



# BORDERS 2030

## VIDEO TRANSCRIPT

Both seen and subtle, the transformative impacts of virtual frontiers such as the metaverse are already making waves around the world—touching every part of society. And how this will define the future of travel, trade or immigration, remains to be seen.

What will that look like for someone like Helen — a New Yorker and globetrotting entrepreneur? How seamless will her experiences be, moving between virtual and physical worlds—crossing continents, borders, and conducting global business?

Helen is planning to visit Singapore for her friend's wedding. Using saved preferences, Helen's Virtual Assistant manages travel bookings. Her assistant submits her trip data in advance with the relevant border agencies and stores her documents in her digital wallet. For sharing data in advance, Helen is rewarded with access to upgraded, Platinum travel services - for a faster, more streamlined check-in and travel clearance process.

In the e-taxi, Helen receives live itinerary updates. At a dedicated departure point, AI robot, RIA, from Platinum Services, greets Helen, guiding her through platinum security biometric corridors. With automated compliance checks, Helen is cleared for travel without the need to engage with border agents. Helen takes a virtual highlights tour of Singapore, based on personalized AI recommendations from Helen's virtual agent. Then RIA notifies her that it's time to board.

Helen met a potential new supplier for her sustainable athleisure business at the wedding.

She is now determining whether the supplier is a good fit. Helen verifies their sustainability credentials, using blockchain, verified digital identity and trusted supplier data. Helen likes the supplier, who would make a great partner for her business. After choosing her new supplier, Helen places her first order. Since both she and her new supplier are known to the border agency, they are deemed low risk during that first assessment and are pre-approved for future import transactions for up to 1 year.

In the metaverse, Helen is conducting due diligence for a Singapore store, via its virtual trade port. She swiftly engages with realtors, sales and marketing executives, immigration and other government agencies. As a known and trusted trader Helen's visa is expedited and other processes—from managing tax and patent applications—are seamless. Next comes Helen's metaverse store. It only takes a few moments to setup and is a mirror of her physical store. Bursting with inspiration, Helen returns home to design next season's clothing line.

Is your organization primed to leverage the capabilities of virtual frontiers such as the metaverse?

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