Islamic Banking – Retail Term Deposits User Manual
Oracle Banking Digital Experience
Release 20.1.0.0.0

Part No. F30659-01

May 2020

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Islamic Banking – Retail Term Deposits User Manual

May 2020

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1. Preface

1.1 Intended Audience

This document is intended for the following audience*:*

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired*.*

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure. If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 20.1.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

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2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
✔	Pre integrated Host interface available.
✘	Pre integrated Host interface not available.

Sr.No	Transaction / Function Name	Oracle FLEXCUBE Universal Banking 14.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
1	Overview	✘	✔
2	New Deposit (Single holder)	✘	✔
3	New Deposit (Maturity Instruction)		
	New Deposit (Maturity Instruction)-Close on maturity	✘	✔
	New Deposit (Maturity Instruction)-Renew profit and Principal	✘	✔
	New Deposit (Maturity Instruction)-Renew Principal and Pay Out the profit	✘	✔
	New Deposit (Maturity Instruction)-Renew Special Amount and Pay Out the remaining amount	✘	✔
4	New Deposit (Payout Instruction)		
	New Deposit (Payout Instruction)-Pay to own account	✘	✔
	New Deposit (Payout Instruction)-Pay to internal account	✘	✔
	New Deposit (Payout Instruction)-Pay to domestic bank account	✘	✘
	New Deposit (Payout Instruction)-Pay to International bank account	✘	✘

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Sr.No	Transaction / Function Name	Oracle FLEXCUBE Universal Banking 14.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
5	Deposit Details	✕	✔
6	Deposit Details - Nickname updation	NH	NH
7	Edit Maturity Instruction		
	Edit Maturity Instruction-Close on maturity	✕	✔
	Edit Maturity Instruction-Renew Profit And Principal	✕	✔
	Edit Maturity Instruction-Renew Principal and Pay Out the Profit	✕	✔
	Edit Maturity Instruction-Renew Special Amount and Pay Out the remaining amount	✕	✔
8	Edit Payout Instruction		
	Edit Payout Instruction-Pay to own account	✕	✔
	Edit Payout Instruction-Pay to internal account	✕	✔
	Edit Payout Instruction-Pay to domestic bank account	✕	✕
	Edit Payout Instruction-Pay to International bank account	✕	✕
9	Redemption to own account	✕	✔
10	Redemption to internal account	✕	✔
11	Redemption to domestic account	✕	✕
12	View Statement	✕	✔
	View Statement – E-statement	✕	✔
	View Statement - Request Statement	✕	✔
	View Statement - Pre-generated Statement	✕	✔
13	Request Statement	✕	✔

Sr.No	Transaction / Function Name	Oracle FLEXCUBE Universal Banking 14.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
14	Closed deposits	✗	✓
15	Deposit Calculator	NH	NH

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3. Term Deposit

Islamic Banking is a Banking system that is based on the principles of sharia (Islamic law) and guided by the Islamic economics. The Shariah Laws provide guidance on each and every aspect of human life, and the laws which govern and guide financial and commercial transactions define Islamic Banking activities.

As the name suggests, a Term Deposit is a deposit held at a bank for a fixed term, generally ranging from a few days to a few years. Islamic Term deposit account offers a competitive return that varies according to the investment period that customer selects. Islamic Term deposits solutions offers their customers the returns based on the principle of profit-sharing.

Customers opt to invest in term deposits as they are a safe and secure mode of investment and yield higher returns than regular checking or savings accounts.

Pre-requisites

- Transaction access is provided to retail customers.
- Islamic Term Deposit products and accounts are maintained in the core banking system under a party ID mapped to the customer.

Features Supported In the Application

The Retail Islamic Term Deposit module of the application supports the following features:

- Term Deposits Widget
- View Term Deposit Details
- Edit Maturity Instructions
- Redeem Term Deposit
- View Term Deposit Statement
- Request Statement
- Apply for a New Term Deposit
- View Closed Deposits

3.1 Term Deposits Widget - Overview

The retail overview/dashboard page displays an overview of the customer's holdings with the bank as well as links to various transactions offered to the customer. 'My Accounts' widget displays the customer's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans and finances and Credit Cards. On clicking on any account type record, the widget displaying details specific to that account type is displayed. One such widget is the Term Deposits widget which is displayed on selection of account type, 'Term Deposits' under the My Accounts widget.

The term deposits widget displays basic details of each deposit such as the deposit account number and name of the primary account holder, amount of deposit, profit rate applicable as well as maturity date of each deposit. Additionally, if the customer holds both Islamic and Conventional term deposits, the deposit type (Islamic or Conventional) is defined against each deposit. On selecting any term deposit from this widget, the customer is provided with the options to view further details, view statement or redeem the deposit. By default, this widget displays the customer's active term deposits. Whereas a customer can opt to view the closed deposits on this widget by selecting the provided option. The total number of active or closed term deposit accounts (depending on which are being viewed) is also displayed on the widget.

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In addition to displaying records of the customer's deposits, this widget also displays options by which the customer can open a new deposit or view the deposit calculator.

