

Retail Loan Origination

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1. Retail Loan Origination

1.1 Introduction

The process of loan origination gets initiated when a prospective customer approaches the bank, with a loan account opening request or when the bank approaches a prospective customer, taking lead from its database. In case of a bank-initiated request, the process moves forward only if the prospective customer is interested. The entire process is carried out in multiple stages and on successful completion of each stage, it moves automatically to the next stage.

Retail lending process flow uses Oracle BPEL framework with multiple human tasks for workflow stages. The capture and enrichment of information in multiple steps can be dynamically assigned to different user roles, so that multiple users can take part in the transaction. Oracle Business rules are used for dynamic creation of multiple approval stages.

The following details need to be maintained for originating a Retail Loan:

- Loan prospect retails
- Credit rating rules
- Credit ratios
- Override details
- Document checklist and advices
- Application category details

The Retail Loan origination process flow is composed of following stages:

- Application Entry
- Application Verification
- Underwriting
- Loan Approval
- Document Verification
- Customer, Customer Account Contract and Collateral Creation

The maintenances and the different stages in the process flow are explained in detail in the following sections.

1.2 Maintaining Loan Prospect Details

You can maintain the details of a prospective borrower or a loan applicant, when the borrower initially approaches the bank enquiring about the various loan products that are being offered.

The following details are captured as part of this maintenance:

- Prospective customer's personal and location details
- Prospective customer's employment details
- Requested loan details

You can maintain the details related to the prospective customer in 'Prospect Details' screen. You can invoke this screen by typing 'ORDLEADM' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

Lead Id

Specify a unique identification for the prospective loan customer.

Description

Specify a suitable description for the prospective loan customer.

Reason

Specify the reason for the loan enquiry.

Date of Enquiry

Specify the date when the prospective customer has made the enquiry about the loan. You can also select the date by clicking the adjoining 'Calendar' icon.

1.2.1 Customer Tab

You can capture the following personal and geographical details related to a prospective customer:

Type

Select the type of the customer from the drop-down list provided. The following options are available:

- Primary
- Co-Applicant

Salutation

Select the salutation preference of the customer from the drop-down list provided. You can select any of the following options:

- Mr
- Mrs
- Miss
- Dr

First Name

Specify the first name of the customer.

Middle Name

Specify the middle name of the customer.

Last Name

Specify the last name of the customer.

National Id

Specify the national Id or country code of the customer or select the national Id from the option list provided.

Short Name

Specify the short name of the customer.

Gender

Select the gender of the customer from the drop-down list.

Date of Birth

Specify the date of birth of the customer or select the date by clicking the 'Calendar' icon provided.

Mother's Maiden Name

Specify the customer's mother's maiden name.

Customer Category

Specify the category to which the customer belongs or select the customer category from the option list that displays all valid customer categories.

Country

Specify the country of domicile of the customer or select the country code from the option list provided.

Nationality

Specify the country of which the customer is a national or select the country code from the option list provided.

Language

Specify the primary language of the customer or select the language from the option list provided.

Mobile Number

Specify the mobile phone number of the prospective customer.

Landline No

Specify the land phone number of the prospective customer.

Office No

Specify the office phone number of the prospective customer.

Fax

Specify the fax number of the prospective customer.

Passport No

Specify the passport number of the prospective customer.

Passport Issue Date

Specify the date on which the customer's passport was issued or select the date from by clicking the adjoining 'Calendar' icon.

Passport Expiry Date

Specify the date on which the customer's passport expires or select the date from by clicking the adjoining 'Calendar' icon.

Passport Issue Place

Specify the place where the customer's passport was issued.

E-mail

Specify the e-mail Id of the prospective customer.

Dependents

Specify the number of dependents for the customer.

Marital Status

Select the marital status of the prospective customer from the drop-down list. The following options are available:

- Married
- Unmarried
- Divorcee

1.2.2 Details Tab

You can capture the address and employment related details of the prospective customer in 'Details' tab.

Address Details

Seq No

The sequence number is automatically generated by the system.

Address Type

Select the address type of the customer from the following options provided in the drop-down list:

- Permanent
- Home
- Work
- Temporary
- Others

Mailing

Check this box to indicate that the address you specify here is the customer's mailing address.

Address Line 1 – 3

Specify the address of the customer in three lines starting from Address Line 1 to Address Line 3.

Contact Number

Specify the contact telephone number of the customer.

Zip

Specify the zip code associated with the address specified.

Country

Specify the country associated with the address specified.

Employment Details**Seq No**

The sequence number is automatically generated by the system.

Employment Type

Select the customer's employment type from the drop-down provided. The following options are available:

- Part Time
- Full Time
- Contract Based

Employer

Specify the name of the employer of the prospective customer.

Occupation

Specify the occupation of the prospective customer.

Designation

Specify the designation of the prospective customer.

Employee Id

Specify the employee Id of the prospective customer.

