

Current Account Creation
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FINANCIAL SERVICES

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1. Creation of Current Account

1.1 Introduction

The process to open a current account can be initiated in two ways:

- When a prospect/customer approaches the bank (via phone/net banking or by walking into the branch) with an account opening request
- When the bank approaches a prospect - lead from its database

In case of a bank-initiated request, the process continues only if the prospect is interested. If the prospect is interested, the bank needs to receive the required set of documents from the customer for current account opening. The process for creation of current account begins when the bank receives the account opening form and the related documents from a prospect/customer for opening the current account. The bank verifies whether the details/documents required to process the request is available. In case of missing details/documents, the bank either decides to proceed further after obtaining the missing details/documents or processes the request further without waiting for the missing details/documents with necessary approvals. In case of account opening for an existing customer, the bank does the KYC checks only if there are any changes in the existing KYC information of the customer. If the KYC check is not passed for a prospective customer, the application is rejected. Similarly, for an existing customer, the application is rejected after blocking the existing accounts. For a customer who passes the KYC check, the customer ID is created/ updated and the customer account will be opened in the relevant system and the kit will be dispatched.

1.2 Stages in Account Creation

In Oracle FLEXCUBE, the process for opening a current account is governed by several user roles created to perform different tasks. At every stage, the users (with requisite rights) need to fetch the relevant transactions from their task lists and act upon them. Similarly, at different times, the system will make calls to certain web services to process the transaction.

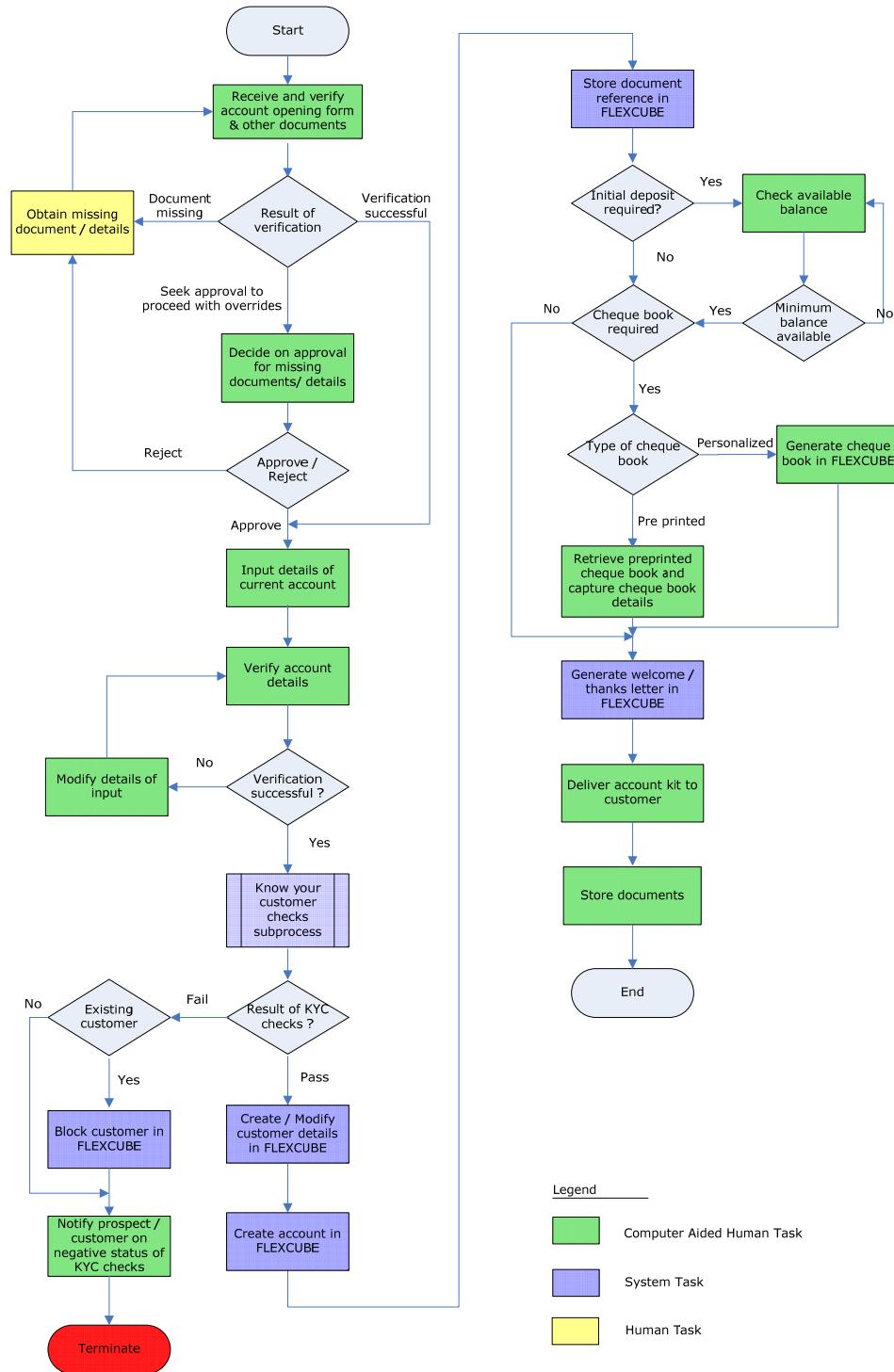
The account opening process comprises the following stages:

- Receive and verify account opening form and other documents
- Seek approval for missing documents / details
- Input details of current account
- Verify prospect / customer details
- Sub process – Know Your Customer checks
- Block customer in the system
- Notify prospect / customer on negative status of KYC checks
- Create / Modify customer details in the system
- Create account in the system
- Store document reference in the system
- Check available balance
- Generate cheque book in the system
- Retrieve pre-printed cheque book and capture cheque book details
- Generate welcome / thanks letter in the system

- Deliver account kit to customer
- Store documents

Only users who have procured the relevant access rights can perform activities under a stage.

1.3 Process Flow Diagram



Step 1. Receive and Verify Account Opening Form and Documents

Users belonging to the user role 'CCSEROLE' (Corporate Customer Service Executive) can perform these activities.

The bank receives the required documents from the customer for opening a current account. If you have the required access rights, you can capture basic account details, customer details for each of the applicant and attach multiple supporting documents using 'Receive and Verify' screen. To invoke this screen, type STDCA001 in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. The screen is displayed below:

The screenshot shows the 'Customer Accounts Maintenance' window. At the top, there are fields for 'Workflow Reference #' and 'Priority' (set to 'Low'). The 'Account Details' section contains fields for 'Branch Code *', 'Currency *', 'Account Class *', and a checkbox for 'Overdraft'. To the right, there are fields for 'Customer No.' and 'Customer Name', and a checkbox for 'Existing Customer'. Below this is a tabbed interface with 'Customer' selected. The 'Customer' tab shows 'Prev Remarks' and 'Remarks' fields, and buttons for 'Audit' and 'Exit'. The 'Documents' tab is also visible. At the bottom, there is an 'Outcome' dropdown and another 'Exit' button.

Specify the following basic details in this screen:

Workflow Reference

The workflow reference number is generated in this stage of the account opening and this number remains unique till the last stage.

Priority

Select the priority for the creating the current account from the adjoining drop-down list. This list displays the following options:

- Low
- Medium
- High

The priority selected here is displayed in the Task List screens for all the further stages of the account creation. You can set the preference to list the task according to the priority. For instance, if you prefer to list the tasks in the order of High to Low priority, click the 'Priority' column in the Task List screen. Second attempt of the same would list in the vice-versa order.

Account Details

Capture the basic account details of the customer here:

Branch

The current logged in branch is displayed here.

Currency

Specify the currency of the customer account. You can also select the appropriate currency from the adjoining option list. The list displays all the valid currencies maintained in the system.

Account Class

Specify the account class to be used by the account. You can also select the appropriate account class from the adjoining option list. The list displays all the valid account classes which are maintained in the system and for which the ATM facility is not enabled.

Existing Customer

Check this option, if the selected customer is an existing customer.

Customer No

This field is enabled only if the customer is an existing customer. Specify a valid customer number. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

Customer Name

The name of the selected customer is displayed here.

OverDraft

Check this option if the overdraft facility is provided to the selected customer.

1.1. Capturing Customer Details

Click 'Customer' button to capture customer details. The following screen is displayed:

Customer Details

Customer Information

Customer No * _____
Full Name _____
Short Name * _____

Country * _____
Nationality * _____
Language * _____
Customer Category * _____

Existing Customer
 P

Contact Information

Address1 * _____

Contact Person

Name _____
Telephone _____
E-mail _____

Ok **Exit**

Here you can maintain the following details:

Customer Information

In this section, maintain the following basic customer details:

Customer No

The customer number is displayed here.

Full Name

Specify the full name of the customer.

Short Name

Specify the short name of the customer.

Existing Customer

If this field is checked in the 'Receive and Verify' screen, then the same is displayed here. You can click 'P' button to display the customer details in the 'Customer Details' screen.

Country

Specify the country in which the customer resides.

Nationality

Specify the nationality of the customer.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated. The option list positioned next to the language field contains all the language codes maintained in the SMS module. Select the appropriate language.

Customer Category

Specify the category in which the customer belongs to. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system. Select from the option list and indicate the category under which the particular customer is to be categorized.

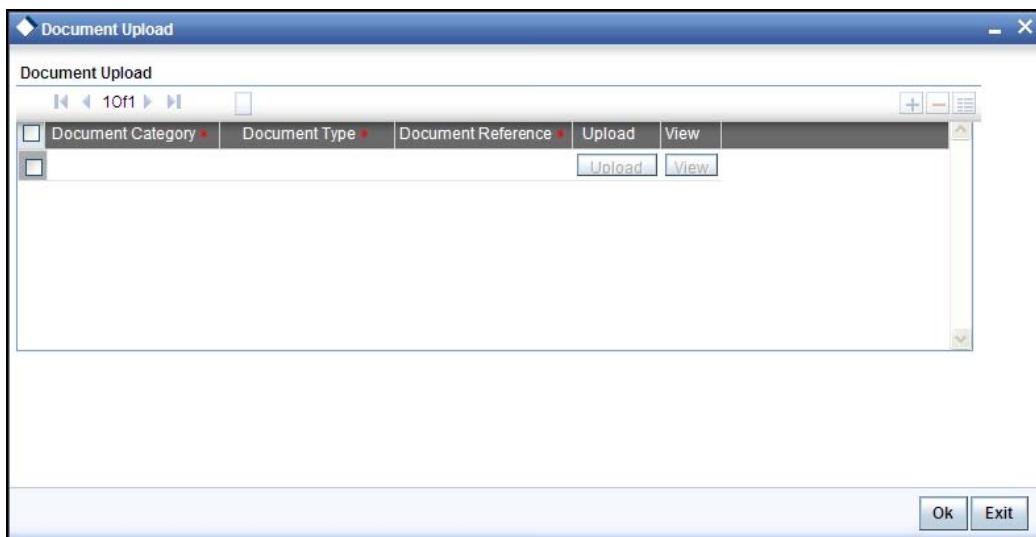
Contact Person Details

In this section, indicate the contact person's details of the current account being created. Specify the following details:

- Name
- Telephone
- E-mail
- Address

1.2. Capturing Document Details

Click 'Documents' button to upload the documents. The following screen is displayed:



Based on the check list maintained in the 'Document Checklist Maintenance' screen for opening a current account, the document category and document type is defaulted here.

Specify the following details:

Document Path

Specify the directory location from where the document has to be uploaded.

Upload

After specifying the document path, click 'Upload' button to upload documents.

Once the documents are uploaded, click 'OK' button. You will be taken back to the 'Upload Documents' screen.

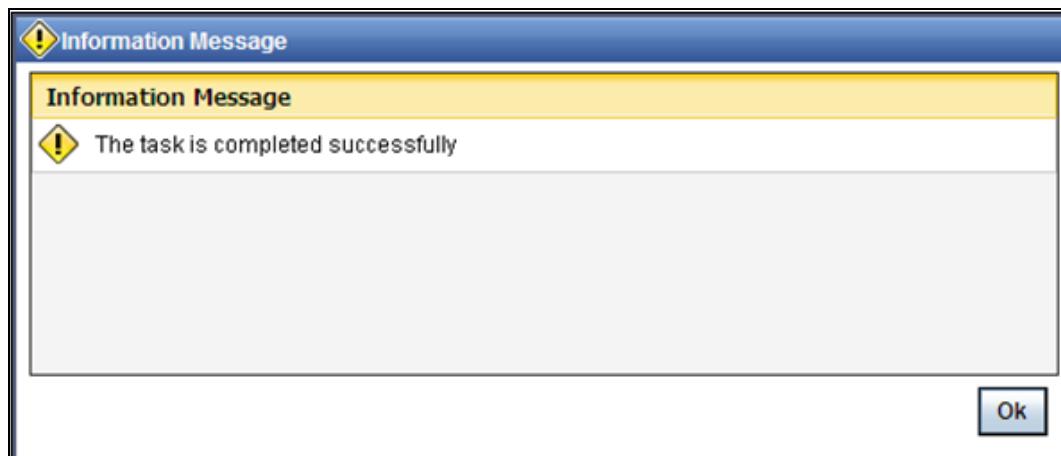
Document Ref Number

The system generates the document reference number on successfully uploading the document.

It is compulsory for you to collect the documents which are marked as mandatory or optional. In case you have not uploaded the required documents, select the outcome as 'Document Missing'. The process will move back to the 'Receive and Verify' task. If partial documents are collected, then select the outcome as 'Seek Approval'. The process will move to the 'Seek Approval for Missing Documents / Details' task. If the required documents have been uploaded, select the outcome as 'PROCEED'. The task will move to 'Input Details' task.

If you want to delete any irrelevant documents which are not uploaded in this stage, then select the document category/type which you want to delete and click '-' button. The entire row will be deleted.