Term Deposits Widget Overview

The term deposits widget features the following:

- Active **Term Deposits:** All the active term deposits of the customer are listed down with basic details such as the deposit account number (masked), the name of the primary account holder, the deposit amount, profit rate and maturity date as well as type of deposit i.e. conventional or Islamic. Further options to view deposit details or statement and to perform top up (only for conventional deposits) or redemption are provided on selection of any term deposit account.

- Inactive **/ Closed Term Deposits:** The customer is also provided with the option to view all the term deposits that are closed. On selecting this option, all the closed or inactive term deposits of the customer are listed down. The customer can view further details of a closed deposit by selecting any closed deposit account record.

- New **Deposit:** The customer can click on the link provided in this widget to apply for a new term deposit. On clicking on the link, the screen on which the customer can setup a new deposit is displayed.

- Deposit **Calculator:** By clicking on this option, the customer is able to navigate to the term deposit calculator page. (The details are derived based on the calculation logic set with in OBDX – currently applicable for conventional Term Deposits)

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4. New Deposit

New Deposit page enables the customer to apply for a new term deposit. All the term deposit offerings of the bank are available for selection on this page. The customer can select any product offer in order to apply for a term deposit of choice.

While applying for a term deposit, the customer is required to identify the amount for which the deposit is to be opened, the tenure i.e. the term of the deposit and the holding pattern i.e. single or joint. Additionally, the customer is also required to define maturity instructions and also to select the current or savings account from which funds are to be debited in order to fund the deposit.

How to reach here:

Dashboard > My Accounts > Term Deposits > New Deposit
OR
Toggle Menu > Accounts > Term Deposits > New Deposit

New Deposit

Field Description

Field Name	Description
Deposit Details	
Source Account	The customer is required to select the current or savings account to be debited with the deposit amount. All the active current and savings accounts of the customer are displayed along with nicknames, if defined. For more information on Account Nickname, refer Account Nickname.
Balance	On selection of a current or savings account in the Select Account field, the current balance of the specific account is displayed against the field.
Select Product	All the term deposit products available for application will be listed down.
Deposit Amount	The customer is required to define the currency and amount in which the deposit is to be opened.
Currency	Currency of the deposit. If the deposit product supports only a single currency this field is displayed as a label (instead of a list for selection).
Amount	The customer is required to specify the amount for which the deposit is to be opened.
Amount range	The minimum and maximum amounts for which a deposit can be opened are displayed against the amount field once the customer selects a particular deposit product in the **Select Product** field.
Current Exchange Rate	Displays the per unit currency exchange rate for the chosen currency combination. **Note**: This field is displayed if the source account currency is different from the TD opening currency.
Exchange Amount	Displays the exchanged amount in the chosen currency after currency exchange. **Note**: This field is displayed if the source account currency is different from the TD opening currency.

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Field Name	Description
Deposit Tenure	The customer can specify the tenure of the deposit in terms of a period i.e. years/months/days or by selecting a specific date on which the deposit should mature. The options are: • Tenure • Date
Years	The customer can identify the deposit tenure in years. This field is enabled if the customer selects the **Tenure** option in the **Deposit Tenure** field.
Months	The customer can identify the deposit tenure in months. This field is displayed if the customer selects the **Tenure** option in the **Deposit Tenure** field.
Days	The customer can identify the deposit tenure in days. This field is displayed if the customer selects **Tenure** option from the **Deposit Tenure** field.
Date	The customer can define the deposit tenure by selecting a date on which the deposit should mature. This field is displayed if the customer selects **Date** option in the **Deposit Tenure** field.
Deposit Period Range	The minimum and maximum period within which the deposit account can be opened is displayed against the deposit tenure field once the customer selects a deposit product in the **Select Product** field.
Maturity Details	
Maturity Instructions	Maturity instructions to be set by the customer for the deposit account. The options available are dependent on the deposit product selected. The options can be: • Close on maturity (No Rollover) • Renew Profit And Principal • Renew Principal and Pay Out the Profit • Renew Special Amount and Pay Out the remaining amount
Rollover Amount	The amount to be rolled over. This field is displayed if the customer selects **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.

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Field Name	Description
Pay To	This field is displayed if the customer has selected any maturity instruction that involves any part of the deposit amount to be paid out at the time of maturity. The customer is required to select the mode through which the amount to be paid out is transferred. The options are: • Own Account • Internal Bank Account • Domestic Bank Account • International Bank Account This field is not displayed, if the customer has selected **Renew Profit And Principal** option from the **Maturity Instructions** list.

Own Account

This section is displayed if the customer has selected the option **Own Account** in the **Pay To** field.

Transfer Account	The customer can select a current or savings account to which the funds will be transferred when the deposit matures. All the customer's current and savings accounts held with the bank will be listed down and available for selection.

The following fields are displayed once the customer has selected an account in the **Transfer Account** field.

Beneficiary Name	The name of the holder of the account selected in **Transfer Account.**
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Bank Account

This section is displayed if the customer has selected the option **Internal Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures.

Domestic Bank Account

This section is displayed if the customer has selected the option **Domestic Bank Account** in the **Pay To** field.

Field Name	Description
Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures.
Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.
Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
Look Up Bank Code	Search option to look for bank code of the destination account.

The following fields and values will be displayed once the customer has specified a bank code.

Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

International Bank Account

This section is displayed if the customer has selected the option **International Bank Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit is redeemed.
Swift Code	The unique code used while international fund transactions.
Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
Look Up SWIFT Code	Search option to look for swift code of the destination account.
Beneficiary Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit is redeemed.
Correspondence Charges	Correspondence charges of the redemption. The charges are borne by: - Beneficiary (BEN) - Remitter (REM) - Sharing

To open a new term deposit:

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1. From the **Source Account** list, select appropriate account to be debited with the term deposit installment amount. Displays the account balance details.

2. From the **Select Product** list, select the appropriate option.

3. From the **Currency** list, select the appropriate type of currency.

4. In the **Deposit Amount** field, enter the deposit amount.

5. In the **Deposit Tenure** field, click the appropriate button.

    a. If you select the **Tenure** option:

        i. In the **Years**, **Months** and **Days** field enter the appropriate values.

    b. If you select the **Date** option:

        i. From the **Date** list, select the appropriate date.

6. From the **Maturity Instructions** list, select the appropriate option.

7. From the **Pay To** list, select an appropriate mode through which the amount to be paid out is transferred at the time of maturity.

    a. If you select **Internal Account** option in **Pay To** field;

        i. In the **Account Number** list, enter an appropriate account for maturity proceeds.

    b. If you select **Domestic Bank Account** option in **Pay To** field;

        i. In the **Account Number** field, enter an appropriate account for maturity proceeds.

        ii. In the **Account Name** field, enter the name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.

        iii. In the **Bank Code** field, enter the bank code in which the beneficiary account is held or select it from the look up.

        iv. Click **Submit** to verify and fetch bank details based on Bank Code (BIC).

    c. If you select **Own Account** option in **Pay To** field;

        i. From the **Transfer Account** list, select an appropriate current and savings account for maturity proceeds. The beneficence name and its bank details appears.

    d. If you select **International Bank Account** option in **Pay To** field;

        i. In the **Account Number** field, enter an appropriate account for maturity proceeds.

        ii. In the **SWIFT Code** field, enter the swift code details for maturity proceeds select it from the look up.

        iii. In the **Beneficiary Name** field, enter the name of the beneficiary.

        iv. From the **Correspondence Charges** list, select the appropriate option.

8. Click **Create**.
   OR
   Click **Cancel** to cancel the transaction.
   OR
   Click **Back** to navigate to the previous screen.

9. The **Review** screen is displayed. Verify the details and click **Confirm**.
   OR

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Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

10. The confirm screen is displayed with a success message along with the reference number.

11. Click **Go to Dashboard** link to navigate back to 'Dashboard'.
OR
Click **Go to Account Details** link to view the deposit details.

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5. Deposit Details

The deposit details page displays details of a specific term deposit of the customer. Details such as holding pattern and names of account holders, the current status of the deposit, the profit rate applicable and the deposit amounts and dates, are displayed.

The customer can also perform the following activities on the specific deposit account from this page:

- Redeem term deposit
- Edit Maturity Instructions
- View Statement
- Request Statement

How to reach here:

Dashboard > My Accounts > Term Deposits > More Information > Deposit Details OR
Dashboard > toggle menu >Accounts >Term Deposits >Term Deposit Details

Deposit Details

Field Description

Field Name	Description
Customer Name	The name of the primary account holder is displayed.
Account Number	Term deposit account number in masked format along with the account nickname (if defined) is displayed.
Current Balance	The available balance of the deposit account is displayed.
Product Name	The name of the product under which the term deposit is opened.
Add Nickname	Click ⊕ Add Nickname , to add a nickname. For more information refer the Account Nickname section.
Account Details	
Customer ID	The primary account holder's customer ID in masked format.
Original Principal Amount	The amount for which the deposit was opened.
Holding Pattern	Holding pattern of the term deposit. - For single owner - Single - For joint ownership - Joint or multiple
Joint Account Holder 1	Name of the joint account holder. This field is displayed only if the holding pattern of the term deposit is **Joint**.
Joint Account Holder 2	Name of the second joint account holder. This field is displayed only if the holding pattern of the term deposit is **Joint** and if multiple joint account holders are defined instead of just one.
Current Principal Amount	The current principal amount is the revised principal amount after partial redemption, if done.
Status	The current status of the term deposit account.
Hold Amount	Any amount kept as lien or marked for hold is displayed here.
Deposit Details	
Deposit Date	The date on which the deposit was opened.

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Field Name	Description
Deposit Term	The deposit term which is displayed in terms of years, months and/or days as defined by the customer at the time the deposit was opened.
Profit Rate	The rate of profit applicable on the term deposit.
Value Date	The value date of the deposit as maintained by the bank.
Deposit Branch	Details of the branch at which the deposit account is held.
Maturity Details	
Maturity Amount	The value of the term deposit at the time of maturity.
Maturity Date	The date on which the term deposit will mature.
Maturity Instruction	Maturity instruction set by the customer for the specific term deposit at the time of opening the deposit. The options can be: • Close on Maturity (No Rollover) • Renew Principal And Profit • Renew Principal and Pay Out the Profit • Renew Special Amount and Pay Out the remaining amount
Special Amount	Special amount to be rolled over. This field is displayed if the maturity instruction is defined as **Renew Special Amount and Payout the Remaining Amount**.
Pay to	The details of the account to which the deposit amount is to be transferred on maturity are displayed. The details include the account number in masked format, the transfer type (i.e. own, internal or domestic) and the details of the bank and branch of the account. This field is not displayed, if maturity instruction selected is **Renew Principal and Profit**.