Address Line 1 – 3

Specify the employment address of the customer in three lines starting from Address Line 1 to Address Line 3.

Zip

Specify the zip code associated with the office address specified.

Country

Specify the country associated with the employment address specified.

Phone No

Specify the official phone number of the prospective customer.

Extn

Specify the telephone extension number, if any, of the prospective customer.

Contact

Specify the contact number of the prospective customer.

Contact Name

Specify the name of a contact person at the customer's office.

Contact Phone

Specify the contact phone number of the customer's contact person.

Contact Extn

Specify the telephone extension number, if any, associated with contact person.

Comments

Specify comments, if any, related to the customer's employment.

Department

Specify the department to which the customer belongs.

Stated Years

Specify the number of years the customer has spent with his current employer.

Stated Months

Specify the number of months the customer has spent with his current employer.

1.2.3 Requested Tab

You can capture the details related to the requested loan in 'Requested' tab.

The screenshot displays the 'Prospect Details' window with the 'Requested' tab selected. The form contains the following fields:

- Lead Id *
- Description
- Reason
- Date Of Enquiry
- Customer, Details, Requested (tabs)
- Loan Requested
 - Currency
 - Requested Amount *
 - EMI Amount
 - Tenor(In Months)
- Inrate
- Downpayment %
- Downpayment Amount

The bottom status bar includes: Maker/Checker, Date Time, Mod No, Record Status, Authorization Status, and a Cancel button.

You can capture the following details here:

Currency

Specify the loan currency preference of the customer or select the currency from the option list provided.

Requested Amount

Specify the loan amount requested by the prospective customer.

EMI Amount

Specify the preferred EMI amount of the prospective customer.

Tenor (in months)

Specify the preferred loan tenor (in months) of the prospective customer.

Intrate

Specify the preferred interest rate of the prospective customer.

Down-payment %

Specify the percentage of amount that the prospective customer can provide as down-payment.

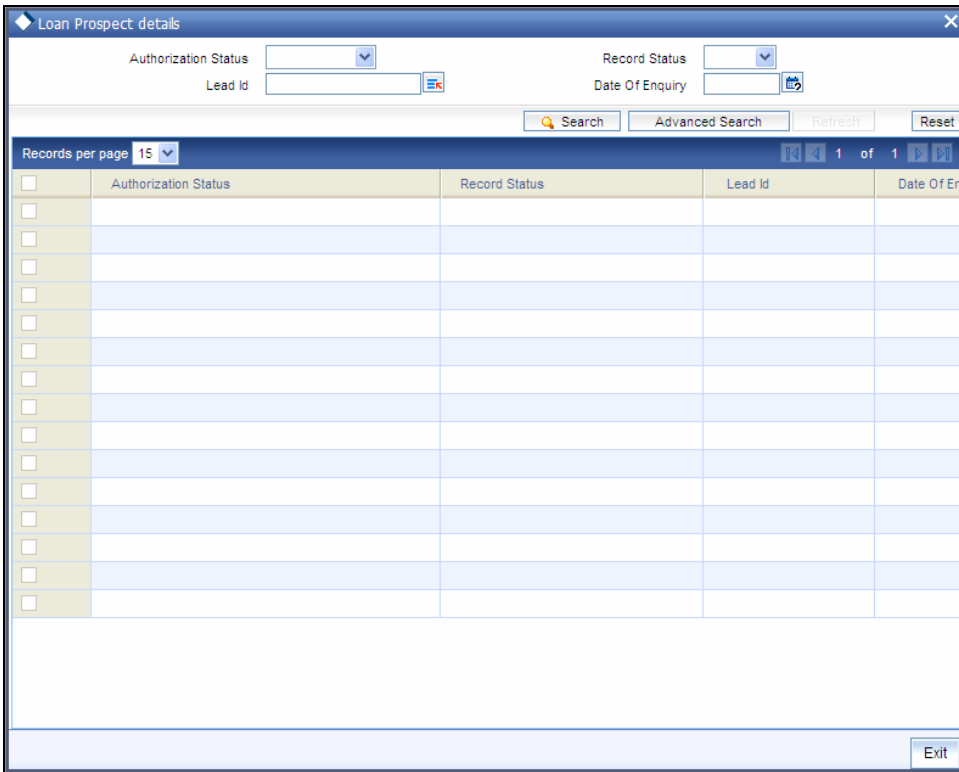
Down-payment Amount

Specify the preferred amount that the prospective customer can provide as down-payment.

1.3 Viewing Loan Prospect Summary

You can view a summary of the prospective loan customers or the borrowers in 'Loan Prospect Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSLEADM' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Lead Id
- Date of Enquiry

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.4 **Maintaining Credit Rating Rules**

You can maintain a set of questions along with a possible set of answers with associated scores, to assess the credit rating of a prospective loan customer. You can also calculate the risk factor associated with the loan and arrive at a credit grade based on the scores obtained.

