Retail Loans User Manual
Oracle Banking Digital Experience
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Retail Loans User Manual

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Table of Contents

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 Core Banking 11.8.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
1	Overview	✔	✔
2	Loan Details	✔	✔
3	Loan Details - Nickname updation	NH	NH
4	**Repayment**		
	With lesser than or more than installment amount	✕	✔
	With equal to the installment amount	✔	✔
5	Disbursement Inquiry	✔	✔
6	Schedule Inquiry	✔	✔
7	View Statement	✔	✔
8	View Statement- Request Statement	✕	✕
9	View Statement- E-statement	✕	✕
10	View Statement- Pre-Generated Statement	✕	✕
11	Closed Loans	✔	✔
12	Loan Installment Calculator	NH	NH
13	Loan Eligibility Calculator	NH	NH

Home

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3. Loans And Finances

A loan is nothing but an amount of money that is lent by a bank to a borrower for a certain period of time. Banks charge borrowers interest for the amount lent. Hence, loan accounts are valuable income generating assets for banks. It is therefore important for banks to enrich the end user's loan servicing experience so as to increase user satisfaction and retention. In order to achieve this, banks are constantly making efforts to enhance the online channel banking experience for their users by introducing and revamping loans servicing features on the digital platform.

The application provides a platform by which banks are able to offer their users an enriching online banking experience in servicing their loans.

Users can manage their banking requirements efficiently and effectively through the OBDX self-service channels. The loan module offers users a host of services that include, but are not limited to, viewing their loan account details, schedules and balances and also the facility to make loan repayments.

Features Supported In the Application

The retail loans module of the OBDX application supports the following features:

- Loans Widget
- View Loan Details
- Loan Repayment
- Loan Disbursement Inquiry
- Loan Schedule Inquiry
- Loan Statements
- View Closed Loans
- Loan Calculator and Loan Eligibility Calculator

Pre-requisites

- Transaction access is provided to retail user.
- Loan accounts are maintained in the host system under a party ID mapped to the user.

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3.1 <u>Overview</u>

The retail overview/dashboard page displays an overview of the user's holdings with the bank as well as links to various transactions offered to the user. The 'My Accounts' widget displays the user's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans 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 Loans widget which is displayed on selection of account type, 'Loans' under the My Accounts widget.

The loans widget has been designed to showcase the lending profile of a user. By viewing the loans widget, the user should be able to gain an insight into the current position of the loans he holds with the bank.

Loans and Finances Widget Overview

Loans and Finances widget showcases the following:

Active Loans

The loans and finances widget provides the user with the option to view the summary of both the active loans and closed loans individually. On selecting the status option 'Active', all the active loan accounts of the user held with the bank are listed down. Each account is displayed along with the outstanding amount, the name of the primary holder (along with nickname if enabled), the loan offer name, as well as the type of loan i.e. conventional or Islamic. The user is able to view further details and perform various tasks on any loan account by selecting a specific loan from the widget.

Inactive/Closed Loans:

On selecting the status option 'Inactive/Closed', all the loans of the user that have been closed are listed down in the widget. The total number of closed loans is displayed and each loan account is listed along with the name of the primary holder (along with nickname if enabled), the loan offer name, loan type i.e. conventional or Islamic and outstanding balance as zero. The user is able to view further details of any closed loan by selecting a loan from the widget.

Eligibility Calculator:

The loans and finances widget also contains a link for eligibility calculator, by clicking on which, the user can navigate to the loan eligibility calculator. This calculator enables users to compute the amount of loan they are eligible for based on certain criteria.

Installment Calculator:

In addition to the link provided to navigate to the loan eligibility calculator, the loans and finances widget also contains a link for installment calculator, by clicking on which the user can navigate to the loan installment calculator. The installment calculator enables the user to identify the installment amount payable on a loan of a certain amount for a specific duration.

Home

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4. Loan Details

The loan details page displays important information pertaining to a loan account such as the current status of the loan, interest rate, sanctioned amount and total amount outstanding, the branch in which the loan is held as well as important dates associated with the loan such as the opening date and maturity date.