The following actions can also be performed from this page:

- Add account nickname/ modify/ delete nickname. For more information on Account Nickname refer Account Nickname**.**

- To modify the maturity instruction, click Edit.

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6. Edit Maturity Instruction

At any point in time, a customer may want to change the maturity instruction set for a term deposit. The Edit Maturity Instruction feature enables a customer to change the maturity instruction that was set at the time the deposit was being opened.

How to reach here:

Dashboard > My Accounts > Term Deposits > Deposit Details > Edit
OR
Toggle Menu > Accounts > Term Deposits > Edit Maturity Instruction

Edit Maturity Details

Field Description

Field Name	Description
Account Number	The deposit account number in the masked format along with the nickname (if defined) are displayed.
	For more information on Account Nickname, refer Account Nickname.

Field Name	Description
Balance	The current balance of the deposit account is displayed.
Maturity Instruction	The maturity instructions set at the time of opening the deposit account will be displayed by default. The customer will be able to change these instructions are required. The options can be: • Close on Maturity (No Rollover) • Renew Profit And Principal • Renew Principal and Pay Out the Profit • Renew Special Amount and Pay Out the remaining amount
Roll over Amount	Special amount to be rolled over. This field is displayed if the option **Renew Special Amount and Pay Out the Remaining Amount** has been selected as **Maturity Instruction**.
Pay To	This field is displayed if the customer has selected any maturity instruction that involves any part of the deposit amount to be paid out at the time of maturity. The customer is required to select the mode through which the amount to be paid out is transferred. The options are: • Own accounts • Internal Account • Domestic Bank Account • International Bank account This field is not displayed if the option **Renew Principal and Profit** has been selected as **Maturity Instruction.**

Own Account

This section is displayed if the option **Own Account** has been selected in the **Pay To** field.

Field Name	Description
Transfer Account	The account number along with the account nickname to which the funds are to be transferred.

The following fields are displayed once the customer has selected an account in the **Transfer Account** field.

Field Name	Description
Beneficiary Name	The name of the holder of the account selected in **Transfer Account.**
Bank Name	Name of the beneficiary bank.

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Field Name	Description
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Bank Account

This section is displayed if the customer has selected the option **Internal Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures.

Domestic Bank Account

This section is displayed if the customer has selected the option **Domestic Bank Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures.
Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.
Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
Look Up Bank Code	Search option to look for bank code of the destination account.

The following fields and values will be displayed once the customer has specified a bank code.

Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

International Bank Account

This section is displayed if the customer has selected the option **International Bank Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit is redeemed.
Swift Code	The unique code used while international fund transactions.
Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.

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Field Name	Description
Look Up SWIFT Code	Search option to look for swift code of the destination account.
Beneficiary Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit is redeemed.
Correspondence Charges	Correspondence charges of the redemption. The charges are borne by: • Beneficiary (BEN) • Remitter (REM) • Sharing

To edit the maturity details:

1. From the **Maturity Instructions** list, select the appropriate option, if you select **Close on Maturity (No Rollover)** or **Renew Principal and Pay Out the Profit** option:

   a. From the **Pay To** list, select the appropriate option, if you select **Own Account** option:

      i. From the **Transfer Account** list, select the appropriate option.

   b. If you select **Internal Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

   c. If you select **Domestic Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

      ii. In the **Account Name** field, enter the account name of the beneficiary.

      iii. In the **Bank Code** field, enter the bank code and click **Submit**.
      OR
      From the **Look up Bank Code** link, select the appropriate bank code.

   d. If you select **International Bank Account** option in **Pay To** field;

      i. In the **Account Number** field, enter an appropriate account for maturity proceeds.

      ii. In the **SWIFT Code** field, enter the swift code details for maturity proceeds select it from the look up.

      iii. In the **Beneficiary Name** field enter the name of the beneficiary.

      iv. From the **Correspondence Charges** list, select the appropriate option

2. If you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.

   a. In the **Rollover Amount** field, enter the amount.

   b. Repeat steps 1, a to c

3. Click **Submit.**
   OR
   Click **Cancel** to cancel the transaction.

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OR
Click **Back** to navigate to the previous screen.

4. The **Review** screen is displayed. Verify the details and click **Confirm**.
   OR
   Click **Back** to navigate to the previous screen.
   OR
   Click **Cancel** to cancel the transaction.

5. The success message appears.
   Click **Go to Dashboard** link to navigate back to 'Dashboard'.
   OR
   Click **Go to Account Details** link to view the deposit details.

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7. Redemption

In times of financial emergencies, the primary source of funds for most people is their savings and investments. The facility to liquidate funds becomes imperative in such cases. The redeem term deposit feature enables customers to quickly liquidate their term deposits in any such situations.

Using this option, the customer can redeem either the entire amount or a partial amount of a term deposit.