You can maintain these details in 'Rule Details' screen. You can invoke this screen by typing 'ORDRULMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Rule Id *

Description

Type Retail Corporate

Main Risk Factor

Question Details

<input checked="" type="checkbox"/>	Question Id *	Category	Question
<input checked="" type="checkbox"/>	1		

Answer Details

<input checked="" type="checkbox"/>	Sequence Number *	Possible Answer	Score
<input checked="" type="checkbox"/>	1		

Rating

Maker
Checker

Date Time:
Date Time:

Mod No
Record Status
Authorization Status

Cancel

You can specify the following details in this screen:

Rule Id

Specify a unique identification for the credit rating rule.

Description

Specify a suitable description for the credit rating rule.

Type

Select the type of the loan from the following options available:

- Retail
- Corporate

1.4.1 Main Tab

You can maintain the following details in this tab:

Question Details

Question Id

The question Id is automatically generated by the system.

Category

Select the category to which the question belongs from the option list provided.

Question

Specify the question to be asked to the prospective customer to derive the credit rating score.

Answer Details

Sequence Number

The sequence number is automatically generated by the system.

Possible Answer

Specify a set of possible answers to be associated with a question.

Score

Specify the score associated with an answer.

1.4.2 Risk Factor Tab

You can specify the risk details associated with the loan and also indicate the formula for calculating the credit score in this tab.

The screenshot shows the 'Rule Details' window with the 'Risk Factor' tab selected. The 'Rule Id *' field is empty, and the 'Description' field is also empty. The 'Type' is set to 'Retail'. The 'Risk Factor' table has the following data:

Risk Id *	Description	Formula
<input checked="" type="checkbox"/>		Formula

At the bottom of the window, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with a 'Cancel' button.

You can specify the following details here:

Risk Id

Specify a unique identifier for the credit risk being maintained.

Description

Specify a suitable description for the credit risk.

1.4.2.1 Specifying Formula Details

You can specify the formula to calculate the credit score by clicking the 'Formula' button corresponding to a credit risk entry in Risk Factor tab. The 'Formula' screen is displayed where you can specify the condition for calculating the credit score associated with a risk condition.

Sequence Number *	Condition	Result
1		

You can specify the following details here:

Sequence Number

The sequence number is automatically generated by the system.

Condition

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

Result

Specify the result to be associated with the condition specified.

Elements

Specify the data elements to be used to define the formula for credit score calculation or select the element from the option list provided.

Functions

Select the mathematical function to be used to define the formula from the drop-down list provided.

Braces

Select the opening or the closing brace from the drop-down list provided, to define the credit score calculation formula.

Operators

Select the mathematical operator to be used to define the credit score calculation formula. You can select '+', '-', '*', or '/'.

Logical Operators

Select the logical operator to be used to define the credit score calculation formula. You can select '<', '>', '=', '<>', '>=', '<=', 'AND' or 'OR'.

1.4.3 Specifying Credit Grades

You can maintain different credit grades based on the credit scores obtained. Click 'Rating' button in Rule Details screens to invoke the 'Rating' screen, where you can maintain these details.

Sequence Number *	Score	Grade
<input checked="" type="checkbox"/> 1		

You can specify the following details here:

Sequence Number

The sequence number is automatically generated by the system.

Score

Specify the score associated with a credit risk.

