

Three partners agree to set up national eKYC platform

T&T took a major step toward its digital future this week as three national institutions—the Unit Trust Corporation (UTC), the National Payment and Innovation Company of Trinidad and Tobago (NPIC-TT), and the Telecommunications Services of Trinidad and Tobago (TSTT)—signed a landmark agreement to introduce a national electronic Know Your Customer (eKYC) platform.

The signing, held at the International Waterfront Centre in Port-of -Spain, was witnessed by Minister in the Ministry of Finance Dr Kennedy Swaratsingh. Also in attendance were UTC CEO Nigel Edwards, TSTT's acting CEO Keino Cox, National Payment Company CEO John Outridge and Dawn Nelson, general manager of the Innovative Centre—the technology arm of NPIC-TT.

The eKYC platform was developed locally by the Innovative Centre and branded NOBIS. It will allow citizens to verify their identity and open accounts entirely online, NPIC-TT said in a news release. The system replaces the traditional in-person process with a faster, more secure, and paperless digital verification method. The eKYC platform is part of Government's wider plan to modernise national payment systems and public service delivery.

“Our customers want convenience without sacrificing trust,” said Edwards after the signing. “Through this collaboration, UTC can now onboard investors completely online, while maintaining the same level of compliance and security our institution is known for.”

Under the agreement, TSTT will provide the secure telecommunications and cloud infrastructure to support the platform's national rollout. Acting CEO Keino Cox described the project as proof that local collaboration can drive meaningful innovation.

Dawn Nelson, who heads the Innovative Centre, said the project showcases T&T's own engineering talent.

“NOBIS was designed and built right here in Trinidad and Tobago,” Nelson noted. “It's scalable, secure, and meets international standards—a strong statement of what our local teams can accomplish.”

Because the Innovative Centre developed the system on behalf of the National Payment Company, the same eKYC technology will be extended free of charge to all ministries and state agencies. The move is expected to make it possible for citizens to apply for passports, renew driver's licences, pay government fees and access other public services online—all using one verified digital identity.

Swaratsingh praised the initiative as a tangible step in the country's ongoing digital evolution.

“This agreement represents real progress. It demonstrates how the public and private sectors can work together to modernise service delivery, strengthen transparency, and make life easier for citizens,” he said.

The NOBIS rollout will begin with UTC's digital onboarding later this year before expanding across government ministries and state agencies. Officials say it will form the foundation for a unified national digital identity standard —positioning Trinidad and Tobago as a leader in secure and inclusive digital services across the region.