Customers can choose to payout the funds from a deposit through any of the following methods:

- Transfer to own account
- Transfer to internal account
- Transfer to a domestic account

How to reach here:

Dashboard > My Accounts > Term Deposits > Redemption
OR
Toggle Menu > Accounts > Term Deposits > Redemption

Redemption

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Field Description

Field Name	Description
Redemption Details	
Account Number	Account number along with the account nickname (if defined) of the term deposit that is being redeemed.
Balance	The current balance of the deposit account is displayed.
Redeemable Amount	The total amount of the deposit that can be redeemed.
Redemption Type	The customer can select whether redemption is to be partial or full. The options are: • Partial • Full
Redemption Amount	Amount along with the currency to be redeemed in case of partial redemption. This field is displayed if the customer selects the option **Partial** in the **Redemption Type** field.
Charges/ Penalty	Any charges or penalty, if applicable, will be displayed.
Final Redemption Amount	The amount being redeemed is displayed. This amount will include any deductions in terms of charges or penalties added to the amount being redeemed. (i.e. after deducting any penalty charges if applicable).
Payout Details	
Pay To	Account transfer options. The options are: • Own accounts • Internal Bank Account • Domestic Bank Account • International Bank account

Own Account

This section is displayed if the customer has selected the option **Own Account** in the **Pay To** field.

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Field Name	Description
Transfer Account	The customer can select a current or savings account to which the funds will be transferred. All the customer's current and savings accounts held with the bank will be listed down and available for selection.

The following fields are displayed once the customer has selected an account in the **Transfer Account** field.

Field Name	Description
Beneficiary Name	The name of the holder of the account selected in **Transfer Account.**
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Account

This section is displayed if the customer has selected the option **Internal Account** in the **Pay To** field.

Field Name	Description
Account Number	The customer can identify a current or savings account of the bank to which the funds are to be transferred.

Domestic Bank Account

This section is displayed if the customer has selected the option **Domestic Bank Account** in the **Pay To** field.

Field Name	Description
Account Number	The customer can identify a current or savings account to which the funds are to be transferred.
Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred.
Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
Look Up Bank Code	The search option to look for bank code of the destination account.

The following fields and values will be displayed once the customer has specified a bank code.

Field Name	Description
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.

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Field Name	Description
City	City of the beneficiary bank.

International Bank Account

This section is displayed if the customer has selected the option International Bank Account in the Pay To field.

Account Number	Specify the account number of the payee.
SWIFT Code	The SWIFT code will need to be identified if **SWIFT Code** has been selected in **the Pay Via** field.
Lookup Swift Code	Link to search the SWIFT code.

SWIFT code Look up

The following fields appear on a pop up window if the **Lookup SWIFT Code** link is selected.

SWIFT Code	The facility to lookup bank details based on **SWIFT** code.
Bank Name	The facility to search for the SWIFT code based on the bank name.
Country	The facility to search for the SWIFT code based on the country.
City	The facility to search for the SWIFT code based on city.

Swift Lookup - Search Result

SWIFT Code	SWIFT code value.
Bank Name	Name of the bank.
City	City to which the bank belongs.
Branch	Bank branch name.
Country	Country of the bank.
Address	Displays complete address of the bank.
Beneficiary Name	Name of the beneficiary.

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Field Name	Description
Correspondence Charges	Specify who is bearing the charges for transfer. The options are: • Beneficiary (BEN) • Remitter (REM) • Sharing

To redeem the term deposit:

1. From the **Redemption Type** list, select the appropriate option.

    c. If you select **Partial** option:

        i. In the **Redemption Amount** field, enter the redemption amount.

    d. If you select **Full** option go to step 2.

2. From the **Pay To** list, select the appropriate option.

    e. If you select **Own Account** option:

        i. From the **Transfer Account** list, select the appropriate option.

    f. If you select **Internal Bank Account** option:

        i. In the **Account Number** field, enter the account number of the beneficiary.

    g. If you select **Domestic Bank** Account option:

        i. In the **Account Number** field, enter the account number of the beneficiary.

        ii. In the **Account Name** field, enter the account name of the beneficiary.

        iii. From the **Network Type** list, select the appropriate option.

        iv. In the **Bank Code** field, enter the bank code, and click **Submit**.
        OR
        From the **Look up Bank Code** link, select the appropriate bank code.

    h. If you select **International Bank Account** option in **Pay To** field;

        i. In the **Account Number** field, enter an appropriate account for maturity proceeds.

        ii. In the **SWIFT Code** field, enter the swift code details for maturity proceeds select it from the look up.

        iii. In the **Beneficiary Name** field enter the name of the beneficiary.

        iv. From the **Correspondence Charges** list, select the appropriate option

3. Click **Redeem** to redeem the deposit.
   OR
   Click **Back** to navigate to the previous screen.

4. The **Review** screen is displayed. Verify the details and click **Confirm**.
   OR
   Click **Cancel** to cancel the transaction.

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OR
Click **Back** to navigate to the previous screen.

5. The success message of redemption appears along with the transaction reference number.
   Click **Go to Dashboard** link to navigate back to 'Dashboard'.
   OR
   Click **Go to Account Details** link to view the deposit details.

FAQ

1. Can I redeem the term deposit before the maturity date?

Yes, it is possible to redeem the term deposit amount either partially or fully before the maturity date.

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8. View Statement

Customers should be able to keep track of the transactions being performed on their accounts. The View Statement feature enables customers to view the details of all transactions performed in their deposit accounts. All the debit and credit entries along with each transaction amount and reference details are displayed.