Click the save icon in the tool bar. The following screen will be displayed.



Click 'OK' button in this screen. You will be taken back to the 'Receive and Verify' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

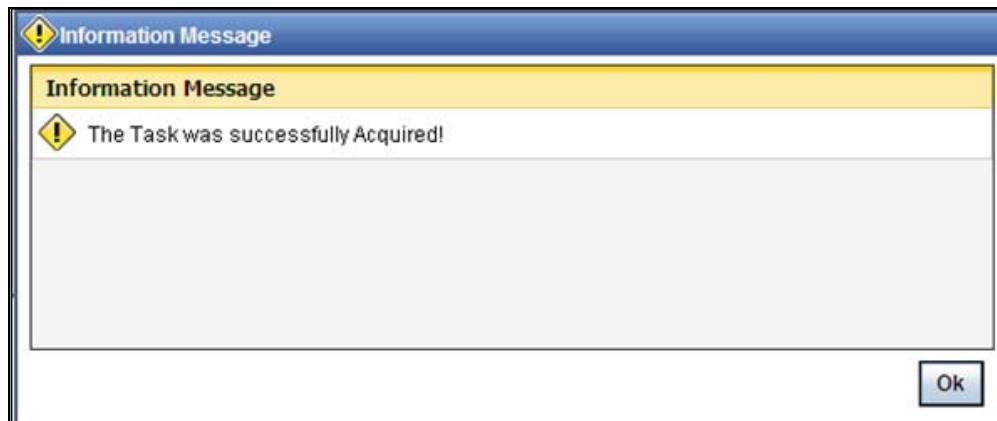
Refer the Procedures User Manual for details about task list.

Step 2. Seek Approval for Missing Documents / Details

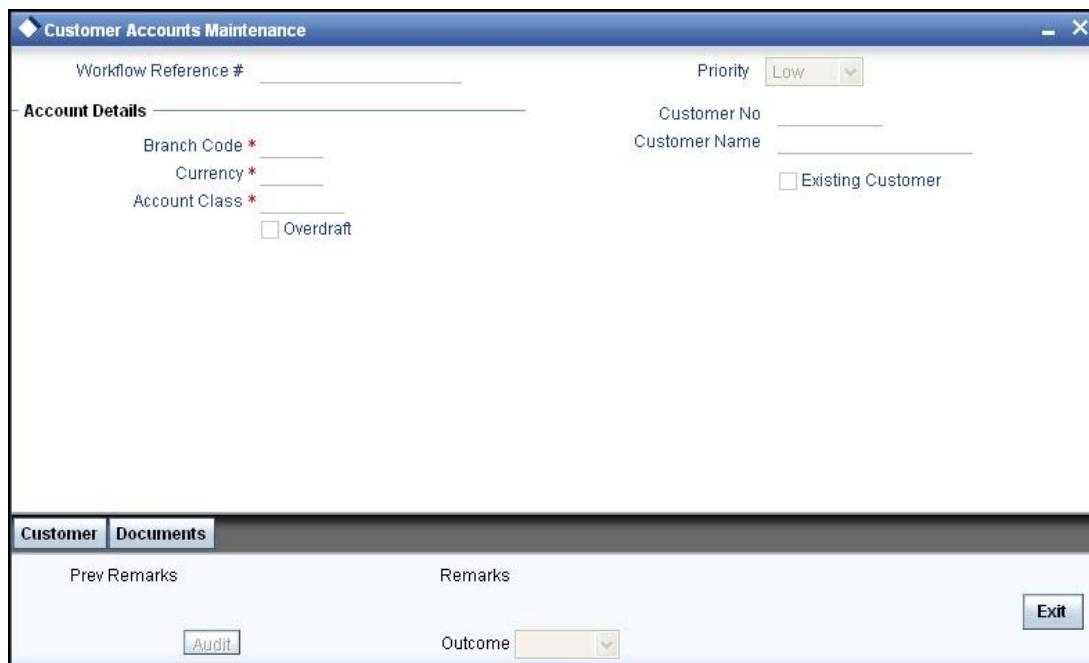
In case the documents/details received by the bank from the customer are incomplete, the bank may decide to approve processing the account opening request as an exception and simultaneously arranges to follow up with the customer for submission of the pending details / documents.

Users belonging to the user role 'CCSMROLE' (Corporate Customer Service Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Approve Account Opening' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



After viewing the details, if you want to obtain the missing documents before approval, then select the action 'Obtain Missing Documents' in the text box adjoining the 'Audit' button. You will be taken back to 'Receive and Verify' screen. However, if you want to proceed with the process of account creation, select the action 'APPROVE' in the text box adjoining the 'Audit' button. You will be taken to "Input Details" task. Click save icon in the tool bar. The following screen will be displayed:

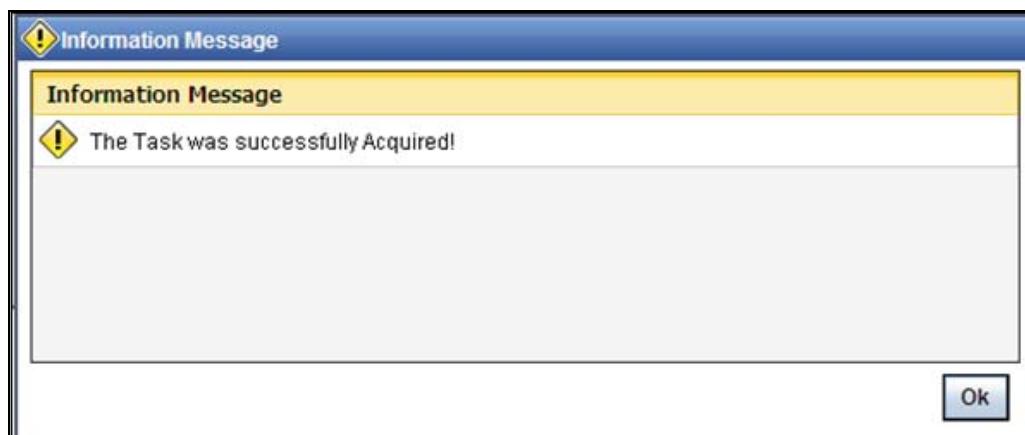


Click 'OK' button in this screen. You will be taken back to the 'Approve Account Opening' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 3. Input details of current account

Users belonging to the user role 'COEROLE' (Corporate Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Input Details' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'Customer Accounts Maintenance' window. At the top, there is a 'Workflow Reference #' field, a 'Priority' dropdown set to 'Low', and a 'Customer No.' field with a red asterisk. To the right of the customer number is a checkbox for 'Existing Customer'. Below this, the 'Account Details' section includes fields for 'Branch Code', 'Currency', 'Account', 'Media', 'Customer Name', and 'Account Class' (with a 'P' button). The 'Account Facilities' section contains fields for 'Cheque Book Name 1' and 'Cheque Book Name 2', with a checkbox for 'Cheque Book'. The 'Initial Deposit Details' section includes fields for 'Amount', 'Currency', 'Payment Mode' (set to 'Cash'), 'Account Number', 'Cheque Number', 'Date', and 'Drawn On'. Below these sections are tabs for 'Interest', 'MIS', 'Account Signatory', 'Customer', and 'Documents'. The 'Customer' tab is selected. At the bottom, there are buttons for 'Audit', 'Outcome' (with a dropdown menu), 'Remarks', and 'Exit'.

Here you can specify the following details:

Account Details

The following details from the first stage are displayed on clicking the 'P' button next to the 'Account Class' field:

- Customer No
- Customer Name
- Existing Customer
- Account Class

Specify the following account details in this section:

Currency

Specify the currency to be used for the account. You can also select the account currency from the adjacent option list. The list displays all the currencies maintained in the system.

Media

Specify the media i.e the mode of communication to be used. It can either be through SWIFT, mail, fax etc. You can also select the media from the option list provided. The list displays all the media maintained in the system. Select and click the appropriate media.

Account Facilities

Here, specify the following facilities required by the account holder:

Cheque Book

Check this field if the customer requires the check book facility.

Cheque Book Name1,2

Mention the name of the check book.

Type of Cheque Book

Select the type of cheque book required by the account holder. The options available are:

- Pre-printed
- Personalized

Initial Deposit Details

In this section, specify the initial deposit details of the customer.

Required

Check this field to indicate that initial deposit is required.

Amount

Specify the initial deposit amount.

Currency

Specify the currency in which the initial amount is deposited. You can also select the appreciate currency from the adjacent option list. The list consists of all the currencies maintained in the system.

Payment Mode

Select the mode of initial payment. The options available are:

- Cash
- Cheque
- Transfer

Account No

Specify the account number of the customer from which the initial deposit is made.

Cheque No

Specify the cheque number if the initial deposit is made through cheque.

Date

Specify the date of the cheque.

Drawn On

Specify the bank on which the cheque is drawn.

Account Balance

Specify the account balance details in this section.

Current Balance

Specify the current balance of the account holder.

Available Balance

Specify the available balance of the account holder.

 The initial deposit details are captured here only for the sake of information. These details are not used for processing.

3.1. Capturing Interest Details

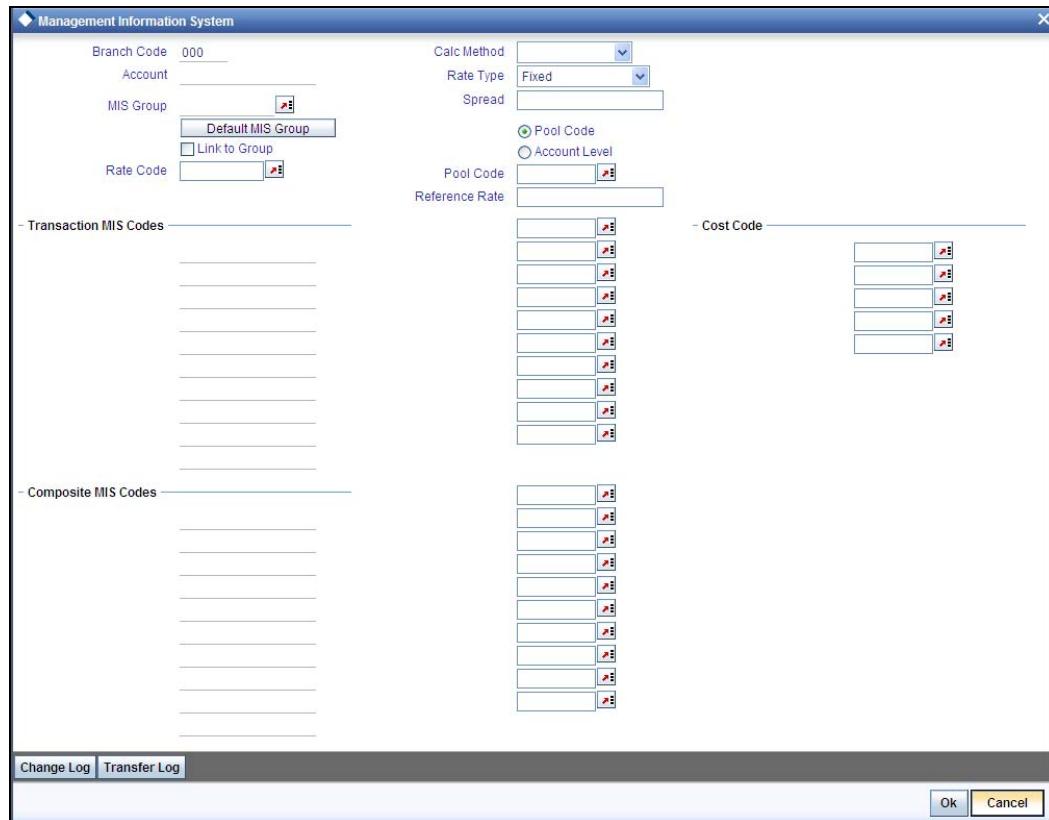
Enter interest details by invoking the 'Interest Screen'. Click 'Interest' button to invoke this screen.

The screenshot shows the 'IC Special Conditions Maintenance' window. The 'Account Details' section contains fields for 'Branch Code' and 'Account'. The 'Interest Deposit' section is expanded, showing fields for 'Principal Liquidation Branch', 'Interest Start Date', 'Maturity Date', 'Auto Rollover' (checkbox), 'Close on Maturity' (checkbox), 'Move Interest to Unclaimed' (checkbox), 'Move Principal to Unclaimed' (checkbox), 'Term Deposit Pay In Option' (dropdown), 'Offset Branch', 'Principal Liquidation Account', 'Next Maturity Date', 'Deposit Tenor', 'Rollover Type' (radio buttons for 'Principal', 'Principal + Interest', and 'Special Amount'), 'Rollover Amount' (checkbox), 'Term Deposit Amount', and 'Term Deposit Pay In Option' (dropdown). The 'Recurring Deposit' section is collapsed. The 'Installment Frequency' section is collapsed. At the bottom are 'Ok' and 'Exit' buttons.

Refer the 'Applying Interest Product on Account' chapter in the 'Interest and Charges' User Manual for details about applying interest to an account.