- **Account Details –** This **section displays the basic details about the loan such as the opening date, maturity date, current status, etc.**

- **Loan Amounts** – This section comprises of information such as the sanctioned loan amount, total amount disbursed, the amount repaid till date **and** the total outstanding amount.

- **Repayment** – This section **displays** repayment details that comprise of repayment frequency, repayment mode and the penalty charge rates for late payment and prepayment.

- **Installments** – This section displays loan installment details such as the tenure of the loan, total installments, the number of installments remaining as well as the next installment date and amount.

- **Arrears –** This section displays information pertaining to arrears including amount of principal and interest arrears, late payment charges and any other fees applicable.

How to reach here:

Dashboard > My Accounts > Loans and Finances *> More Options > Loan and Finance Details*
OR
Toggle Menu > Accounts > Loans and Finances > Loan Details
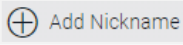
To view loan account details:

Loan Account Details

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Field Description

Field Name	Description
Customer Name	The name of the primary account holder is displayed here.
Account Number	The loan account number in masked format. The account number is masked as per account number masking configurations.
Net Outstanding Balance	The total amount outstanding on the loan is displayed here.
Nickname	The nickname given to the loan account by the account holder. This nickname can be changed or deleted. Click ⊕ Add Nickname , to add nickname. For more information on Account Nickname, refer Account Nickname.

Account Details

Field Name	Description
Customer ID	The primary account holder's customer ID in masked format.
Opening Date	The date on which the loan account was opened.
Maturity Date	The date on which the loan account will mature.
Status	The current status of the loan account.
Interest Rate	The interest rate charged on the loan.
Facility ID	The facility ID under which the loan account has been opened.
Branch	The branch in which the loan account is held.

Loan Amounts

Field Name	Description
Sanctioned Loan Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Total Amount Disbursed	The actual amount of loan that the bank has given the customer till date.
Amount Re-paid till Date	Total loan amount repaid by the customer till date.
Outstanding Amount	The total amount due to be paid by the customer.

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Field Name	Description
Repayment	
Interest Frequency	Intervals at which the interest is to be paid.
	It could be:
	- Daily - Weekly - One Time Payment - Monthly - Bi monthly - Quarterly - Semi-annually - Annually
Principal Frequency	Intervals at which the principal is to be repaid.
	It could be:
	- Daily - Weekly - One Time Payment - Monthly - Bi monthly - Quarterly - Semi-annually - Annually
Repayment Mode	The mode through which loan repayments are to be made as set up in the processing system. For e.g. repayments could be made via account transfer, direct debit or cheque.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Prepayment Penalty	The percentage charge applicable in case the loan is prepaid.
Installments	
Loan Tenure	The duration for which the loan amount is sanctioned in terms of years/months/days.
Total Installments	The total number of scheduled payments to be made towards repaying the loan.

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Field Name	Description
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	The date on which the next loan payment is due.
Next Installment Amount	Amount to be paid as next installment.
<u>**Arrears**</u>	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.
Other Fees	Other/ miscellaneous fees applicable on the loan account.

Home

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5. Repayment

Customers can make a payment equal to the installment amount, lower than or more than the installment amount   of the loan account. If the amount is higher than the installment amount, it can be considered as partial payoff or full settlement (depending upon the penalties and charges settings at the host).

Note: If customer makes a payment equal to the total outstanding loan amount (inclusive of arrears), it may lead to settlement of the loan account, depending upon the configuration (premature penalty/any charges) at the host system.