Filters are provided for the customer to view transactions performed on the account within a certain period and also based on type of transaction i.e. whether the transaction was a debit, credit or both.

Additionally, customers can also download the account statement, and request for adhoc statements from this page.

How to reach here:

Dashboard > My Accounts > Term Deposits > View Statement
OR
Toggle Menu > Accounts > Term Deposits > View Statement
OR
Recent Activity > View More

To view the statement:

1. From the **Select Account** list, select the appropriate deposit account for which you want to view the statement. The **View Statement** screen appears.
    This step is required only if this screen has been navigated to from the Toggle Menu.

2. From the **View Options** list, select the appropriate transaction period and transaction type.

    a. From the **Transaction Period** list, select the time period for which the statement is required. If the option **Date Range** has been selected in the **Transaction Period** list, specify the date range in the provided fields.

    b. From the **Transaction Type** list, select the type of transactions i.e. debit, credit or all, for which to view the statement.

3. Click **Apply Filter** to generate statement based on criteria.
    OR
    Click **Reset** to clear the details entered.

4. Click **Download** and select the format in which the statement is to be downloaded. The statement gets downloaded.
    OR
    Click **Back** to navigate to the previous screen.

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View Statement

Field Description

Field Name	Description
Account Number	The customer can select the deposit account number for which to view the account statement.
	If this screen is navigated to from the Term Deposits widget after having selected the View Statement option against a specific deposit account, that deposit account number is defaulted in this field.
Filter section	
Transaction Period	Filter to view the transactions of a specific period.
	The options are:
	• Current Period
	• Previous Month
	• Previous Quarter
	• Select Date Range
From / To	Facility to specify a date range so as to view the activity performed within the specified period.
	This field is displayed if the customer selects the **Select Date Range** option from the first filter.

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Field Name	Description
Transaction Description	Filters to view the transactions based on description.
	The options are:
	• All
	• Debits Only
	• Credits Only
Statement Records	
Date	Date on which the activity was performed.
Description	Short description of the transaction.
Reference No	Reference number for the transaction.
Amount	The transaction amount.
Transaction Type	The debit or credit indicator for the transaction amount

The following actions can also be performed in the **View Statement** screen:

- Subscribe for E-Statements.
- Request for a specific statement
- Download Pre-Generated Statements.

8.1 <u>E-statements</u>

A customer might wish to receive regular e-statements at his email address instead of physical copies. In this case, the customer can select the option to subscribe for an e-statement. Once a request for an e-statement is made, the customer will begin to receive regular statements at his email address maintained with the bank.

How to reach here:

Dashboard > Toggle menu > Accounts > Term Deposits >View Statement > E-Statements

To subscribe to e-statements:

1. Click the **E-Statements** link to subscribe to e-statements.

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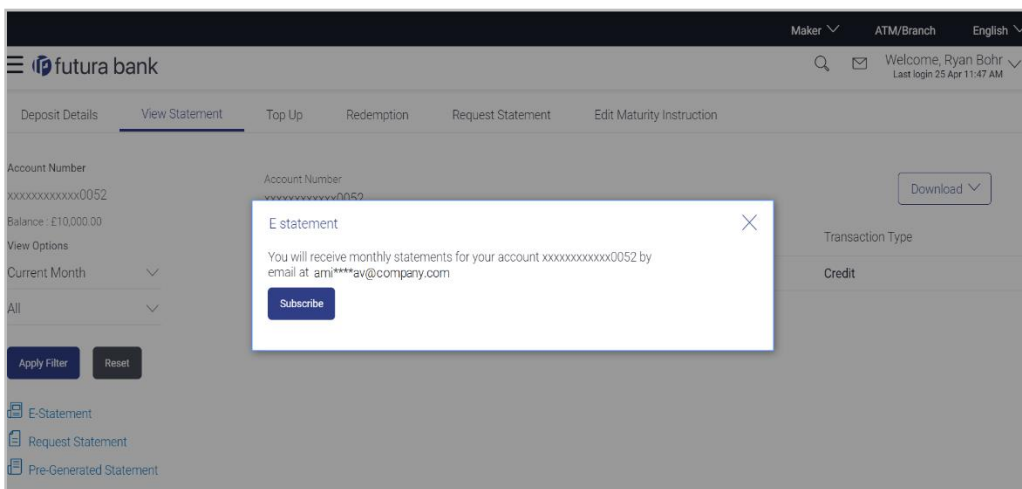
E-statement

2. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User's email address>) in masked format.

   a. Click **Subscribe** to opt for receiving monthly statements on your registered email address.

   b. The success message of request submission appears.

   c. Click **Go To Dashboard** to go to Dashboard screen.
      OR
      Click **Go To Account Details** to view the deposit details.

Note:
If the user has subscribed for the monthly statement;
(1) Click the **E-statements** link to unsubscribe for e-statements.
The Pop-up Message appears. ('Unsubscribe to E-statements - You will stop receiving monthly statements for your card <; Number in masked format> by email at <User's email address >)
(2) Click **Unsubscribe** if users wish to stop receiving monthly statements on registered email address.
(3) Click **Proceed** to Unsubscribe. The success message of request submission appears.