3.2. Capturing MIS Details

Click 'MIS' button to invoke MIS screen. The screen is displayed below:



The screenshot shows the 'Management Information System' configuration window. The window has a title bar 'Management Information System'. Inside, there are several input fields and dropdown menus:

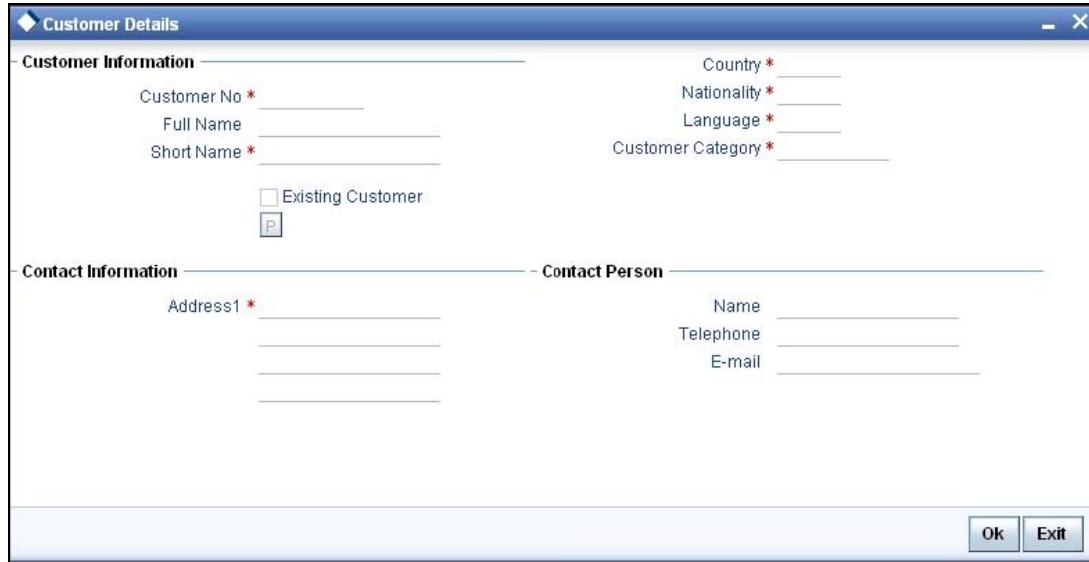
- Branch Code: 000
- Account: (dropdown menu)
- MIS Group: (dropdown menu) with options 'Default MIS Group' and 'Link to Group' (checkbox)
- Rate Code: (dropdown menu)
- Calc Method: (dropdown menu)
- Rate Type: Fixed (selected)
- Spread: (text input)
- Pool Code: (radio buttons) with 'Pool Code' selected
- Account Level: (radio button)
- Pool Code: (dropdown menu)
- Reference Rate: (text input)
- Cost Code: (dropdown menu)
- Transaction MIS Codes: (list box with 10 rows)
- Composite MIS Codes: (list box with 10 rows)

At the bottom, there are buttons for 'Change Log' and 'Transfer Log' on the left, and 'Ok' and 'Cancel' on the right.

Refer the Management Information System User Manual for further details.

3.3. Capturing Customer Details

Click the 'Customer' button to invoke the 'Customer Details' screen. The screen is displayed below:



The screenshot shows the 'Customer Details' window. It has three main sections: 'Customer Information', 'Contact Information', and 'Contact Person'. The 'Customer Information' section contains fields for Customer No, Full Name, Short Name, Country, Nationality, Language, and Customer Category. It also includes checkboxes for 'Existing Customer' and a 'P' button. The 'Contact Information' section has a multi-line address field. The 'Contact Person' section has fields for Name, Telephone, and E-mail. At the bottom right are 'OK' and 'Exit' buttons.

In this screen maintain the following customer details:

Customer Information

In this section, specify the basic information of the customer.

Customer No

Specify the customer number for whom the current account is being created. You can also select the appropriate customer from the adjacent option list. The list displays all the valid and authorized customers maintained in the system.

Full name

The full name of the selected customer is displayed.

Short Name

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer.

Existing Customer

If the customer is the existing customer, then this field is checked and you cannot edit the same.

Country

Specify the country in which the customer resides. You can also select the appropriate country from the adjacent option list. The list displays a list of countries maintained in the system.

Nationality

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated.

Customer Category

Specify the category in which the customer belongs. You can also select the appropriate customer category from the adjacent option list and indicate the category under which the particular customer is categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system.

Click 'Main' tab to input the following contact details of the customer:

- Name
- Telephone Number
- Email ID
- Address

Existing Bank Account Details

If the customer is an existing bank customer, then specify the following details:

Bank Name

Specify the name of the bank in which the customer is holding an account.

Branch

Indicate the name of the bank's branch in which the customer is holding an account.

Account Type

Specify the type of account the customer is holding.

Account No

Specify the existing account number of the customer.

Visiting Frequency

Specify the number of times the customer visits or transacts with the existing bank.

If the customer is a corporate customer, then click 'Corporate' tab. The following screen is displayed:

Customer Details

Customer Information

Customer No * _____
 Full Name _____
 Short Name * _____
 Country * _____
 Nationality * _____
 Language * _____
 Customer Category * _____

Existing Customer

Main Corporate Directors

Registration Address _____ **Description of Business** _____

Line 1 _____
 Line 2 _____
 Line 3 _____
 Country _____

Name _____
 National Id _____

Incorporation _____

Date _____
 Capital _____
 Net Worth _____
 Country _____
 Currency of Amounts _____

MIS **Image**

Ok **Exit**

Here, specify the following details of the corporate:

Registration Address

Specify the registration address details of the corporate.

Country

Specify the country where the corporate is registered. You can also select the appropriate country from the adjacent option list. The list displays all the valid countries maintained in the system.

Name

Specify the full name of the main office of the Corporate/Bank customer.

National ID

Specify the corporate National Identification Number of this customer., in other words the registration number of your customer organization.

Description of Business

Specify the nature of the business and the business activities carried out by the customer organization.

Incorporation

Specify the following incorporation details of the corporate:

Date

Specify the date on which the customer's company was registered as an organization.

Capital

Specify the capital of the corporate.

Net Worth

Specify the net worth of the corporate.

Currency of Amounts

Specify the currency in which you specify the particular customer's various financial details like the Net worth of the customer organization, the total Paid Up capital etc.

Country

Specify the country in which the corporate is incorporated.

If the customer is a corporate, then maintain the director details. Click 'Directors' tab. The following screen is displayed:

The screenshot shows a software interface titled 'Customer Details'. The 'Directors' tab is selected, indicated by a blue highlight. The form contains the following fields:

- Customer Information:** Customer No * (text input), Full Name (text input), Short Name * (text input), Country * (text input), Nationality * (text input), Language * (text input), Customer Category * (text input).
- Director Details:** Director Name (text input), Telephone (text input), Tax ID (text input), Mobile Number (text input), E-mail (text input).
- Address For Correspondence:** Address (text input), Line 2 (text input), Line 3 (text input), Line 4 (text input).
- Permanent Address:** Line 1 (text input), Line 2 (text input), Line 3 (text input), Country (text input).

At the bottom, there are 'MIS' and 'Image' buttons, and 'Ok' and 'Exit' buttons.

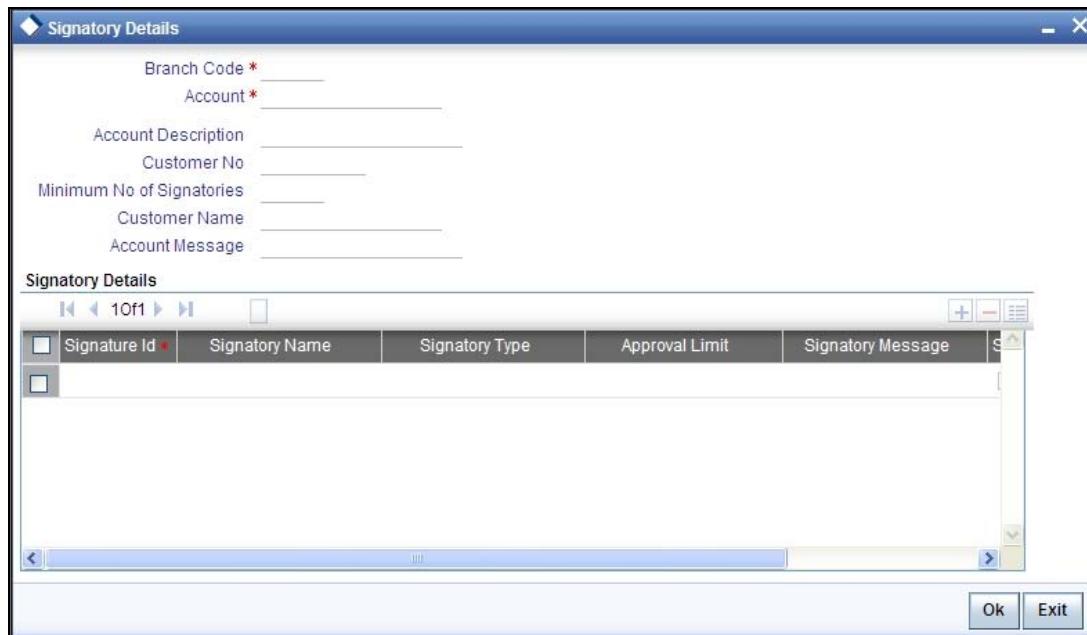
Here, you can maintain the following details of the directors:

- Director's Name
- Telephone Number

- Tax ID
- Mobile Number
- E-mail
- Permanent address details
- Correspondence address details

3.4. Capturing Signatory Details

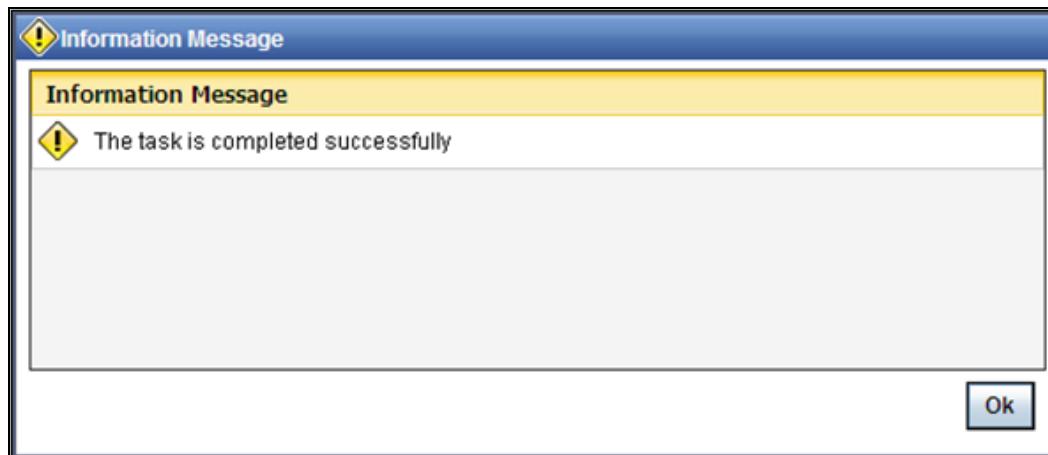
Click 'Account Signatory' button to invoke the 'Signatory Details' screen.



The 'Signatory Details' screen is a Windows-style dialog box. At the top, there are several text input fields: 'Branch Code *' (with a placeholder '_____'), 'Account *' (with a placeholder '_____'), 'Account Description' (with a placeholder '_____'), 'Customer No' (with a placeholder '_____'), 'Minimum No of Signatories' (with a placeholder '_____'), 'Customer Name' (with a placeholder '_____'), and 'Account Message' (with a placeholder '_____'). Below these fields is a section titled 'Signatory Details' containing a table with a single row. The table has columns: 'Signature Id *' (with a placeholder '10f1'), 'Signatory Name' (empty), 'Signatory Type' (empty), 'Approval Limit' (empty), and 'Signatory Message' (empty). The table includes standard grid controls like a toolbar with arrows and a search icon. At the bottom of the screen are 'Ok' and 'Exit' buttons.

Refer the 'Signature Verify' User Manual for further details.

After entering the details, select the action 'PROCEED' in the text box adjoining the 'Audit' button and save the record by clicking save icon in the tool bar. The following screen will be displayed:

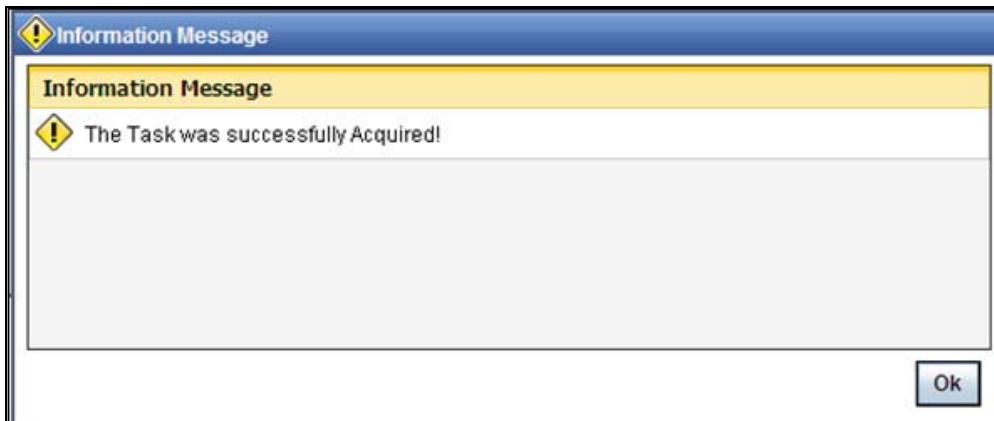


Click 'OK' button in this screen. You will be taken back to 'Input Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e verifying details of the current account.

Step 4. Verify Details of Current Account

Users belonging to the user role 'COMROLE' (Corporate Operations Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Verify Details' task to acquire it. The following screen will be displayed.