How to reach here:

Dashboard > My Accounts > Loans and Finances *> More Options > Repayment*
OR
Dashboard > Toggle Menu > Accounts > Loans and Finances > Loan and Finance Repayment

Loan Repayment

Field Description

Field Name	Description
What do you want to do?	The options of paying off the loan partially or completely. The options are: • Part Payment • Full Payment The order in which the fields below are displayed, will vary based on the option selected in this field.
Select Account	All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account which is to be repaid. The account number will be masked as per account number masking configurations. If the user has accessed this page via the **My Accounts** widget, the account number selected will be pre-selected and the user can change selection as required. For more information on Account Nickname, refer **Account Nickname.**
Amount Financed	The total loan amount, in local currency, that has been lent by the bank to the corporate party.
Principal Outstanding	The outstanding principal balance that is yet to be repaid.
Amount Overdue	The overdue amount, if any. This amount is the summation of the principal, interest and charges (if any).
Source Account	The user's linked current and savings accounts that can be debited to make the loan prepayment, will be listed in a lists. The account number will be masked as per account number masking configurations and nicknames, if set, will be displayed against each account. For more information on Account Nickname, refer **Account Nickname.** **Note:** All the active CASA accounts that the logged-in corporate user has access to – including those of the primary party and the linked parties, will be listed.
Balance	The current balance of the selected source account. This amount will be displayed against the source account field when an account has been chosen from the list.
Interest	The interest component of the amount that is due. This field appears if the user selects the **Full Payment** option in the **Repayment Type** field.

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Field Name	Description
Charges	The charge that is due.
	This field appears if the user selects the **Full Payment** option in the **Repayment Type** field.
Repayment Amount	The amount to be repaid. Payment currency is defaulted to loan account currency.
	This field is editable only if the user selects the **Part Payment** option. In this case, the amount should be less than the outstanding principal balance. If the user selects the **Full Payment** option, then this field displays the total outstanding amount, which will include the principal, the interest and pre-payment charges.
	Note: The Source Account should have sufficient balance to cover the repayment amount.

To repay the loan partially or completely:

1. From the **What do you want to do?** field, select whether the loan must be paid off partially or fully.

2. From the **Select Account** list, select the loan account which is to be repaid.

3. From the **Source Account** list, select the CASA account from which the repayment is to be made.

4. If the **Part Payment** option has been selected,

    a. In the **Repayment Amount** field, enter the repayment amount.

5. Click **Repay**.
   OR
   Click **Back** to go to the previous screen.

6. The **Review** screen appears. Verify the details, and click **Confirm**.
   OR
   Click **Back** to make changes if any. The user is directed back to the **Loan Repayment – screen** with values in editable form.
   OR
   Click **Cancel** to cancel the transaction.

7. A message confirming the repayment appears, along with the transaction reference number.

8. Click **Go To Dashboard** to go to the dashboard.
   OR
   Click **Go to Account Details** to go to the **Loan Account Details** screen.

<u>FAQs</u>

1. **Can I make partial prepayment towards my loan using the repayment option?**

   This depends on the features of the loan you have applied for. If enabled, you will be subject to pre-payment charges applicable as per your loan type.

   Home

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6. Disbursement Inquiry

Disbursement of the loan amount depends on the type of loan product availed by the user. Some loan products such as personal loan and auto loan have single disbursement policies. Certain loan products such as housing loan or education loan have multiple disbursement policies.

Especially in case of multiple loan disbursements, the user needs to be aware of the disbursement details of the loan account. This feature allows the user to view the disbursement details such as disbursed amount, disbursal date and sanctioned amount. It helps the user to analyze the current position of the loan account as to how much is disbursed and how much is yet to be disbursed.

How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > Disbursement Inquiry
OR
Toggle Menu > Accounts > Loans and Finances > Disbursement Inquiry

Disbursement Inquiry

Field Description

Field Name	Description
Select Account	All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of which disbursement details are to be viewed. The account number will be masked as per account number masking configurations.
	If the user has accessed this page via the **My Accounts** widget, the account number selected will be pre-selected and the user can change selection as required.
	For more information on Account Nickname, refer Account Nickname.
Sanctioned Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Disbursed Amount	The amount of loan that the bank has given the customer till date.
Date	The date on which the specific amount was disbursed.
	Note: If there are multiple disbursements in the account, the last disbursement will be displayed first followed by others accordingly in that order. The last entry in this list will be of the first disbursement date.
Amount	The amount disbursed on the specific date.