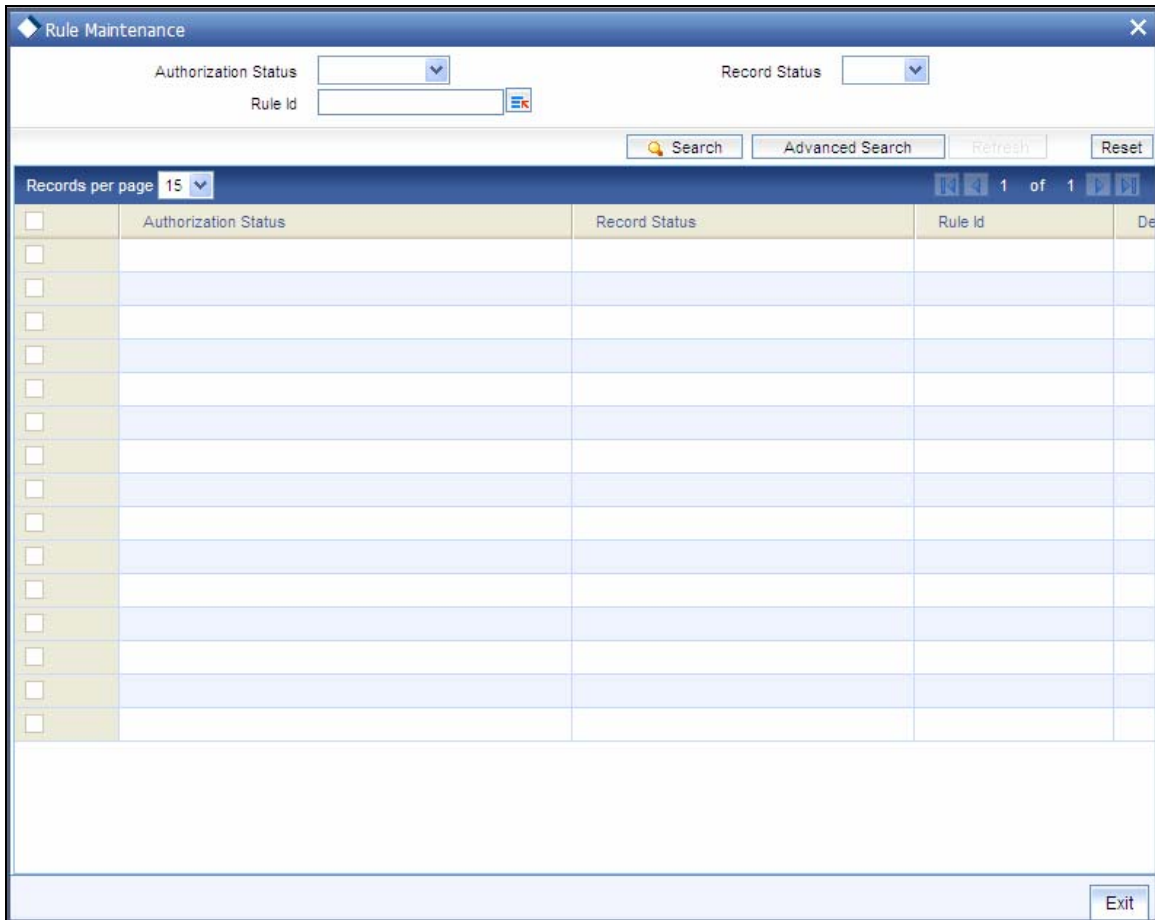
Grade

Specify the credit grade based on the score obtained.

1.5 Viewing Credit Rule Summary

You can view a summary of the credit rules in 'Rule Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSRULMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Rule Id

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.6 Maintaining Credit Ratios

You can maintain the rules to calculate the credit ratios in 'Credit Ratio Maintenance' screen. You can invoke this screen by typing 'ORDRATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Credit Ratio Maintenance". At the top, there are two text input fields: "Group Id *" and "Description". To the right, under "Type", there are two radio buttons: "Retail" (which is selected) and "Corporate". Below these is a table with the following structure:

Ratio Id	Description	Formula
<input checked="" type="checkbox"/>		Formula

At the bottom of the window, there are several fields: "Maker", "Checker", "Date Time:", "Mod No", "Record Status", and "Authorization Status". A "Cancel" button is located in the bottom right corner.

You can specify the following details in this screen:

Group Id

Specify a unique identification code for the ratio group.

Description

Specify a suitable description for the ratio group.

Type

Select the type of the loan from the following options available:

- Retail
- Corporate

Ratio Id

Specify a unique identification for the credit ratio being maintained.

Description

Specify a suitable description for the credit ratio.

1.6.1 Specifying Formula Details

You can specify the formula to calculate the credit ratio by clicking the 'Formula' button corresponding to a ratio Id. The 'Formula' screen is displayed where you can specify the condition for calculating the credit ratio associated with a ratio Id.

You can specify the following details here:

Ratio Type

Select the type of the ratio being maintained, from the drop down list provided. The following options are available:

- Stated Before
- Stated After
- Actual Before
- Actual After

Condition

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

Elements

Specify the data elements to be used to define the formula for credit ratio calculation or select the element from the option list provided.

Functions

Select the mathematical function to be used to define the formula from the drop-down list provided.

Braces

Select the opening or the closing brace from the drop-down list provided, to define the credit ratio calculation formula.

Operators

Select the mathematical operator to be used to define the credit ratio calculation formula. You can select '+', '-', '*', or '/'.

1.7 Viewing Credit Ratio Summary

You can view a summary of the credit ratios in 'Credit Ratio Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSRATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

	Authorization Status	Record Status	Group Id
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Group Id

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.8 Maintaining Override Details

You can maintain the formulae to verify if overrides need to be generated dynamically, in 'Override Maintenance' screen. You can invoke this screen by typing 'ORDOVDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

Process Code

Specify the process code of the process for which you wish to maintain override conditions or select the process code from the option list provided.

Application Category

Specify the category to which the loan application belongs or select the application category from the option list provided.

Type

Select the type of the loan from the following options available:

- Retail
- Corporate

Stage

Select the stage of the loan origination process from the option list provided. The various stages can be Application Entry, Application Verification, Underwriting, Loan Approval etc.

Description

Specify a suitable description for the loan origination stage.

Overrides

Here, you can capture the details of the conditions to be checked for generating override messages.

Sequence Number

The sequence number is automatically generated by the system.