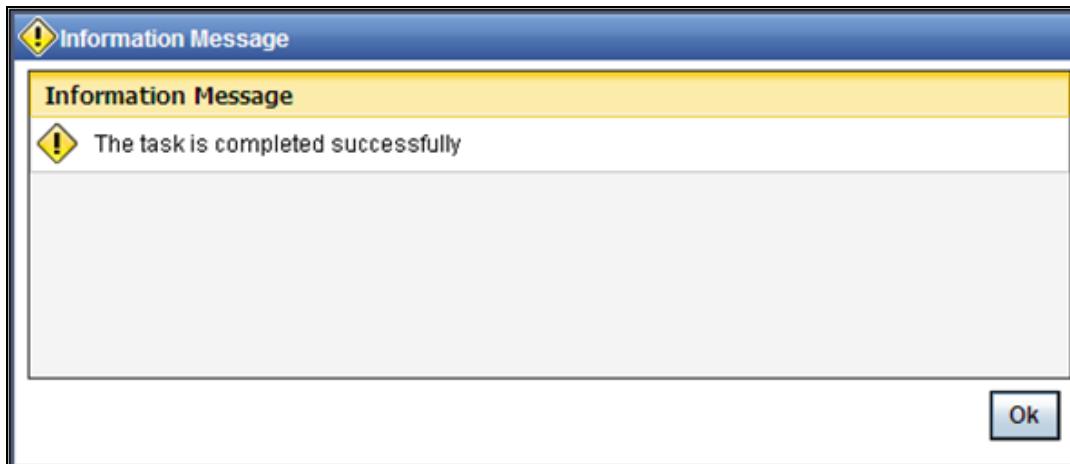


If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

A screenshot of the 'Customer Accounts Maintenance' application window. It has tabs at the top: 'Interest', 'MIS', 'Account Signatory', 'Customer', and 'Documents'. The 'Customer' tab is selected. The window contains several sections: 'Account Details' (Branch Code, Currency, Account, Media), 'Account Facilities' (Cheque Book details like Name 1, Name 2, Type, and Mode), and 'Initial Deposit Details' (Amount, Currency, Payment Mode, Account Number, Cheque Number, Date, Drawn On). At the bottom, there are buttons for 'Audit' (with a dropdown menu for 'Outcome'), 'Prev Remarks', 'Remarks', and 'Exit'.

Here you can view the details captured. If the required documents have been verified, select the action 'SUCCESS' in the text box adjoining the 'Audit' button. The process will move to 'KYC_R' task. If the verification has failed for some reason, then you will be taken 'Modify Details' task. Click save icon in the tool bar to save the record.

The following screen will be displayed:

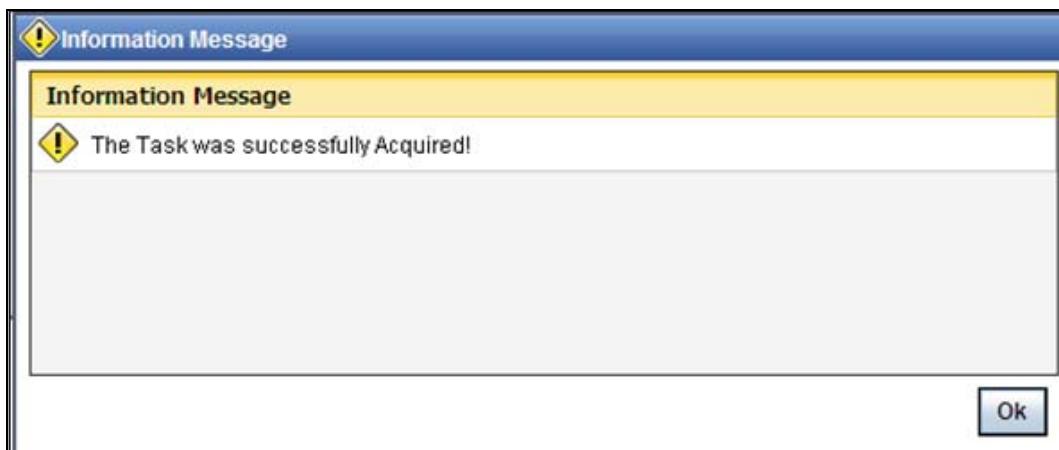


Click the 'OK' button in this screen. You will be taken back to the 'Verifying Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

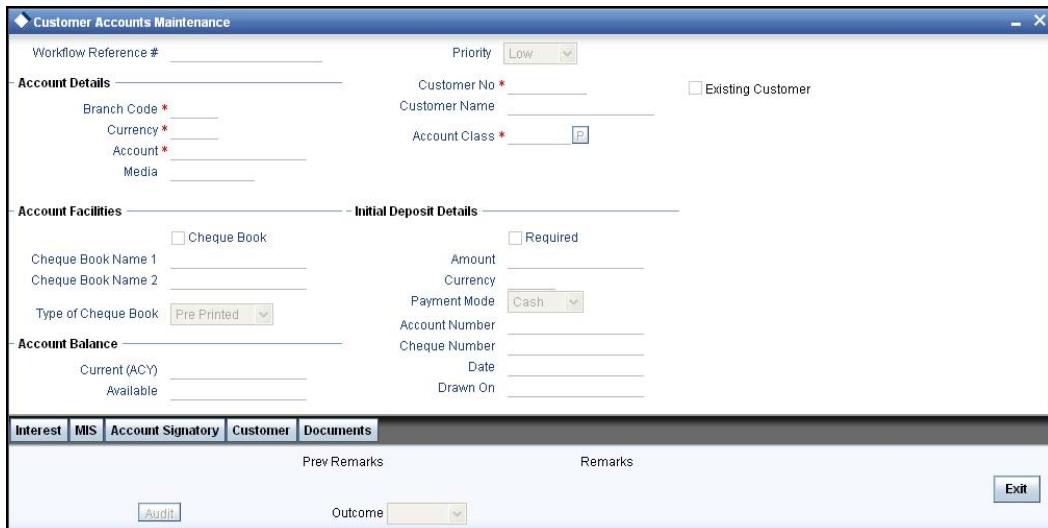
Step 5. Modify details of Current Account

Users belonging to the user role 'COMROLE' (Corporate Operations Manager) can perform these activities.

In case verification is not successful, then you may need to modify few details. Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the required task to acquire it. The following screen will be displayed.

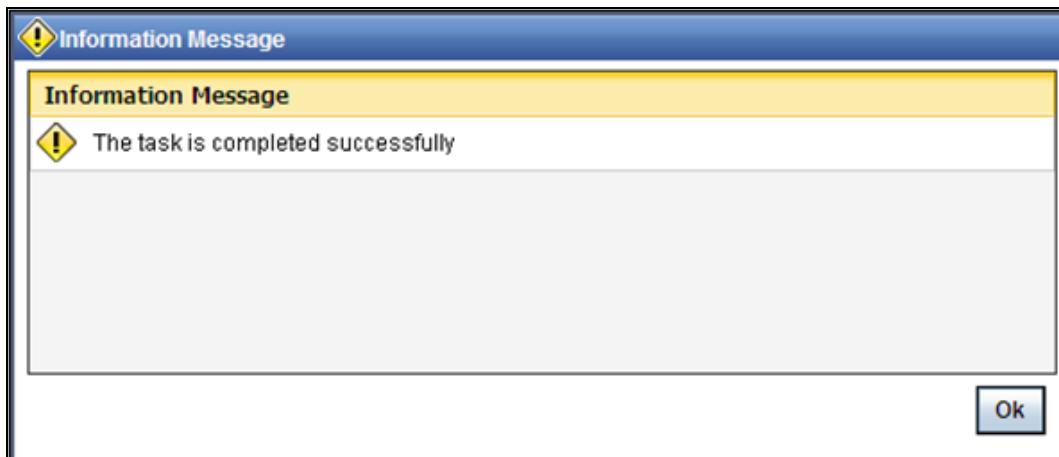


If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



The screenshot shows the 'Customer Accounts Maintenance' window. It contains several sections: 'Account Details' (Workflow Reference #, Priority Low, Customer No, Customer Name, Existing Customer checkbox), 'Account Facilities' (Cheque Book Name 1, Cheque Book Name 2, Type of Cheque Book dropdown, Cheque Book Mode dropdown, Amount, Currency, Payment Mode dropdown, Account Number, Cheque Number, Date, Drawn On), and 'Account Balance' (Current (ACY), Available). Below these are tabs for 'Interest', 'MIS', 'Account Signatory', 'Customer', and 'Documents', with 'Customer' currently selected. At the bottom are buttons for 'Audit', 'Outcome' dropdown, 'Remarks' text area, and 'Exit' button.

In this screen you can modify the editable fields. After modify the required details, click save icon in the tool bar. You will be taken back to 'Verify Details' task. Click save icon in the tool bar to save the record. The following screen will be displayed:



Click the 'OK' button in this screen. You will be taken back to the 'Modify Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 6. KYC_C Review Info

KYC checks are mandatory and it is performed on both existing and new customers. In case of an existing customer the KYC check is done only if there are changes in the customer information (including all directors, mandate holders etc). The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

If any of the checks fail, the relevant regulatory /internal authorities are informed. Once KYC checks are carried out, the result is passed on to the parent process.

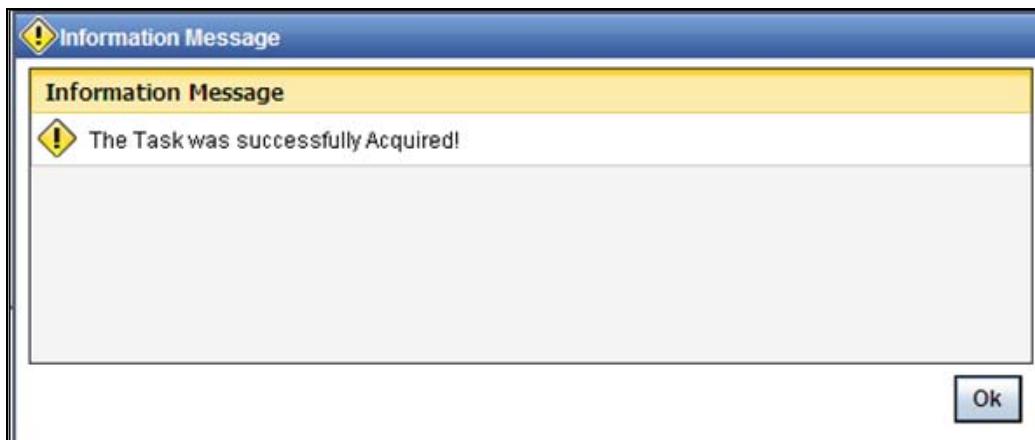
Bank initiates the process of KYC-C review for a customer as a part of parent process with all the relevant information in the system. This process comprises the following stages:

- SDN checks
- Internal Black List check
- Customer Identity Verification
- External KYC Check
- Retry KYC Check
- Other KYC Checks
- KYC Decision

6.1. Verify prospect /customer details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Sub-process KYC Review' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

◆ Verify Prospect Customer Details

Workflow Reference # _____ Priority

Account Details

Account Number _____

Description _____

Currency _____

Account Class _____

Customer Information

Customer No * _____

Full Name _____

Existing Customer

Type Corporate

Bank

SWIFT Code _____

Main Corporate Directors

Contact Information

Address1 * _____

Telephone _____

Permanent Address

Line 1 _____
 Line 2 _____
 Line 3 _____
 Country _____

Contact Person

Name _____

Telephone _____

E-mail _____

Existing Bank Account Details

10f1

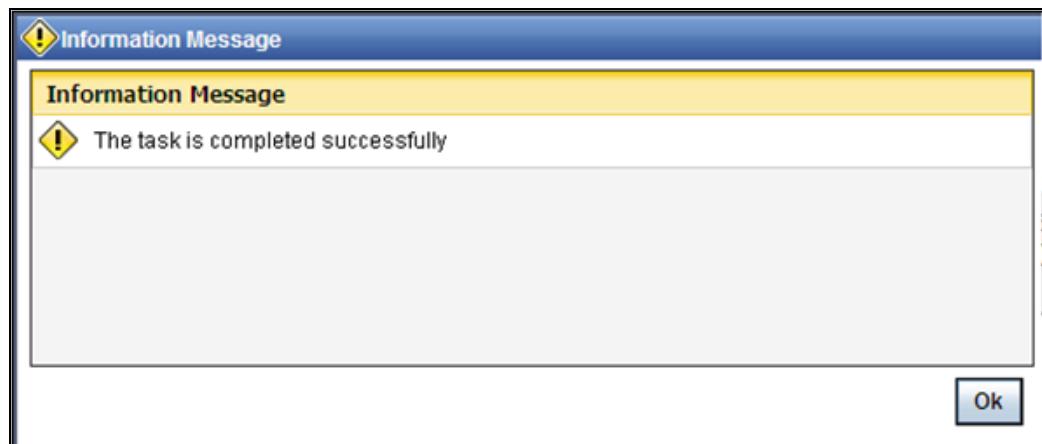
Bank Name	Branch Code	Accou

Documents

Prev Remarks _____ Remarks _____

Outcome

You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'COMPLETE' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



Click 'Ok' button. You will be taken back to the 'Verify Prospect Customer Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.2. Ascertain if KYC Checks are Required

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

In case of an existing customer, the bank checks if there are any changes to the existing KYC information already available with the bank. The KYC check for an existing customer is performed only if there are changes in the customer information (including details of nominee and mandate holder). In all other cases of new and existing customers, KYC checks are mandatory.