FAQs

1. **Can I view the partial disbursements on my loan?**

   Yes, you can view partial disbursements made towards your loan using the disbursement inquiry function.

Home

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7. Schedule Inquiry

Through this feature, the user is able to gain an understanding of the loan repayment life cycle. This page displays details of each installment including the interest and principal amounts along with any charges, if applicable, and the total installment amount due on each specific date throughout the loan tenure.

The user is able to identify important information such as the frequency in which repayment installments are made, the total number of installments and the number of installments paid and those that are pending.

How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > Schedule Inquiry
OR
Dashboard > Toggle Menu > Accounts > Loans and Finances > Schedule Inquiry

Schedule Inquiry

Field Description

Field Name	Description
Select Account	All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of choice. The account number will be masked as per account number masking configurations.
	If the user has accessed this page via the **My Accounts** widget, the account number selected will be pre-selected and the user can change selection as required.
	For more information on Account Nickname, refer **Account Nickname.**
First Installment	The date on which the first installment payment is due on the loan.
Last Installment	The date on which the last installment payment is due on the loan.
Total Installments	The total number of installments of the loan.
Installments Paid	The number of installments paid till date.
Amount paid till date	The total amount paid in installments till date.

Payment Overview

The following three fields and values will display the amounts that have been paid, by the user, towards the loan repayment.

Paid Amount	The total loan amount that has been repaid till date.
Principal	The principal amount repaid till date.
Interest	The interest amount repaid till date.

The following three fields and values will display the amounts that are yet to be paid, by the user, towards the loan.

Unpaid Amount	The total loan amount pending for repayment.
Principal	The principal amount pending for repayment.
Interest	The interest amount pending for repayment.

Schedule Summary

Date Range	The customer can select the period for which he intends to view installment details.

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Field Name	Description
Sr. No.	The serial number of each installment will be displayed against the installment record.
Due Date	The date on which the specific installment is due.
Principal	The principal amount that is due on the installment date.
Interest	The interest amount that is due on the installment date.
Charges	The charge (fee) amount that is due on the installment date.
Installment	The total installment amount that is due on the installment date.
Unpaid Installment	Any amount that remains to be paid, if at all, on the specific installment date.

To view the loan schedule:

1. From the **Select Account** list, select the loan account number for which the schedule is to be viewed. The system displays the Installment Summary, Payment Overview, and Schedule Summary.

2. In the **Date Range** field select the period for which installment details in the repayment schedule are to be viewed.

   Based on the specified period, the set of installments in the loan repayment schedule are displayed. To view the next set of entries in the Loan Schedule of the account, click on the pagination options available.

3. Click Download to download the details in .pdf format.

Home

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8. View Statement

Users should be able to keep track of transactions that are performed on their loan accounts. The account statement feature enables user to view details of all transactions made in their loan accounts. The account statement feature displays all debit and credit entries along with the transaction amount and reference details.

Transaction filters are provided to enable search based on certain criteria. A user can search transactions on the basis of period and transaction type (debit only, credit only or both).

Transaction details are fetched online and displayed on the screen. The **Download** link provided, enables saving a copy of the activities displayed on the page.

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

- Subscribe to E-Statements
- Request Statement
- Download Pre-Generated Statements

 How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > View Statement
OR
Dashboard >Toggle Menu > Accounts > Loans and Finances > View Statement

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.

View Statement

Field Description

Field Name	Description
Account Number	The customer can select the loan account number for which to view the account statement.
	If this screen is navigated to from the **Loan and Finances** widget after having selected the **View Statement** option against a specific loan account, that account number is defaulted in this field.
Filter/ Options	
Transaction Period	Filters to view the transactions of a particular period.
	The options are:
	• Current Period
	• Previous Month
	• Previous Quarter
	• Date Range
Date Range	The search option by which to view transactions for a specific period. This option is enabled when **Date Range** is selected as **Transaction Period**.