Condition

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

Error Code

Specify the error code to be used to generate the override message or select the error code from the option list provided.

Error Parameter

Specify the error parameter to be substituted in the override messages.

Elements

Specify the data elements to be used to define the conditions for generating override messages or select the element from the option list provided.

Functions

Select the mathematical function to be used to define the condition from the drop-down list provided.

Braces

Select the opening or the closing brace from the drop-down list provided, to define the conditions for generating override messages.

Operators

Select the mathematical operator to be used to define the conditions for generating override messages. You can select '+', '-', '*', or '/'.

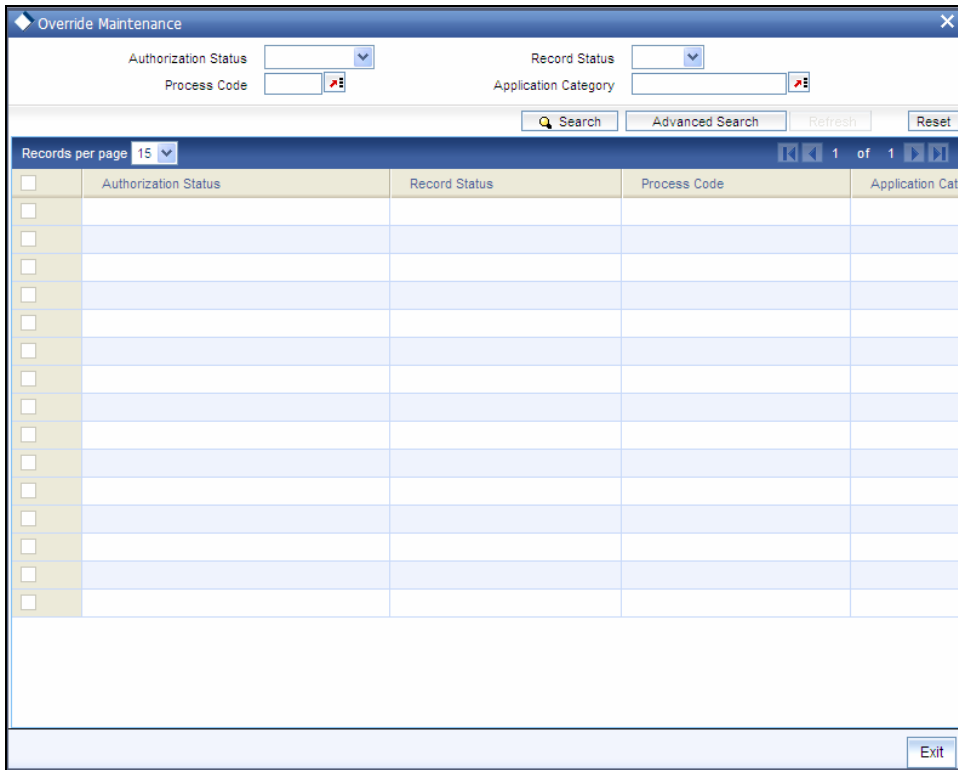
Logical Operators

Select the logical operator to be used to define the conditions for generating override messages. You can select '<', '>', '=', '<>', '>=', '<=', 'AND' or 'OR'.

1.9 Viewing Override Summary

You can view a summary of the overrides in 'Override Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSOVDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Process Code
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.10 Maintaining Document Checklist and Advices

You can maintain the list of documents that are required during the loan origination process, in 'Documents and Advice Maintenance' screen. Document checklists are maintained for an application category and for the various stages in the origination process. You can also maintain the details of the Advices that need to be generated on completion of a stage in the process.

You can invoke 'Documents and Advice Maintenance' screen by typing 'ORDDOCMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Document & Advice Maintenance' window. It includes the following elements:

- Process Code ***: A text box with a dropdown arrow.
- Application Category ***: A text box with a dropdown arrow.
- Process Stages**: A section with a 'Stage *' text box and a dropdown arrow, and another empty 'Stage' text box.
- Document Details**: A table with columns: Document Category, Document Type, and Mandatory. The first row has a checked checkbox, a dropdown arrow, a dropdown arrow, and the value 'Mandatory'.
- BI Advices**: A table with columns: Report Name, Template, Format, and Locale. The first row has a checked checkbox, a text box, a text box, 'PDF', and 'en-US'.
- Footer**: Fields for 'Maker', 'Date Time', 'Mod No', 'Record Status', 'Checker', 'Date Time', 'Authorization Status', and a 'Cancel' button.

You can specify the following details in this screen:

Process Code

Specify the process code of the process for which you wish to maintain override conditions or select the process code from the option list provided.

Application Category

Specify the category to which the loan application belongs or select the application category from the option list provided.

Stage

Select the stage of the loan origination process from the option list provided. The various stages can be Application Entry, Application Verification, Underwriting, Loan Approval etc.

Stage Title

Specify a suitable description for the loan origination stage.