8.2 Request Statement

For more information on Request Statement, refer **Request Statement** transaction.

8.3 Pre-generated Statement

Pre-generated statements are statements that have been generated by the system for an account in the past. Through this option, the user can view statements that have been generated in the past.

How to reach here:

Dashboard > My Accounts > Term Deposits > View Statement > Pre-Generated Statement
OR
Toggle Menu > Accounts > Term Deposits > View Statement > Pre-generated Statement

Pre-generated Statement

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Field Description

Field Name	Description
Period Selection	
Year	The customer is required to select a year as the first step in selecting a period.
Month	The customer is required to specify the month, after having specified a year, so as to be displayed the statements generated for that particular month of the defined year.
Statement Records	
Statement Number	Statement reference number.
From	Start date of the date period for which the statement is generated.
To	End date of the date period for which the statement is generated.
Download	Click the link to download the specific statement.

To download pre-generated statements:

1. From the **Period** lists, select the desired year and month to be displayed all the statements generated within that period.

2. Click **Search** to be displayed all statements generated within the specified period.

3. Click on the link (.pdf) available against any statement record to **Save / Print** that particular statement.

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9. Request Statement

At times, a customer might require the physical copy of a deposit account statement for a certain period. The statement request feature enables customers to request the bank for a physical copy of a deposit account statement for a specific period. This physical copy will be mailed to the user's address registered with the bank.

How to reach here:

Dashboard > Toggle menu > Accounts > Term Deposits > Request Statement

Request Statement

Field Description

Field Name	Description
Account Number	Account number for which statement has to be requested in masked format along with the account nickname, if defined.
	For more information on Account Nickname, refer Account Nickname.
	Note: If this screen is navigated to from the Term Deposits widget after having selected the View Statement option against a specific deposit account, that deposit account number is defaulted in this field.
Balance	The balance in the account in the account currency.
From Date	The customer is required to specify the start date from which the account statement is required.

Field Name	Description
To Date	The customer is required to specify the date until when the statement is required.

To request for a physical statement:

1. From the **Account Number** list, select the appropriate deposit account for which you want to view the statement.
   This step is required only if this screen has been navigated to from the Toggle Menu.

2. From the **From Date** list, select the start date of the deposit account statement.

3. From the **To Date** list, select the end date of the deposit account statement.

4. Click **Submit**.
   OR
   Click **Cancel** to cancel the transaction.

5. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Back** to make changes if any. User is directed to **Request Statement** – screen with values in editable form.
   OR
   Click **Cancel** to cancel the transaction.

6. The success message of **Request Statement** appears along with the transaction reference number.
   Click **Go To Account Details** link to go to **Deposit Details** screen.
   OR
   Click **Go To Dashboard** link to go to Dashboard screen.

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10. Closed Deposits

A term deposit is closed when it has attained maturity or if the entire deposit amount has been redeemed. In either case, customers may want to view closed term deposits for reference.

The customer is able to view the deposit accounts that have been closed by selecting the provided option on the term deposits widget. The customer can view additional details of any closed deposit account by selecting the specific deposit account on this widget.

How to reach here:

Dashboard > My Accounts > Term Deposits > Inactive/Closed Deposits

Closed Deposits

Field Description

Field Name	Description
Customer Name	Name of the primary account holder.
Account Number	The deposit account number along with the account nickname in a predefined format.
Profit Rate	The rate of profit applicable on the term deposit.
Maturity Date	The maturity date of the term deposit
Deposit Type	The type of deposit i.e. conventional or islamic

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Field Name	Description
Current Balance	The current balance of the term deposit
Total Count	The total number of deposits that are inactive or closed is displayed on the widget.

1. To view further details of any deposit account, click on the specific deposit record in the widget. The **Closed Deposit Details** screen is displayed.

Closed Deposit Details

Field Description

Field Name	Description
Customer Name	The name of the primary account holder is displayed.
Account Number	Term deposit account number in masked format along with the account nickname (if defined) is displayed.
Current Balance	Indicates the current balance in the deposit account.
Account Details	
Customer ID	The primary account holder's customer ID in masked format.

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Field Name	Description
Original Principal Amount	The amount for which the term deposit was opened.
Profit Rate	The rate of profit applicable on the term deposit.
Holding Pattern	Holding pattern of the term deposit. • For single owner - Single • For joint ownership - Joint or multiple
Joint Account Holder 1	Name of the joint account holder. This field is displayed only if the holding pattern of the term deposit is **Joint**.
Joint Account Holder 2	Name of the second joint account holder. This field is displayed only if the holding pattern of the term deposit is **Joint** and if multiple joint account holders are defined instead of just one.
Status	Status of the term deposit account. Displays the status as **Closed**.
Deposit Details	
Deposit Date	The date on which the deposit was opened.
Deposit Term	The deposit term which is displayed in terms of years, months and/or days as defined by the customer at the time the deposit was opened.
Value Date	Value date of the deposit.
Deposit Branch	Details of the branch at which the deposit was held.
Maturity Details	
Accrued Profit	The accrued profit for the term deposit.
Maturity Date	The maturity date of the term deposit.
Charges	The charges applicable in case the deposit was redeemed prematurely.