Field Name	Description
Transaction Type	Filters to view the transactions based on transaction type. The options are: • All • Credits Only • Debits Only
Results	
Date	The date on which the transaction took place.
Description	A short description of the transaction.
Reference No.	The transaction reference number.
Transaction Type	The type of transaction, i.e. whether it was a debit or credit transaction.
Amount	The amount for which the transaction took place.

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.
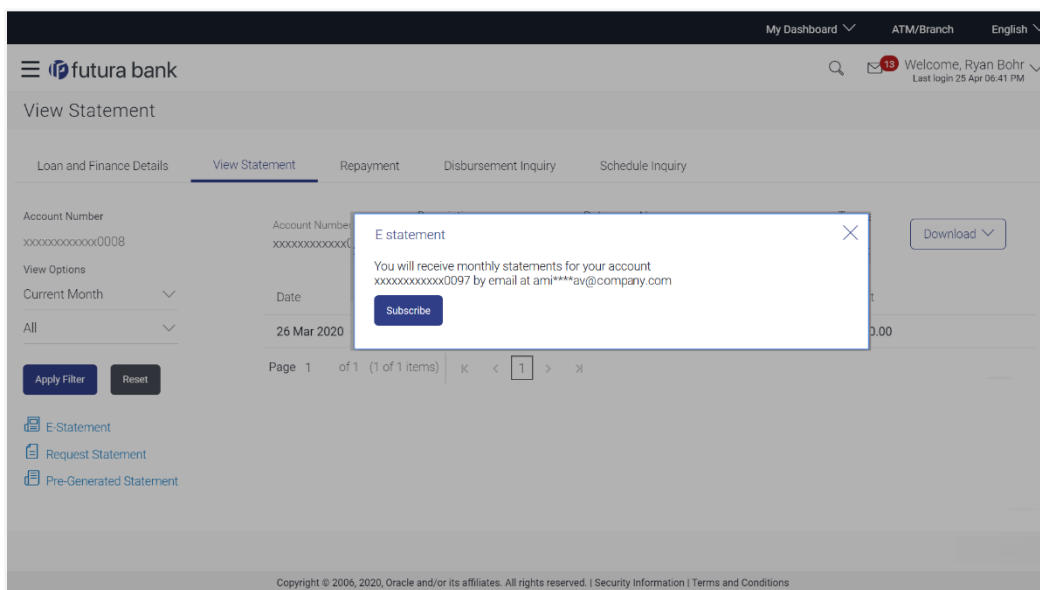
8.1 <u>E-statements</u>

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.

To subscribe / unsubscribe to e-statements:

1. In the **View Statement** screen, click the **<u>E-Statement</u>** link.

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E-statement


2. The E-Statement pop-up screen appears with a message stating, 'You will receive monthly statements for your account <Number in masked format> by email at <User's email address in masked format>'.

   c. Click **Subscribe** to opt to receive monthly statements on your registered email address.

   The success message of request submission appears. Click **OK** to complete the transaction.

3. If the user has already subscribed for e-statements, the pop up message contains a message stating that the user is subscribed to receive e-statements. The option to unsubscribe for e-statements is provided.

   a. Click **Unsubscribe** to opt out of receiving monthly statements on your registered email address.

   The success message of request submission appears. Click **OK** to complete the transaction.

   b. Click **Proceed** to Unsubscribe.