6.3. Verify SDN Match

The bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Verify SDN Match' task to acquire it. The following screen is displayed:

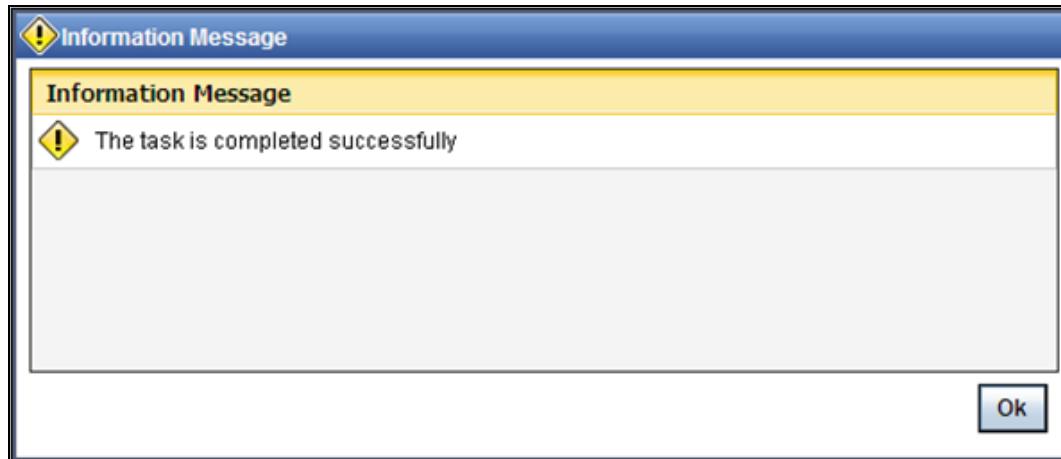


If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'Verify SDN Match' application window. The interface is divided into several sections:

- Header:** Workflow Reference # _____, Priority
- Account Details:** Account Number _____, Description _____, Currency _____, Account Class _____
- Customer Information:** Customer No * _____, Full Name _____, Type: Existing Customer, Corporate, Bank, SWIFT Code _____
- Contact Information:** Address1 * _____, Telephone _____
- Permanent Address:** Line 1 _____, Line 2 _____, Line 3 _____, Country _____
- Contact Person:** Name _____, Telephone _____, E-mail _____
- Existing Bank Account Details:** A grid table with columns: Bank Name, Branch Code, Account. It shows two rows of data with checkboxes in the first column.
- KYC Check Details:** SDN Result _____
- Documents:** Prev Remarks, Remarks, Audit, Outcome , Exit

In this screen, you can view the applicant's details. In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. However, if the match is cleared, you can continue with the subsequent KYC checks. Select the outcome as 'NO MATCH' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

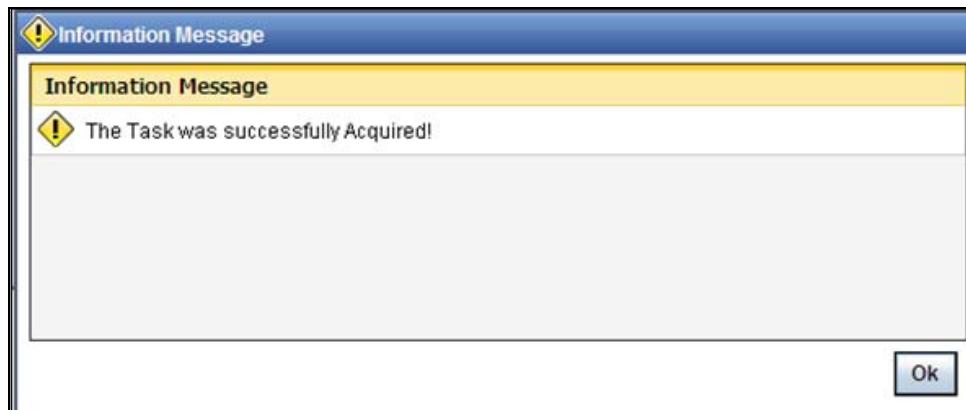


Click 'Ok' button. You will be taken back to the 'Verify SDN Match' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.4. Internal blacklist check

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

In this screen, you can view the applicant's details. Click 'Int.Blacklist Check' button to invoke 'Blacklist Checks for Corporate Details' screen.

◆ Blacklist Checks for Corporate Details

Name	Sequence Number
Country	Address1
Remarks	Address2
Alias Name	Address3
Tax Id	Address4

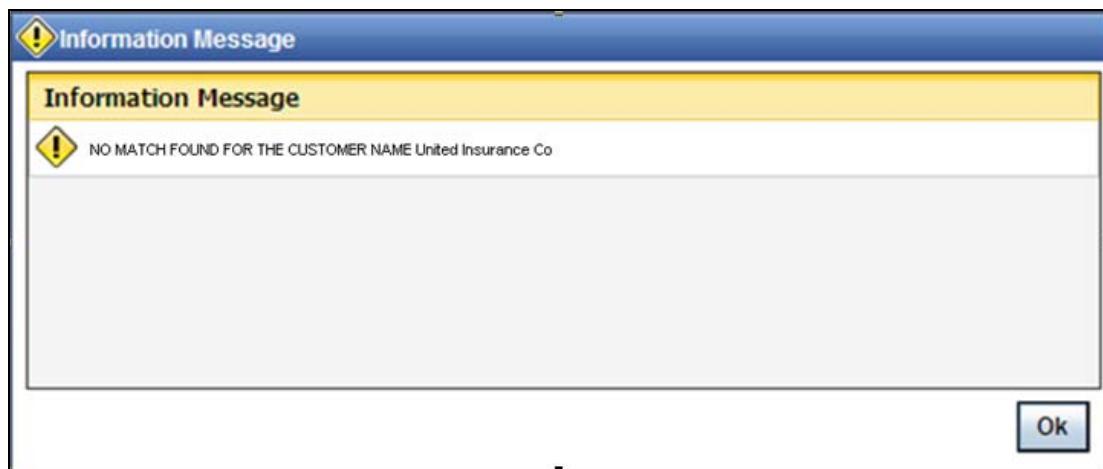
SDN Details

	Name	Date of Birth	Country	Remarks	Sequence Number
<input type="checkbox"/>					
<input type="checkbox"/>					

1 of 1

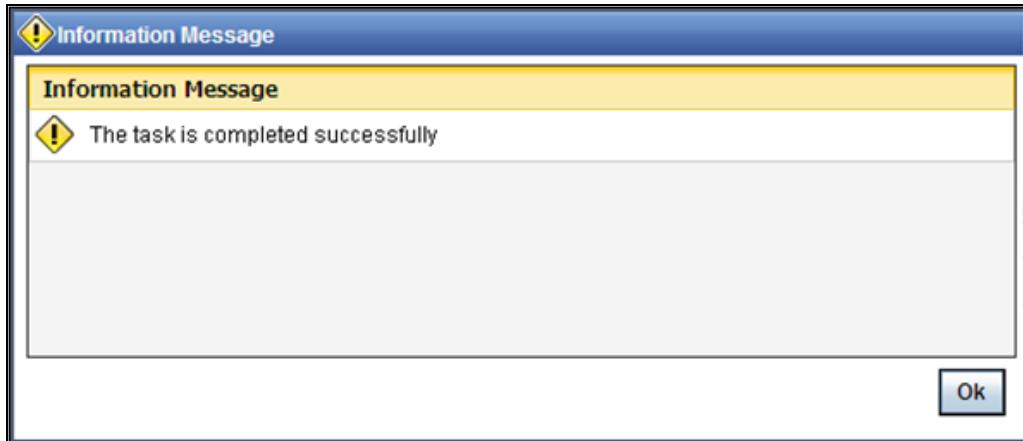
Ok Exit

The system validates the name of the applicant against the bank's internal list of global blacklisted customers. If any match is found, you can report it to the internal authorities of the bank. If no match is found, the system displays the following message:



You can continue with the process of creating account only when the customer passes these checks. Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The following screen will be displayed:



Click 'Ok' button. You will be taken back to the 'Internal Blacklist Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.5. Inform Regulatory Authorities

In case of a positive SDN match or the applicant is internally blacklisted, you should inform the regulatory agency (OFAC or any other similar agency) and the internal authorities on the match of the applicant.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Inform Regulatory Authorities' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows a software interface for reporting to regulatory authorities. The main sections include:

- Workflow Reference #**: A text field for entering the workflow reference number.
- Priority**: A dropdown menu set to **Low**.
- Account Details** (left): Fields for **Account Number**, **Description**, **Currency**, and **Account Class**.
- Customer Information** (right): Fields for **Customer No.** (marked with a red asterisk), **Full Name**, and **Type** (radio buttons for **Existing Customer**, **Corporate**, and **Bank**). There is also a **SWIFT Code** field.
- Contact Information** (left): Fields for **Address1** (marked with a red asterisk) and **Telephone**.
- Permanent Address** (right): Fields for **Line 1**, **Line 2**, **Line 3**, and **Country**.
- Contact Person** (left): Fields for **Name**, **Telephone**, and **E-mail**.
- Existing Bank Account Details** (right): A grid table with columns for **Bank Name**, **Branch Code**, and **Account No.**. It shows one row of data with a checkbox and a delete icon.
- KYC Check Details** (left): Fields for **SDN Result**, **Internal Blacklist Result**, and **Contact Verification Remarks**.
- Information to Regulatory Authority** (left): Fields for **Name**, **Date of Reporting SDN Failure**, **Mode of Reporting SDN Fail** (with a dropdown for **Internal Reporting**), **Date of Reporting Blacklist**, **Fail**, and **Mode of Reporting Blacklist** (with a dropdown for **Fail**).
- Documents** (bottom): A section with **Prev Remarks** and **Remarks** fields, an **Audit** button, an **Outcome** dropdown, and an **Exit** button.

In this screen, you can view all the details of the applicant. Even the KYC check details are also displayed here. You can report about the positive match to the regulatory authorities by specifying the following details:

Name

Specify the name of the applicant whose name was shortlisted in the SDN or internal blacklist check.

Dt. of Reporting SDN Failure

Specify the date of reporting the SDN failure.

Mode of Reporting SDN Failure

Specify the mode of reporting the SDN failure.

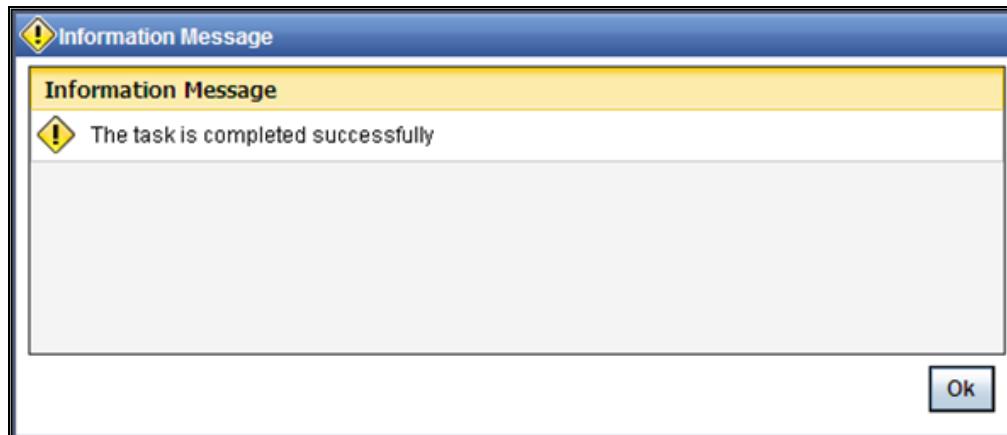
Dt. of Reporting Blacklist Fail

Specify the date of reporting the blacklist failure.

Mode of Reporting Blacklist Fail

Specify the mode of reporting the blacklist failure.

Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



Click 'Ok' button. You will be taken back to the 'Inform Regulatory Authorities' screen. Click 'Exit' button to exit the screen.

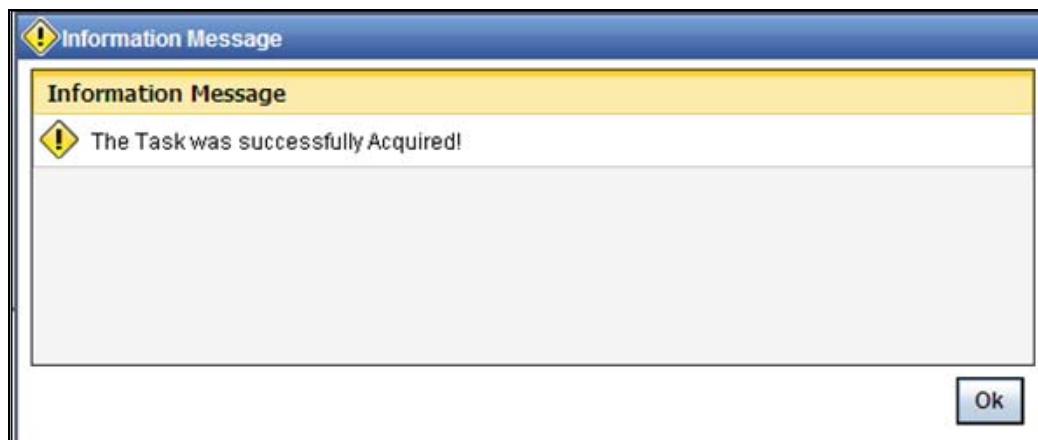
6.6. External KYC Check

Based on the external KYC check property set, the KYC-C sub process invokes the external KYC check sub process which sends data to Mantas KYC solution and retrieves the abbreviated risk score and risk category of the customer.

6.7. Retrying to Get Customer / Nominee Details

If the bank receives negative or no acknowledgement from the external system about the customer, then you can opt for a retry of external KYC check.