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Field Name	Description
Paid to	The account number, in masked format, to which the deposit amount was transferred at the time of maturity along with the account type, is displayed.
	This field is not displayed if the maturity instruction was **Renew Principal and Profit**.

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11. Deposit Calculator

The Term Deposit calculator gives an indication to the customer about the amount that the customer can acquire at maturity, if a specific amount is invested in term deposits at the bank for a fixed period of time. The system calculates the total amount of the term deposit at the end of maturity period. The calculations are based on the calculation logic set up within OBDX.

Note: This Term Deposit calculator is available only for conventional term deposit calculations.

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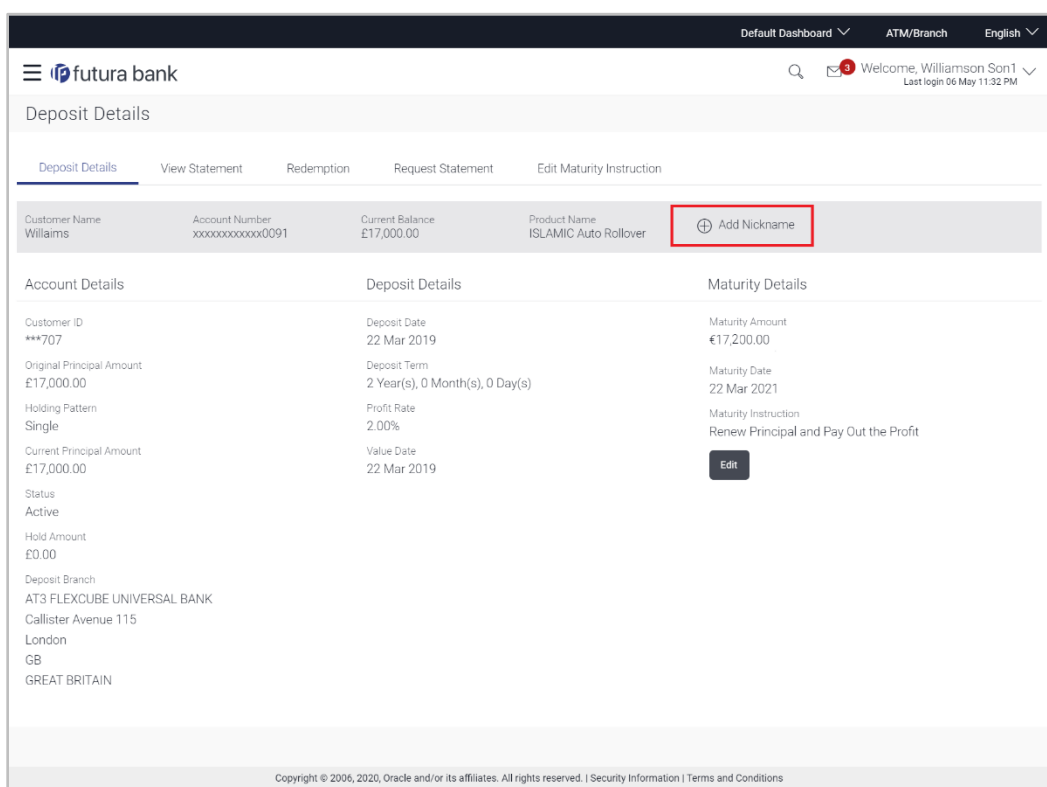
12. Account Nickname

A customer may wish to assign nicknames to deposit accounts so as to be able to easily identify them. The **Add Nickname** feature enables customers to easily assign nicknames to any deposit account. Once a nickname is assigned to an account, it is displayed on various transactions in addition to the standard account description. This option also allows customer to modify or delete the nickname whenever required.

To assign a nickname to a deposit account:

2. Click the ⊕ Add Nickname option available on the specific deposit details page.

3. In the **Add Nickname** field, enter the nickname you want to assign to the account.

Add Nickname- Example

Field Description

Field Name	Description
Add Nickname	On clicking on the Add Nickname link, a field is displayed in which the customer can specify a nickname to be assigned to the account.

4. Click 💾 to save your changes.
    The specified nickname will be displayed on various transaction screens.

To edit / delete a nickname:

Add Nickname - Edit/ Delete

5. Click the ✏ icon displayed against the nickname in order to modify the nickname. Modify the nickname as required and save your updates.
    OR
    Click the ✕ icon to delete the nickname.

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FAQ

1. **What is the advantage of assigning a nickname to an account?**

   You can personalize your account by giving it a nickname. This way you will be able to easily identify it.

2. **Can I modify the term deposit details?**

   Yes, you can modify the maturity instructions defined for your term deposit. This option are provided on the Term Deposit Details screen.

3. **What happens to my term deposit at maturity?**

   This will depend on the maturity instructions defined by you at the time the deposit was opened. Based on your selection at that point, at the time of maturity, the deposit would either be renewed or the amount will get credited to a specified account. If the funds are to be withdrawn at maturity, you can provide the details of the account to which the maturity proceeds are to be credited.

4. **Can I redeem the term deposit before the maturity date?**

   Yes, depending on the bank's offerings, it is possible to redeem the term deposit amount either partially or fully before the maturity date.

5. **Can the maturity amount be credited into my account held with another bank?**

   Yes, it is possible to setup instructions to credit the maturity amount into another bank account.

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