4. The success message of request submission appears.

8.2 <u>Request Statement</u>

To request for a physical statement:

1. Click the **Request Statement** link in the **View Statement** screen.

Request Statement

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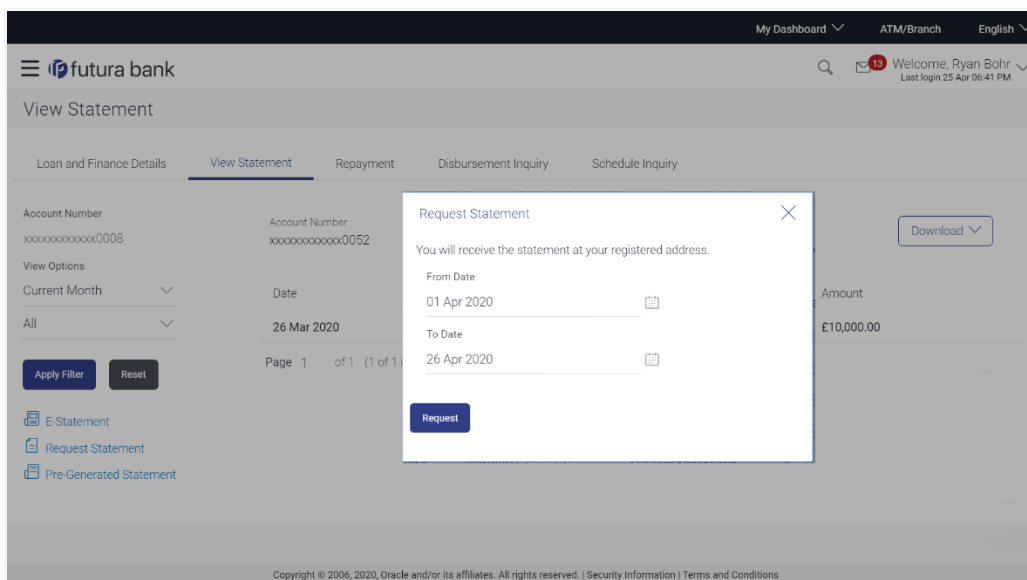
Field Description

Field Name	Description
From Date	The customer is required to specify the start date from which the account statement is required.
To Date	The customer is required to specify the date until when the statement is required.

2. The Request Statement pop up screen appears.

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

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

   c. Click **Request**.

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

4. The success message of **Request Statement** appears along with the transaction reference number.

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.

To request for a pre-generated statement:

1. Click the **Pre-Generated Statement** link in the **View Statement** screen.

Pre-Generated Statement

Field Description

Field Name	Description

Select a period to download your pre-generated statements.

Period

Year	The user is required to select a year as the first step in selecting a period.
Months	The user 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 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.

2. The **Pre-Generated Statements** pop up screen appears.

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

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

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

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9. Closed Loans

Users should be able to view details of all loans held with the bank including those that are currently closed. The dashboard, hence, displays a widget containing a summary of such closed loan accounts. The account details page of closed accounts displays information similar to that of active loans. Additional features available on the details page of active loans such as the facility to view loan schedule, disbursement details or repay the loan are not available on the closed loans details page.

How to reach here:

Dashboard > My Accounts > Loans and Finances *> Inactive / Closed*

To view closed loan card details:

1. Select the option **Inactive/Closed** from the provided filter option on the loans widget.

2. All the closed loans cards held by a user are displayed.

Closed Loan Account Card
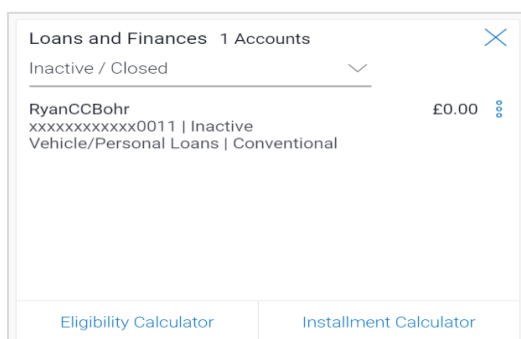
Field Description

Field Name	Description
Customer Name	Names of the primary holder of the loan.
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.
Product/Offer Name	The name of the loan product or offer.
Loan Type	The type of loan i.e. conventional or Islamic.
Outstanding Amount	The outstanding loan amount.

3. To view further details of any closed loan account, click on the specific record in the widget. The **Loans Details** screen is displayed.