Users belonging to the user role 'KYCROLE' (KYC Manager) can perform these activities. To invoke the 'Retry of External KYC Check' screen, go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Retry of External KYC Check' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The dialog box is titled 'Retry of External KYC check'. It contains the following fields and sections:

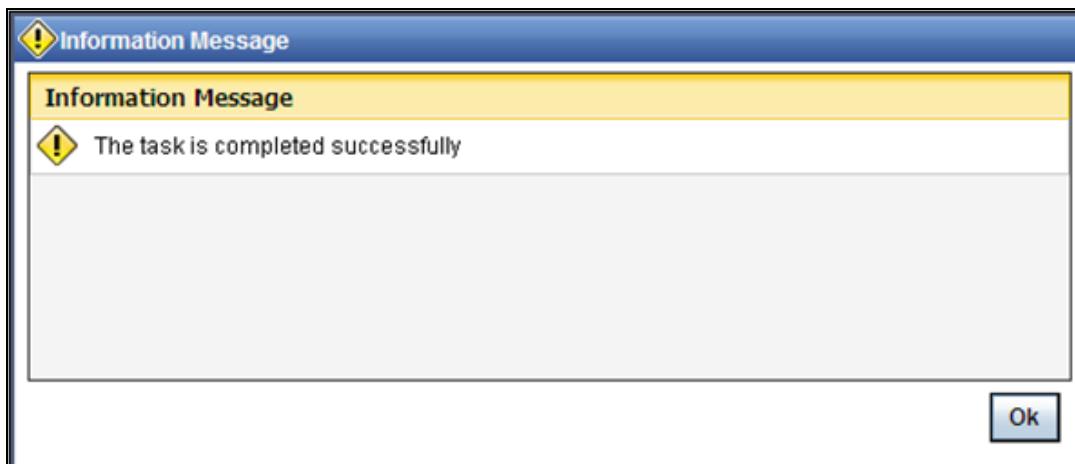
- Workflow Reference #**: A text input field.
- Priority**: A dropdown menu set to 'Low'.
- Customer Information** section:
 - Customer No ***: A text input field.
 - Full Name**: A text input field.
 - Type**: Radio buttons for 'Corporate' and 'Bank'.
 - Existing Customer**: A checkbox.
- Account Details** section:
 - Account Number**: A text input field.
 - Description**: A text input field.
 - Currency**: A text input field.
 - Account Class**: A text input field.
- KYC Check Details** section:
 - SDN Result**: A text input field.
 - Internal Blacklist Result**: A text input field.
 - Retry External KYC**: A checkbox.
- Existing Bank Account Details** section:
 - A table with columns: Bank Name, Branch Code, Account. It has a toolbar with buttons for sorting and filtering.
- External KYC Remarks** section:
 - A table with columns: Name, value. It has a toolbar with buttons for sorting and filtering.
- Documents** section:
 - Buttons for Prev Remarks and Remarks.
 - Audit** button.
 - Outcome**: A dropdown menu.
 - Exit** button.

Here, you can specify the following details:

Retry External KYC

Check this box to specify that retry of external KYC check should be required for a particular customer.

You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'Retry' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

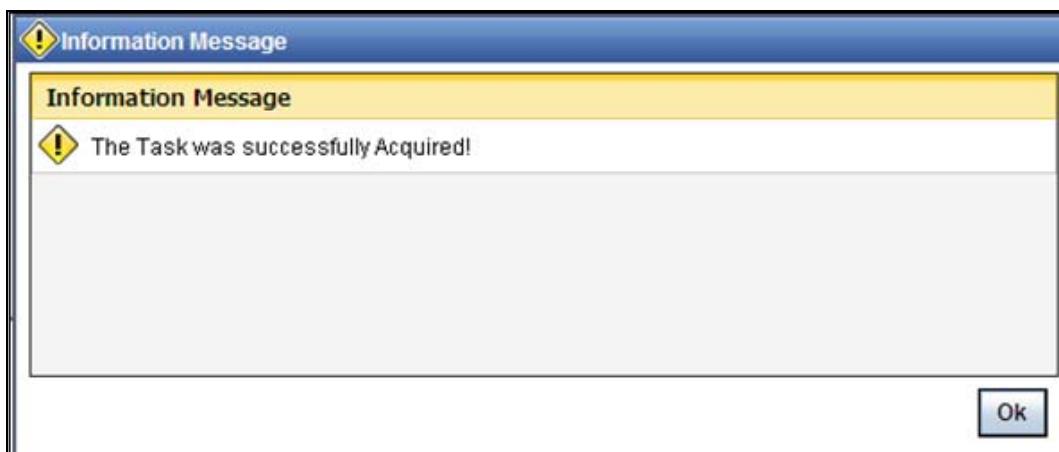


Click 'Ok' button. You will be taken back to the 'Retry of External KYC Check' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.8. Verify Customer / Prospect Contact Details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The following screen is displayed:

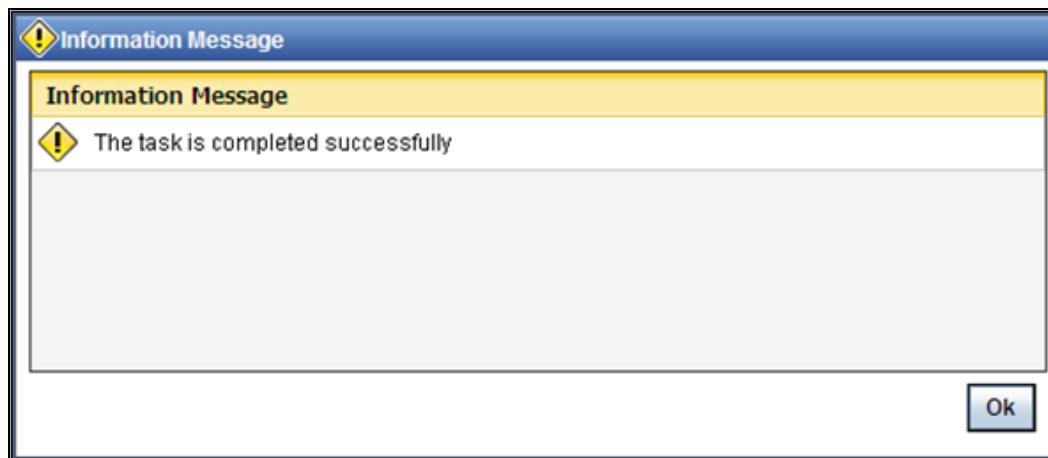


If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

◆ Verify Customer Contact Details

Workflow Reference #	Priority
Customer Information	Type
Customer No *	<input type="radio"/> Corporate
Full Name	<input type="radio"/> Bank
<input type="checkbox"/> Existing Customer	
Main Customer Corporate Directors	
Contact Information Permanent Address	
Address1 *	
<input type="text"/> <input type="text"/> <input type="text"/>	
Telephone	
<input type="text"/> <input type="text"/>	
Contact Person	
Name	
<input type="text"/> <input type="text"/>	
E-mail	
Documents	
Prev Remarks	Remarks
Audit	Exit
Outcome	

In this screen, you can view the applicant's details. As per the bank's mandated policy, you will have to perform the customer identification check. This involves verification of customer address, phone number etc. You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



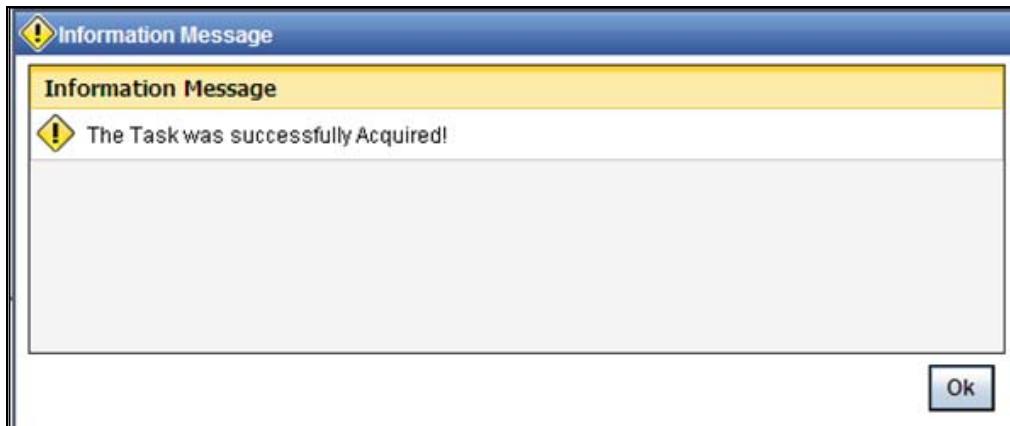
Click 'Ok' button. You will be taken back to the 'Verify Customer Contact Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.9. Other KYC Checks

As per the bank's mandated policy, you will have to other details like verification of the employer information, verification of the income information, sources and uses of funds etc.

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

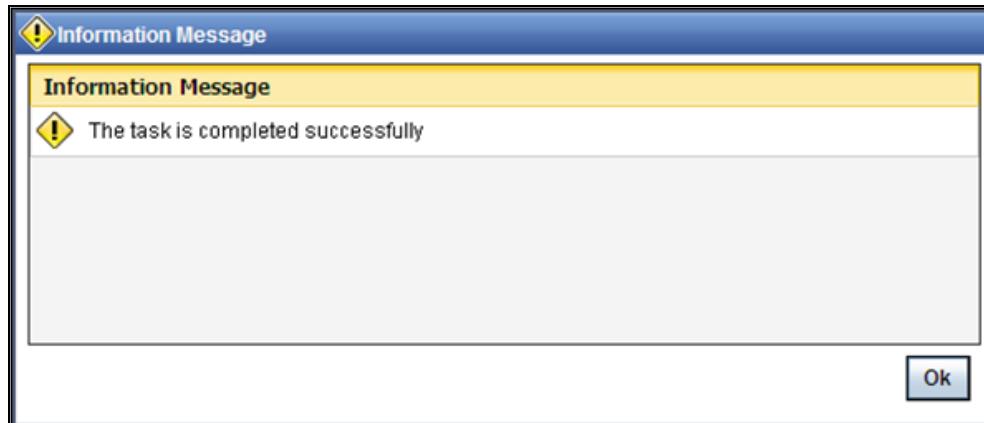
Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'OtherKYCChecks' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

A screenshot of the 'Other KYC Checks' application window. The top header shows the title and a 'Low' priority dropdown. The main area is divided into several sections: 'Customer Information' (Customer No, Full Name, Type [Corporate, Bank], Existing Customer checkbox), 'Main' tab selected in a tab bar, 'Account Details' (Account Number, Description, Currency, Account Class), 'KYC Check Details' (SDN Result, Internal Blacklist Result, Contact Verification Remarks, Other KYC Remarks), 'Existing Bank Account Details' (grid view with columns: Bank Name, Branch Code, Account), 'External KYC Remarks' (grid view with columns: Name, value), 'Documents' (Prev Remarks, Remarks, Audit button, Outcome dropdown), and 'Exit' button at the bottom right.

In this screen, you can view and verify the applicant's details. After verifying the details, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



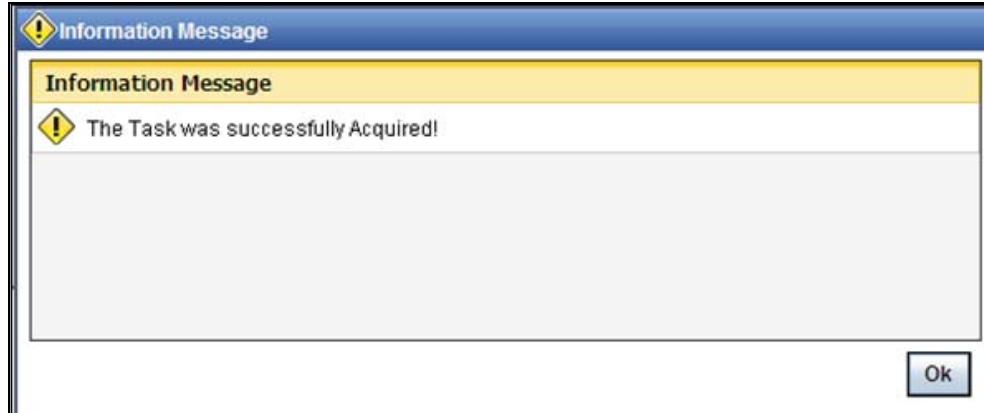
Click 'Ok' button. You will be taken back to the 'Other KYC Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.10. KYC Decision

After verifying and evaluating the KYC information, bank decides whether it should enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'KYCDecision' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

KYC Decision

Workflow Reference # _____ Priority

Customer Information

Customer No* _____ Type Corporate Bank
 Full Name _____ Existing Customer

Main Customer Corporate Directors

Account Details - **KYC Check Details**

Account Number _____ SDN Result _____
 Description _____ Internal Blacklist Result _____
 Currency _____ Contact Verification Remarks _____
 Account Class _____ Other KYC Remarks _____
 KYC Passed

Existing Bank Account Details

Bank Name	Branch Code	Account

External KYC Remarks

Name	value

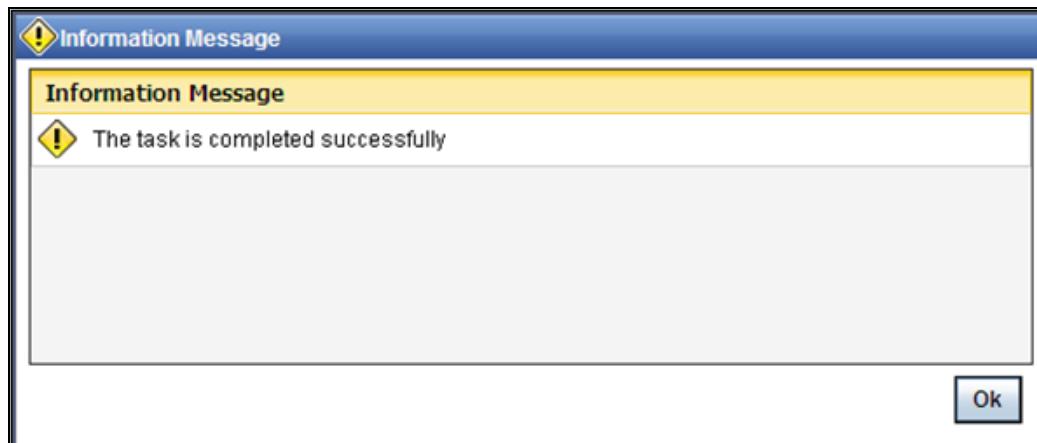
Documents

Prev Remarks Remarks

Outcome

In this screen, you can view the complete information of the applicant. The outcome of various stages of KYC-R sub process is displayed in the Audit block. Based on these information, you can inform the customer if you enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not as part of the parent process.

Based on the decision, select the outcome as 'FAILED' or 'PASSED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



Click 'Ok' button. You will be taken back to the 'KYC Decision' screen. Click 'Exit' button to exit the screen. The task is then moved to the Main process.

