

# Module: Know Your Client/Know your Customer

**Background** Know your Customer (or Client, or Collaborator) is a review process in which institutions and their staff can evaluate potential collaborations or customers identities to prevent fraud, terrorism, or other undesirable outcomes. The concept was developed by the financial institution and has been adapted for other sectors. In the setting of the laboratory, KYC is aimed at minimizing the risk that valuable biomaterials will be lost, stolen, misused, diverted, or intentionally released.

## Principles of KYC for Diagnostic Laboratories

1. Know what you are testing (type of specimen, if special precautions are needed)
2. Know your customers/collaborators
3. Know your responsibilities

Diagnostic laboratories may unknowingly manipulate something dangerous or harmful if they don't know what they are manipulating, or they may send something harmful to a malicious actor if they don't verify/screen their collaborators.

## Suggested reading

1. An introduction to KYC: [Understanding the "Know Your Customer" \(KYC\) Process | Dow Jones](#)
2. An infographic from a Know Your Collaborator campaign at Emory University, related to international research collaborations: [kyc-infographic-rev-4\\_1-14-21.pdf \(emory.edu\)](#)
3. Several examples of lab-related safety incidents: [Safety blunders expose lab staff to potentially lethal diseases in UK | Infectious diseases | The Guardian](#)