

Bitcoin Wallet Protected by Privacy-Preserving Biometrics



Challenge

Bitcoin wallet Relai needed to meet MiCAR compliance to expand into a new market, but its existing authentication methods—PINs, SMS OTPs, and Face ID—did not meet regulatory requirements for MFA.

Results

Relai replaced all existing authentication methods with Zero-Knowledge Biometrics, delivering built-in multi-factor authentication—face and device—in under a second.

Objective

Relai previously relied on traditional authentication methods, using Face ID with a PIN fallback for login and SMS OTPs for sensitive step-

Relai

Industry

the Markets in Crypto-Assets (MiCA) regulation.

PingOne
Recognize

Challenge

Relai faced multiple challenges. With tens of thousands of daily logins, it needed to secure customer access quickly and reliably. Its existing authentication methods were vulnerable to phishing and failed to meet the regulatory scrutiny required for expansion into the French market. In addition, Relai needed a solution that fully protected biometric privacy to meet the expectations of a highly privacy-conscious crypto community.

Contact Sales

Solution

Relai replaced its existing authentication methods for customer logins and step-up actions—account detail changes and account deletion—with PingOne Recognize. Its unique capability, Zero-Knowledge Biometrics, provided built-in multi-factor authentication—face and device—with one glance. In addition, thanks to its privacy-preserving capabilities, Ping Identity never processes or stores any Relai customer biometric data, keeping it entirely private.

Results

By adopting PingOne Recognize, Relai accelerated login times and strengthened protection against fraud across key user actions such as changing address or deleting an account. A 300-millisecond



For actions like deleting an account, we want to ensure the real user is making the request. With Keyless (now part of Ping Identity), the process is simple: they just need to look at the camera.

Relai Team

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