Document Details

Document Category

Specify the category to which the document belongs or select the document category from the option list provided.

Document Type

Specify the type of the document or select the document type from the option list provided.

Mandatory

Select the option to indicate whether the document is mandatory or not. You can select any of the following options from the drop-down list provided:

- Mandatory
- Overridden
- Others

BI Advices

Report Name

Specify the name of the advice report to be generated on completion of the process stage.

Template

Specify the template to be used to generate the advice report.

Format

Select the format in which the advice report needs to be generated from the drop-down list provided. The following options are available:

- PDF
- RTF

Locale

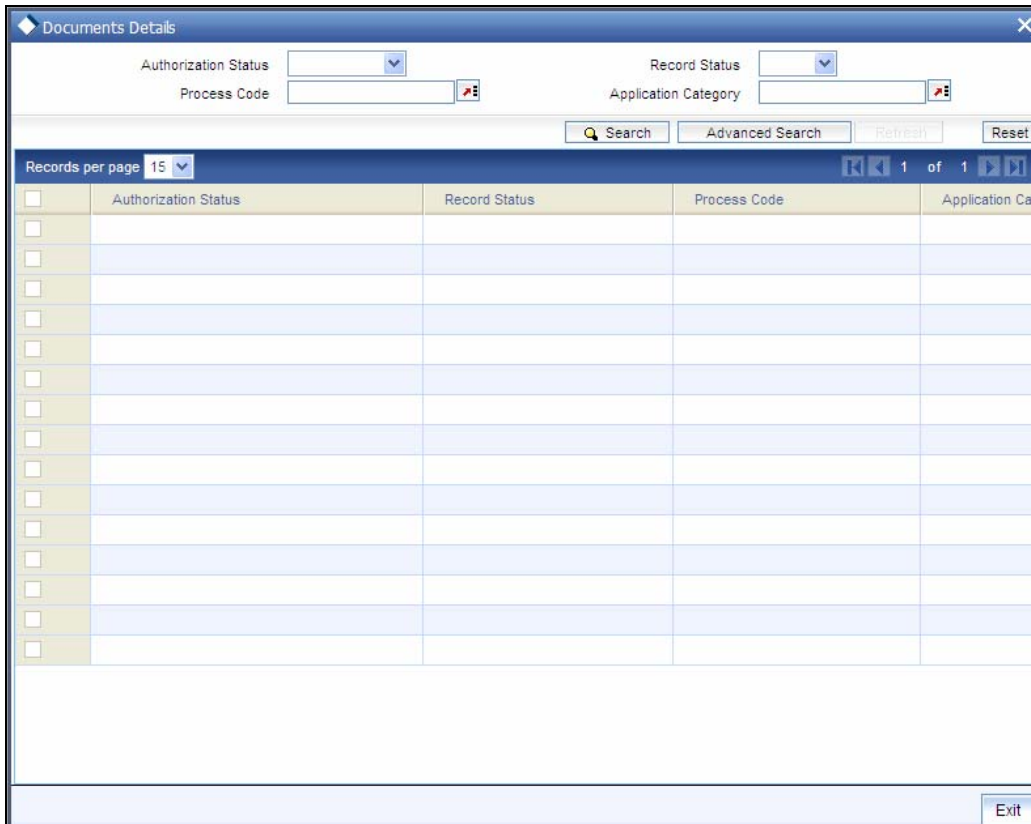
Select the locale information to be used for generating the advices from the drop-down list. The following options are available:

- en-US

1.11 Viewing Document Checklist Summary

You can view a summary of the document checklists and advices in 'Document Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSDOCMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Process Code
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.12 Maintaining Application Category Details

You can maintain various application categories linked to multiple loan products that cater to the requirements of different customers, in 'Application Category Maintenance' screen. The entire process of loan origination depends mainly on the category to which the application belongs.

You can invoke 'Application Category Maintenance' screen by typing 'ORDCATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

Application Category

Specify a unique identification for the loan application category.

Category Description

Specify a suitable description for the loan application category.

Rule Id

Specify the credit rule to be associated with the application category or select the Rule Id from the option list provided.

Ratio Id

Specify the credit ratio to be associated with the application category or select the Ratio Id from the option list provided.

1.12.1 Main Tab

You can capture the following details in the 'Main' tab.

Product Details

You can specify the following details related to the loan product here:

Product Code

Specify the identification code of the loan product to be linked to the application category being maintained. You can also select the product code from the option list provided.

Product Description

The description associated with the selected loan product gets displayed here.

Default

Check this box to indicate if the loan product selected should be maintained as the default product for the application category.

Other Details

You can capture the additional details related to the loan product here:

Offer Id

Specify a unique identification for the loan offer being made to the customer.

No of Installments

Specify the number of instalments associated with the loan.

Units

Select the units based on which the loan disbursement should be carried out. The following options are available in the option list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

Frequency

Specify the frequency at which the loan disbursement should be carried out.