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Closed Loan Details

Field Description

Field Name	Description
Customer Name	The name of the primary holder of the loan.
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer **Account Nickname.**
Net Outstanding Balance	The net outstanding amount due to be paid by the user. The outstanding balance includes outstanding principal, interest, penalties, and premature closure charges if any.
Add Nick Name	Click ⊕ Add Nickname , to add nickname, for more information click **Account Nickname.**
Account Details	
Customer ID	The primary holder's customer ID in masked format.
Opening Date	The date on which the loan account was opened.
Maturity Date	The date on which the loan account matured.

Field Name	Description
Status	The current status of the loan account.
	Since the details of a loan account that has been closed are being viewed, the status will be 'Closed'.
Interest Rate	The interest rate charged on the loan.
Facility ID	The facility ID under which the loan account has been opened.
Branch	The branch in which the loan account was held.
Loan Amounts	
Sanctioned Loan Amount	The amount of loan that the bank had agreed to provide the user/s.
Total Amount Disbursed	The total amount of loan given to the user.
Amount Re-paid Till Date	The total loan amount repaid by the user till date.
Outstanding Amount	The total amount due to be paid by the user.
Repayment	
Interest Frequency	Intervals at which the interest has been paid.
	The value could be any of the following:
	- Daily - Weekly - One Time Payment - Monthly - Bi monthly - Quarterly - Semi-annually - Annually

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Field Name	Description
Principal Frequency	Intervals at which the principal has been repaid.
	The value could be any of the following:
	• Daily
	• Weekly
	• One Time Payment
	• Monthly
	• Bi monthly
	• Quarterly
	• Semi-annually
	• Annually
Repayment Mode	The mode through which loan repayments have been made.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Prepayment Penalty	The percentage charge that was applicable if the loan was prepaid.
Installments	
Loan Tenure	The duration for which the loan amount was sanctioned in terms of years/months/days.
Total Installments	The total number of scheduled payments made towards repaying the loan.
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	The date on which the next installment is to be paid.
Next Installment Amount	The amount to be paid as next installment.
Arrears	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.

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Field Name	Description
Other Fees	Other/miscellaneous fees applicable on the loan account.

Home

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10. Installment Calculator and Eligibility Calculator

The application provides users with two types of loan calculators – Installment Calculator and Eligibility Calculator.

Installment calculator enables users to identity the installment amount payable on a loan of a certain amount for a specific duration. This calculator is beneficial to users as it gives the user an opportunity to identity whether applying for a loan for a specific amount and duration is preferable or not.

Loan eligibility calculator enables users to compute the amount of loan that they are eligible for based on their monthly income and expenses and also the desired loan tenure and estimated interest rate.

How to reach here:

Dashboard > My Accounts > Loans and Finances > Installment Calculator

OR

Dashboard > My Accounts > Loans and Finances > Eligibility Calculator

Field Description

Field Name	Description
Tab	The options are: • Installment Calculator • Eligibility Calculator

1. Select the desired tab.

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10.1 <u>Installment Calculator</u>

The loan installment calculator is a simple calculator which identifies the monthly installment amount payable on a loan based on the loan amount, tenure in years and interest percentage.

Installment Calculator

Field Description

Field Name	Description
Amount	The user is required to specify the amount that he/she wants to borrow from the bank.
For	The user should specify the desired tenure of the loan in terms of years.
@ Interest	The user must specify the desired interest rate that is to be charged on the loan.
Installment Amount	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

2. In the **Amount** field, enter the loan amount.

3. In the **For** field, enter the loan tenure in years.

4. In the **@Interest** field, enter the interest rate.

5. The system calculates and displays the monthly installment for the loan required.

10.2 <u>Eligibility Calculator</u>

The loan eligibility calculator plays an important role in helping users understand their current position with respect to their borrowing capacity. The eligibility is calculated on the basis of:

- The user's average monthly income

- The user's average monthly expenditures

- Tenure of the loan

- Estimated rate of interest

Eligibility Calculator

Field Description

Field Name	Description
How Much Loan Can You Get?	
Your Average Monthly Income	The user is required to specify his monthly income.
Your Average Monthly Expenses	The user is required to specify the amount spent per month towards expenses.
For How Many Years	The user is required to specify the desired loan tenure.
@ Interest	The user should specify the desired interest rate of the loan.

