a scheduled basis, while minimising false positives. It monitors transactions related to individuals, accounts and entities to detect suspicious activity quickly and effectively through a fully audited process to inspect and act on flagged transactions.