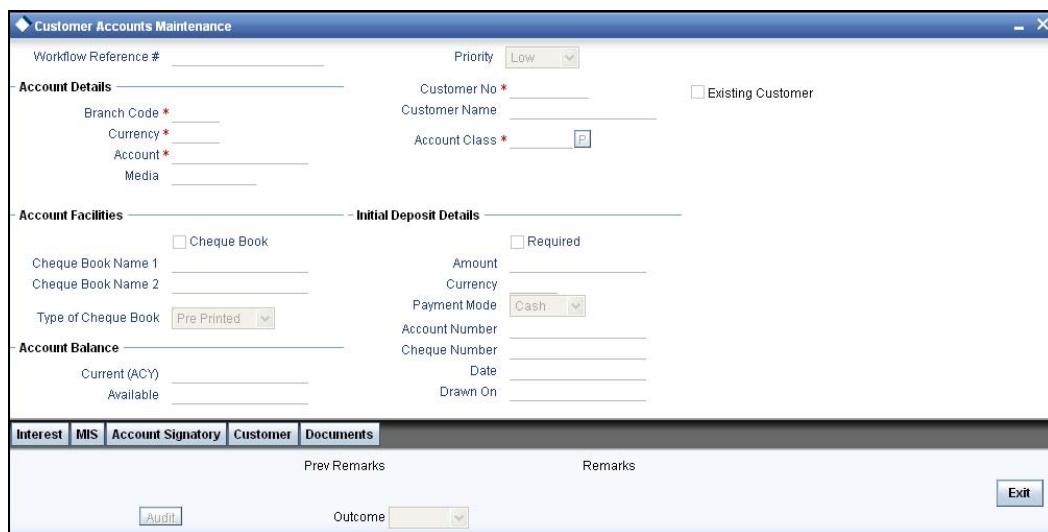
Step 7. Block Customer in the System

For an existing customer if the KYC check fails, then the system will block all the existing accounts for the customer as per the bank's internal guidelines. The failed customers will be added into the internal backlist database.

Step 8. Notify Customer on Negative Status of KYC Checks

Users belonging to the user role 'COEROLE' (Corporate Operations Executive) can perform these activities.

In case, a customer does not clear KYC checks, then you can terminate the account opening process after notifying the customer. If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:



In this screen you can view the account and the customer details. After intimating the customer about the failed KYC checks, you can terminate the account creation process.

Step 9. Create / Modify customer details in FLEXCUBE

If the applicant is a new customer, then a new customer record is created in the system. In case of an existing customer, the customer's KYC information is updated. Similarly, if a joint account is opened where multiple customer IDs need to be created/updated, then the same is done in the system as part of this activity.

Step 10. Create Account

The system creates a customer account at this stage. In case of a joint account, the entire applicable customers IDs are linked to the account.

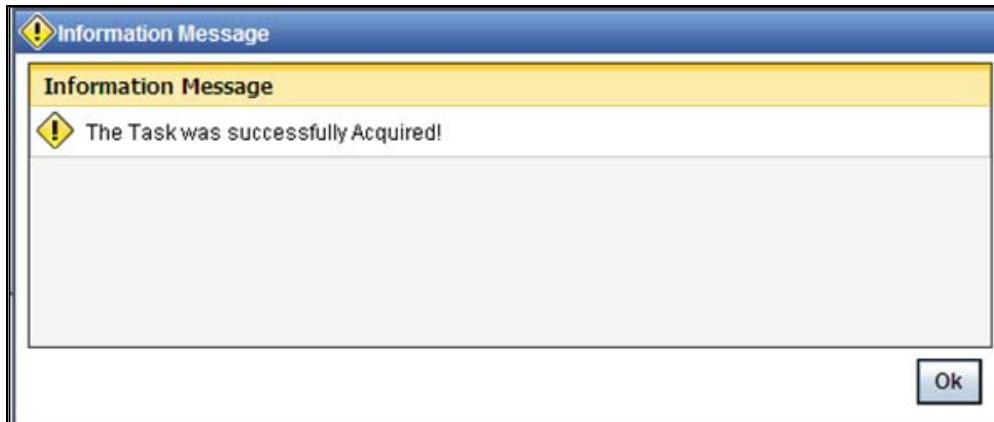
Step 11. Store document reference in FLEXCUBE

The customer and account details captured are stored in the system for further reference.

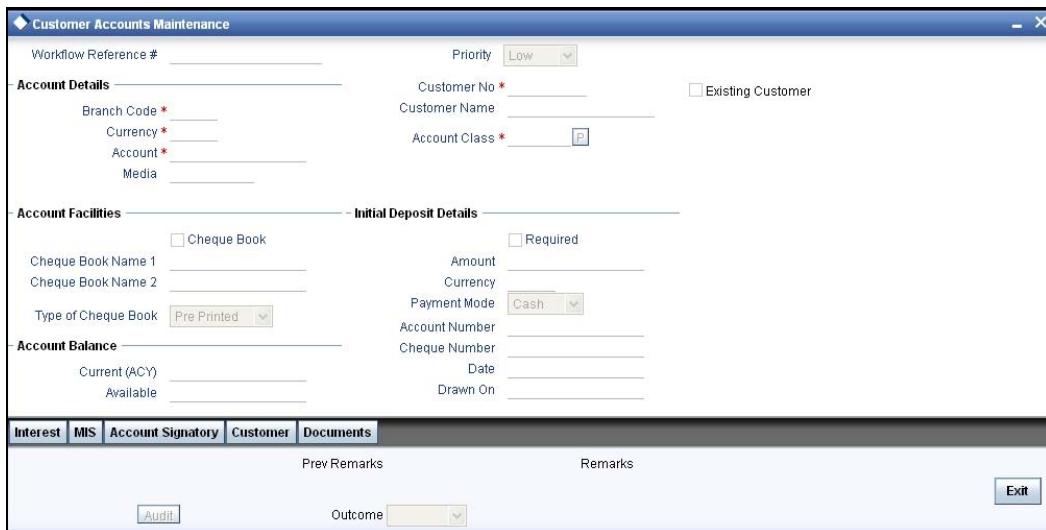
Step 12. Check Available Balance

Users belonging to the role 'COEROLE' (Corporate Operations Executive) will be able to perform this task.

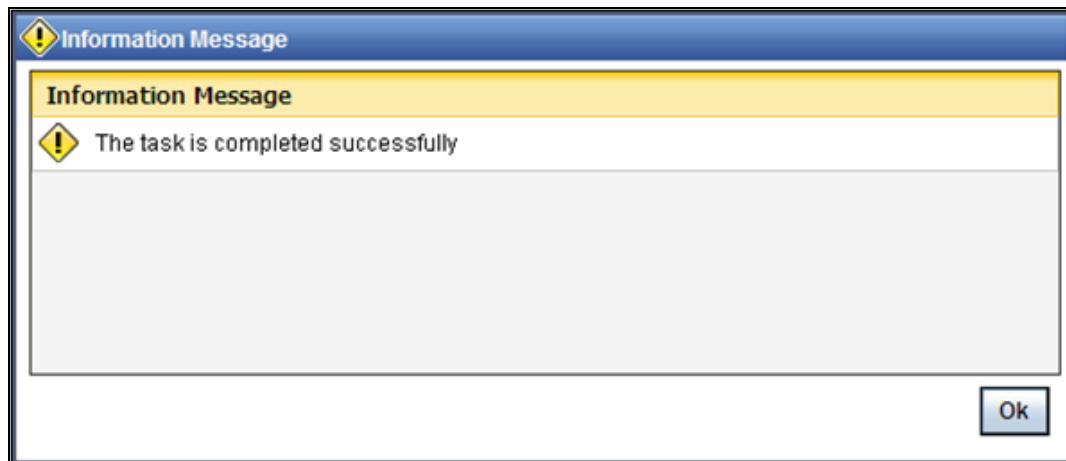
If initial deposit is required, then you have to check the available balance. For this, go to the pending list and Click 'Acquire' button adjoining the 'Check if Balance Available' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen

A screenshot of the 'Customer Accounts Maintenance' window. It has sections for 'Account Details' (Branch Code, Currency, Account, Media), 'Account Facilities' (Cheque Book Name 1, 2, Type of Cheque Book), 'Initial Deposit Details' (Amount, Currency, Payment Mode, Account Number, Cheque Number), and 'Account Balance' (Current (ACY), Available). At the bottom are tabs for 'Interest', 'MIS', 'Account Signatory', 'Customer', 'Documents', and buttons for 'Audit', 'Exit', and 'Save'.

You can view the available balance in this screen. If the balance is sufficient, select the action 'PROCEED' from the drop-down list adjoining the 'Audit' button. Click 'Save' icon in the tool bar to save the record. The following screen will be displayed.

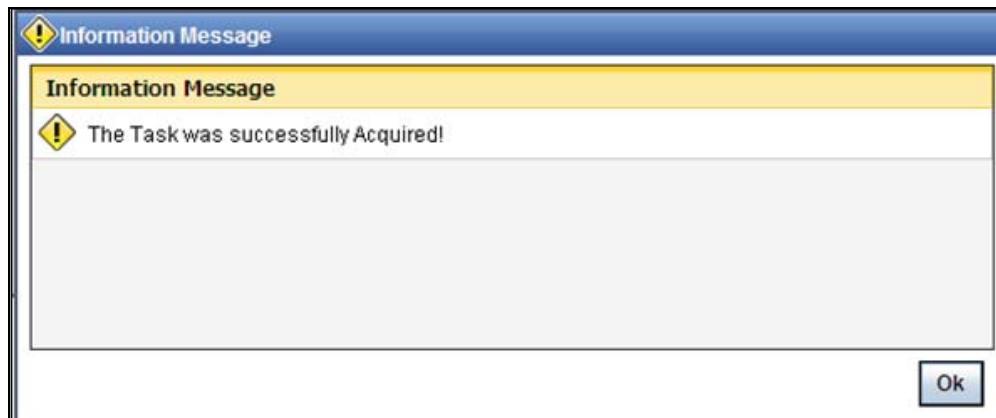


Click the 'OK' button in this screen. You will be taken back to the 'Check Available Balance' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 13. Generate Cheque Book

Users belonging to the user role 'COEROLE' (Corporate Operations Executive) can perform these activities.

If the customer has opted for personalized cheque book, then go to the pending list and Click 'Acquire' button adjoining the 'Generate Cheque Book' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The following details are displayed in this screen:

- Workflow reference number
- Priority
- Customer name
- Account number

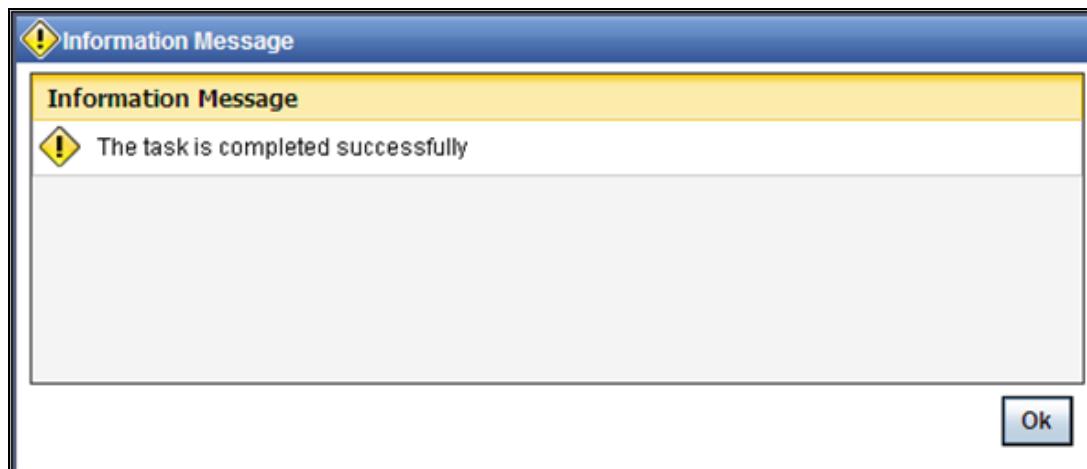
Cheque Leaves From

Enter the starting cheque leaf number.

No. of Check Leaves

Enter the number of leaves to be generated.

Select the action 'PROCEED' in the text box adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.



Click the 'OK' button in this screen. You will be taken back to the 'Generate Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

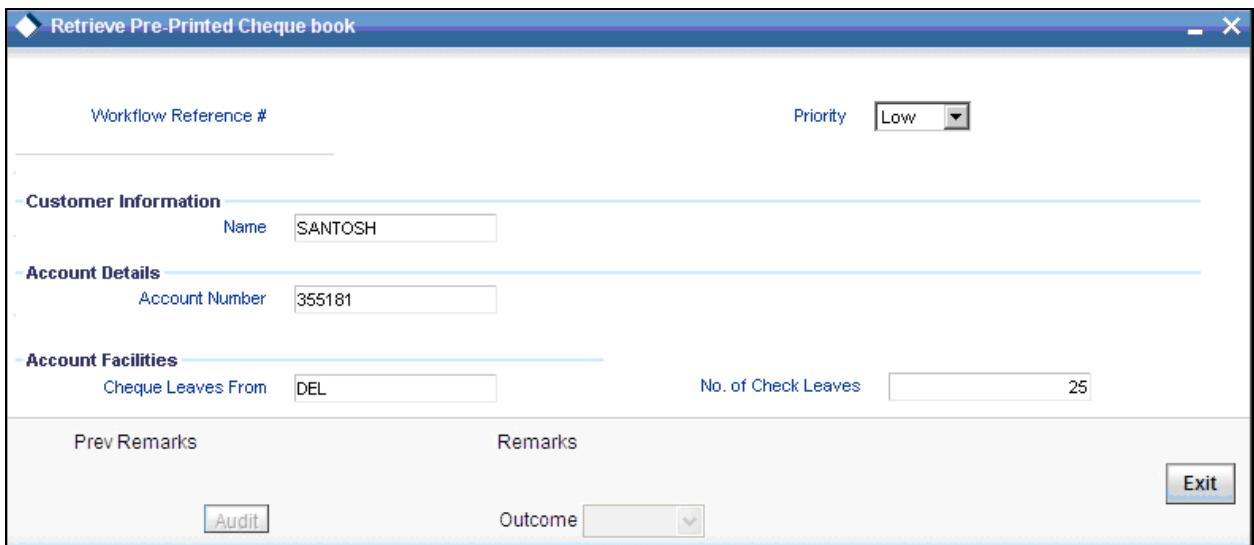
Step 14. Retrieve Pre-printed Cheque Book

Users belonging to the user role 'CBOEROLE' (Corporate Branch Operations Executive) can perform these activities.