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Field Name	Description
You can get a loan of	Based on all the values defined by the user in the previous fields, the system will calculate the amount of loan that the user is eligible to borrow.
Average Installment	The system will display the estimated monthly installment amount.

1. In the **Your Average Monthly Income** field, enter your monthly income.

2. In the **Your Average Monthly Expenses** field, enter your monthly expenses.

3. In the **For How Many Years** field, enter the desired loan tenure.

4. In the **@Interest** field, enter the rate of interest.
    The application calculates and displays the eligible loan amount and the installment amount.

Home

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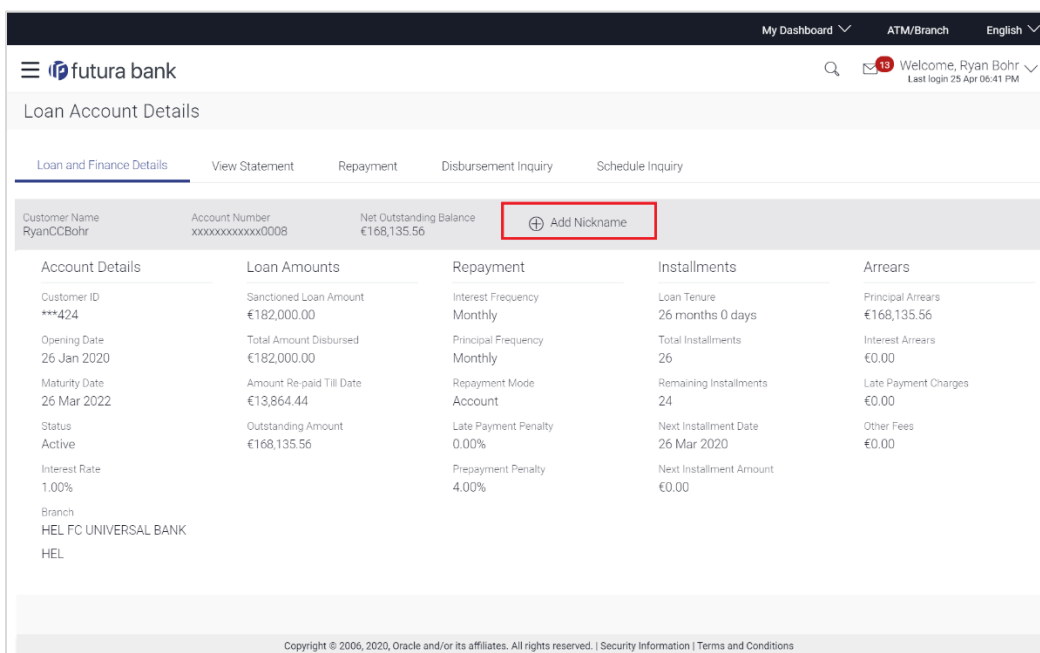
11. Account Nickname

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

To assign a nickname to a loan account:

5. Click the ⊕ Add Nickname option to assign a nickname to the loan account.

6. In the **Add Nickname** field, enter the nickname you want to assign to the loan 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 user can specify a nickname to be assigned to the account.

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

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To edit / delete a nickname:

Add Nickname - Edit/ Delete

8. Click the ✏ link displayed against the nickname in order to modify the nickname.
   Modify the nickname as required and save your updates.
   OR

   Click the ✕ link to delete the nickname.

FAQs

1. **Can I make a partial prepayment towards my loan using the repayment option?**

   This depends on the features of the loan you have applied for. If enabled, you will be subject to pre-payment charges applicable as per your loan type.

2. **Can I view the partial disbursements on my loan?**

   Yes, you can view partial disbursements made towards your loan using the disbursement inquiry function.

[Home](#)

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