If initial deposit is not required and if the customer has opted for pre-printed cheque book, then go to the pending list and click 'Acquire' button adjoining the 'Retrieve Pre-printed Cheque Book' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

A screenshot of the 'Retrieve Pre-Printed Cheque book' dialog box. It has sections for 'Customer Information' (Name: SANTOSH), 'Account Details' (Account Number: 355181), and 'Account Facilities' (Cheque Leaves From: DEL, No. of Check Leaves: 25). There are 'Audit' and 'Exit' buttons at the bottom.

In this screen, the following details are displayed:

- Workflow reference number
- Priority
- Customer Name
- Account Number

Account Facilities

Enter the following details in this section:

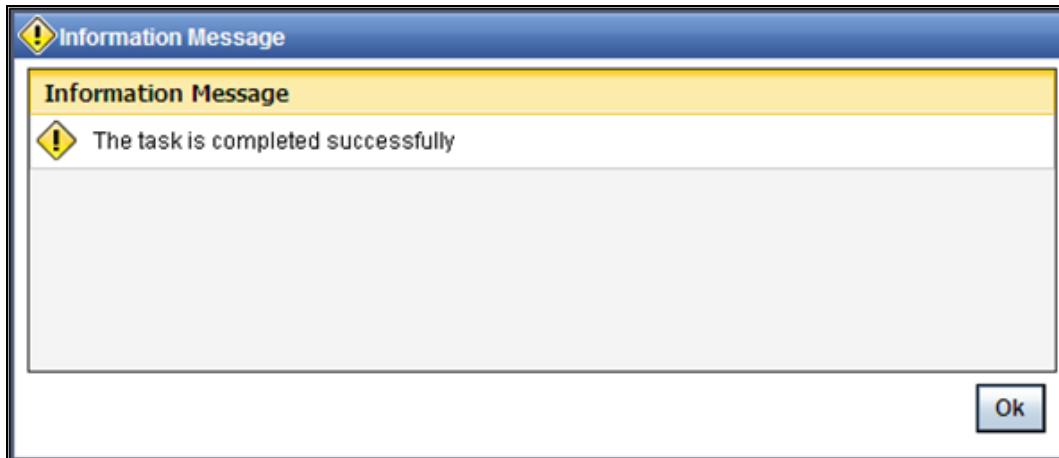
Cheque Leaves From

Enter the starting cheque leaf number of the cheque book which you want to retrieve.

No. of Check Leaves

Enter the number of leaves to be retrieved.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.



Click the 'OK' button in this screen. You will be taken back to the 'Retrieve Pre-printed Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

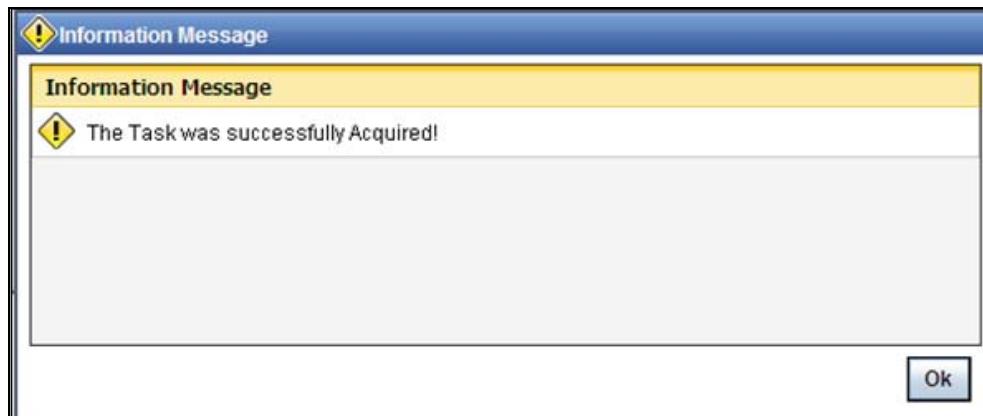
Step 15. Generate Welcome / Thank You Letter

As part the account opening kit, you should generate welcome/thank you letter. You can generate the letter from the system. The system generates the letter in a pre-defined format by picking up the name and other details of the customer maintained in the system.

Step 16. Deliver Account Kit to the Customer

Users belonging to the user role 'KYCROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Deliver Customer Kit' task to acquire it. The following screen is displayed:



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

A screenshot of the 'Deliver Customer Kit' dialog box. It contains the following fields:

- Workflow Reference # _____
- Priority: Low
- Customer Information: Name _____
- Account Details: Account _____
- Account Facilities: Cheque Leaves From _____
- Account Facilities: Mode of Delivery _____
- Account Facilities: Date of Delivery _____
- Account Facilities: Cheque Book Delivered
- Delivery Reference: _____
- Prev Remarks: _____
- Remarks: _____
- Buttons: Audit, Exit, Outcome dropdown

The account kit includes product features, welcome/thanks letter, cheque book (if applicable).

The following details are displayed in this screen:

- Workflow number
- Customer Name
- Account Name
- Priority

Account Facilities

The following details of the delivery kit can be captured here:

Cheque Leaves From

Specify the starting cheque leaf number.

No. of Cheque Leaves

Specify the number of cheques leaves provided to the customer.

Cheque Book Delivered

Check this field to indicate that the cheque book is delivered to the customer.

Delivery Ref. No.

Capture the delivery reference number.

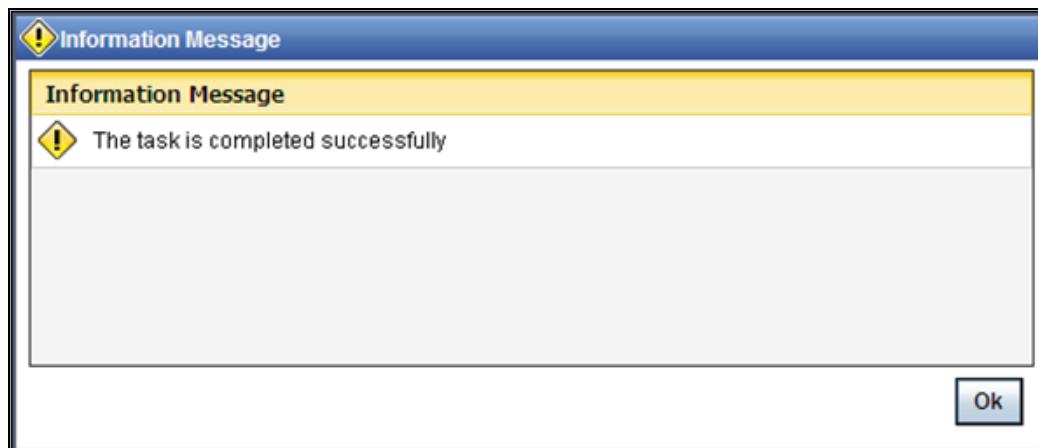
Mode of Delivery

Indicate the mode of delivery of the account opening kit.

Date of Delivery

Mention the date on which the account opening kit was delivered.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.



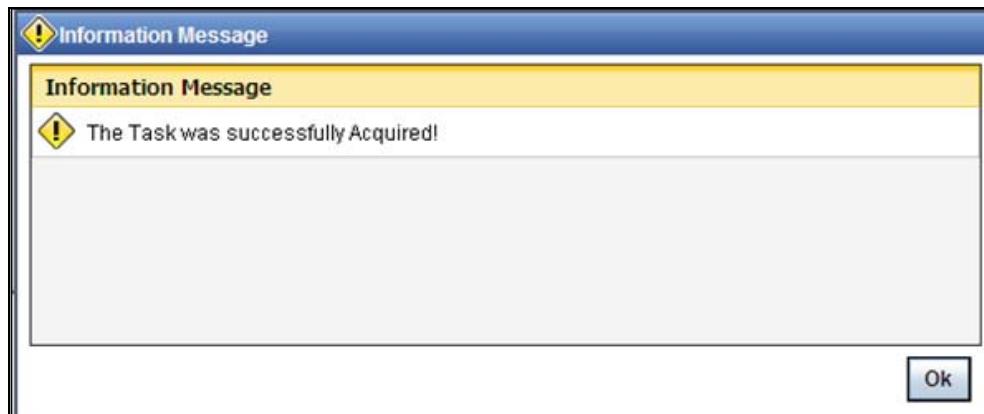
Click the 'OK' button in this screen. You will be taken back to the 'Delivery Customer Kit' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e storing documents.

Step 17. Store Documents

You can store the current account opening form and other supporting documents are stored in a safe and accessible location. This storage information can be recorded using 'Store Documents' screen. You can capture the storage details in this stage.

Users belonging to the role 'CBOEROLE' (Corporate Branch Operations Executive) will be able to perform this task.

Click 'Acquire' button adjoining the 'Store Documents' task to acquire it. The following screen will be displayed.



If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen.

A screenshot of the 'Store Documents' screen. It has sections for 'Customer Information', 'Account Details', and 'Storage Details'. The 'Customer Information' section shows 'Customer Name: SANTOSH' and 'Customer No.: 1111488'. The 'Account Details' section shows 'Account Number: 355181'. The 'Storage Details' section has fields for 'Date Of Storage' (with a calendar icon), 'Time Of Storage: POSTLUNCH', 'Place Of Storage: DD', and 'Storage Ref. Number: 567823'. At the bottom is a 'Documents' tab.

In this screen the following information can be stored:

Workflow Reference #

The workflow reference number is displayed.

Priority

Select the priority for maintaining the documents.

Customer Information

The following customer information is displayed:

- Customer Name
- Customer Number

Account Details

The current account number of the customer is displayed.

Storage Details

Capture the following storage details in this section:

Date Of Storage

Capture the date of storing the documents.

Time Of Storage

Specify the time of storing the documents of the current account.

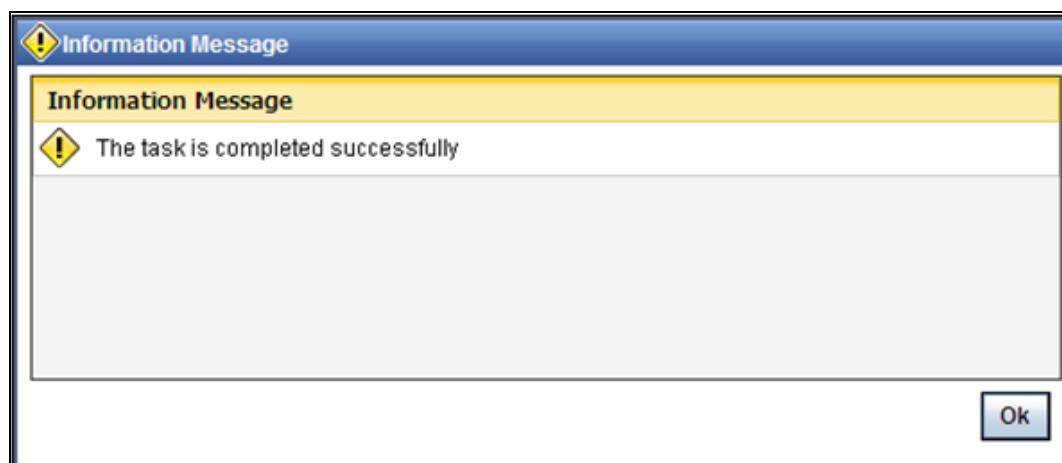
Place Of Storage

Mention the place where the document is stored.

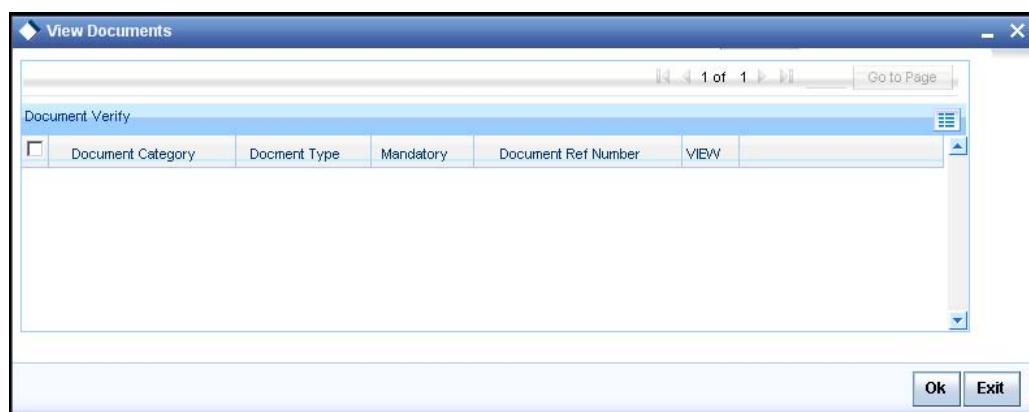
Storage Ref. Number

Specify the storage reference number.

Select the action 'Document Stored' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed:



Click 'Ok' button. You will be taken back to the 'Store Documents' screen. Click 'Documents' button to view the documents stored. The following screen is displayed:



2. Screen Glossary

2.1 Function ID List

The following table lists the function id and the function description of the screens covered as part of this User Manual.

Function ID	Function Description
STDCA001	Receive and Verify



Current Account Creation
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