Rate

Specify the interest rate to be associated with the loan.

Rate Code

Specify the rate code used to derive the interest rate or select the rate code from the option list provided.

Spread

Specify the spread that is applicable for the loan being offered.

Effective Rate

The effective rate of interest gets displayed here, based on the interest and the spread specified.

Default

Check this box to indicate if the loan offer specified should be maintained as the default offer for the application category.

1.12.2 Agency Tab

In 'Agency' tab, you can capture the details of the credit rating agencies and credit bureaus that provide credit rating details for customer securities.

The screenshot shows the 'Application Category Maintenance Detail' window. At the top, there are input fields for 'Application Category *', 'Category Description', 'Rule Id', and 'Ratio Id'. Below these are two tabs: 'Main' and 'Agency'. The 'Agency' tab is active, showing two data grids. The first grid is titled 'Credit Agency' and has columns for 'Agency Code *' and 'Agency Name'. The second grid is titled 'Bureau Details' and has columns for 'Bureau Code *' and 'Bureau'. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with a 'Cancel' button.

You can specify the following details in this screen:

Credit Agency

You can capture the details related to the credit rating agencies here.

Agency Code

Specify the identification code of the rating agency that provides credit rating details for customer securities.

Agency Name

Specify the name of the rating agency that provides credit rating details for customer securities.

Bureau Details

You can capture the details related to the credit bureau here.

Bureau Code

Specify the identification code of the credit bureau that provides credit ratings for customer securities.

Bureau

Specify the name of the credit bureau that provides credit rating details for customer securities.

1.13 Viewing Application Category Summary

You can view a summary of the application categories in 'Category Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSCATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Category Details". At the top, there are three dropdown menus: "Authorization Status", "Record Status", and "Application Category". Below these is a search bar with "Search", "Advanced Search", "Refresh", and "Reset" buttons. A "Records per page" dropdown is set to "15". The table below has four columns: "Authorization Status", "Record Status", "Application Category", and "Category De". The table is currently empty. At the bottom right, there is an "Exit" button.

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

1.14 **Stages in Retail Loan Origination**

The different stages in Retail lending process flow are designed using Oracle BPEL framework. The process of loan origination consists of several manual as well as system tasks, carried out in a sequential manner. Many users can be involved in the completion of a transaction and at each stage of the process, a user or a group of users, assigned with a task, acquire and work on the relevant transaction.

Oracle Business rules that are embedded help the dynamic creation of multiple approval stages. The different stages and sub-stages in the process flow can be summarized as follows:

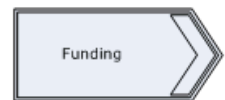
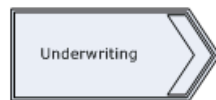
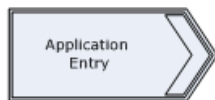
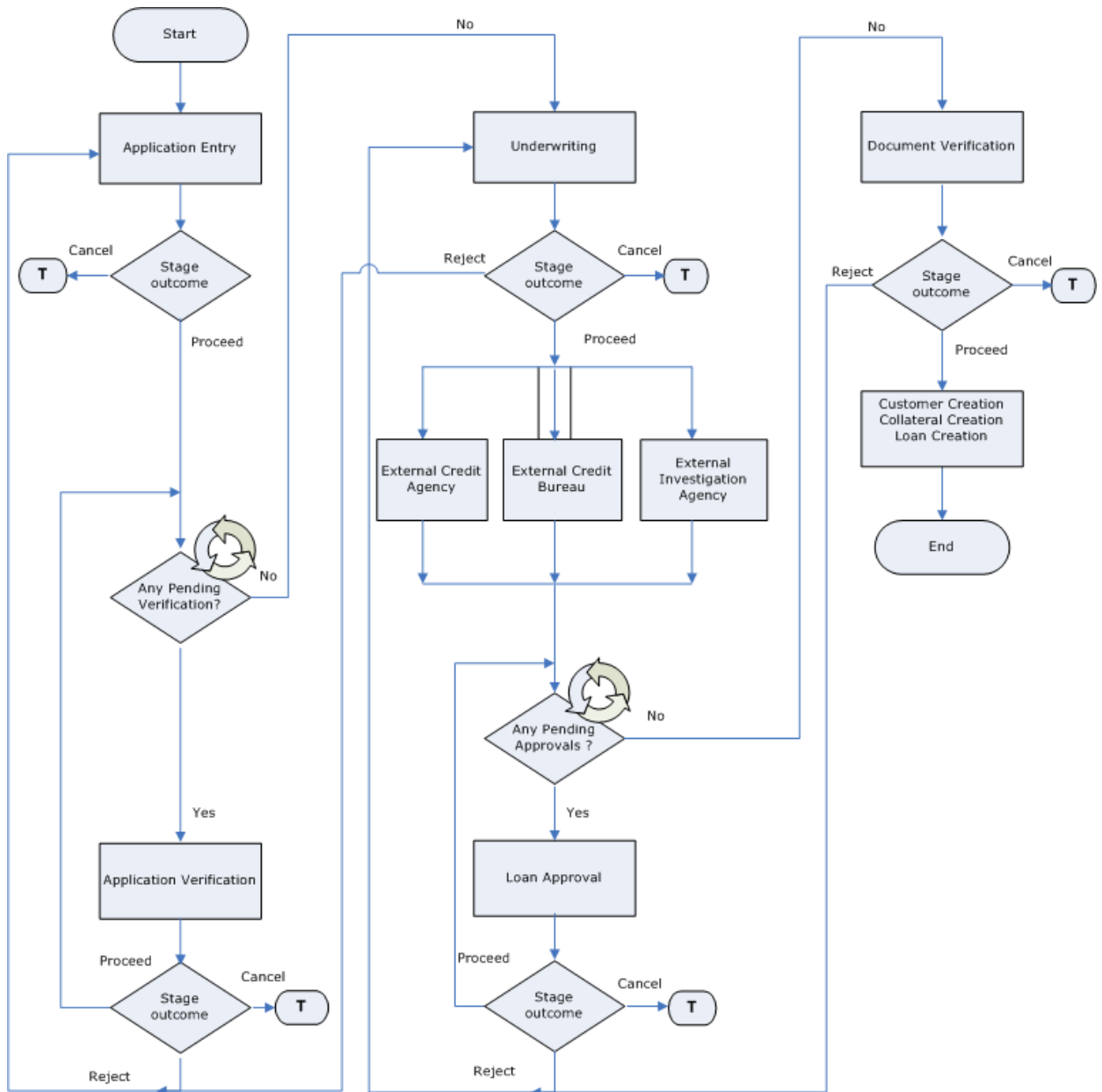
- Application Entry – the following details are captured in this stage
 - Applicant Information
 - Application details
 - Requested Loan Details
 - Collateral Details
 - Checklist
 - Documents
 - Advice Generation
- Application Verification
 - Information captured during 'Application Entry' stage is verified
 - Advice Generation
- Underwriting
 - Applicant Financial Ratios
 - Applicant Credit Score
 - Applicant Bureau Report
 - Loan Offers
 - Loan Schedules
 - Loan Charges
 - Field Investigation
 - Document Capture
 - Advice Generation
- Loan Approval
 - Information captured during Previous stages are verified
 - Advice Generation
- Document Verification
 - Information captured during Previous stages are verified
 - All documents obtained are verified against checklist
 - Advice Generation
- Customer , Customer Account Contract / Collateral Creation

- Customer Creation
- Customer Account Creation
- Loan Account Creation
- Collateral Creation
- Advice Generation

The various tasks carried out in these stages will be explained in detail in the subsequent sections.

1.14.1 Process Flow Diagram

The process flow diagram given below illustrates the activities carried out during the different stages of the workflow.



Legend



Oracle Business Rules



Terminate the Process

1.14.2 Process Matrix

The process matrix given below lists out the different stages, the user role handling each stage, the function Ids involved and the exit points for each stage.

Stage	Stage Title	Description	Roles	Function Id	Exit point
1	Application Entry	The following details are captured as part of this stage Application Details Applicant Details Requested Lending Details Collateral Details Check List User Defined Fields and Comments Document Capture Advice Generation	CEROLE	ORDRLAPP	PROCEED, CANCEL
2	Application Verification	The details captured as part of 'Application Entry' stage is verified	CMROLE	ORDRLVER	PROCEED, REJECT, CANCEL
3	Underwriting	The following details are captured as part of this stage Applicant Financial Ratios Applicant Credit Score Applicant Bureau Report Loan Offers Loan Schedules Loan Charges Field Investigation Document Capture Advice Generation	CMROLE	ORDRLUND	PROCEED, REJECT, CANCEL
4	Loan Approval	Loan Approval	CMROLE	ORDRLAPR	PROCEED, REJECT, CANCEL

Stage	Stage Title	Description	Roles	Function Id	Exit point
5	Document Verification	Document Verification Final Verification Customer Creation Loan Account Creation Advice Generation	CMROLE	ORDRLDVR	PROCEED, REJECT, CANCEL
6	Customer / Loan / Collateral / Account Creation	The system task is used to create the following Customer Collateral Loan	N/A		N/A

The stages are explained in detail in the sections that follow.

Step 1. Application Entry

In this stage, the bank receives an application for a loan along with the relevant documents and financial statements from a prospective customer. If the applicant does not have an account but intends to open one, the bank also obtains the account opening form and related documents as part of this activity.

The details related to the applicant, contact information, employment information, requested loan details, collateral details etc. are captured during this stage. Documents obtained from the applicant are uploaded and advices maintained for the stage are generated by the process after completion of the stage.

Users belonging to user role 'CEROLE' are authorized to perform these tasks.

You can key-in the loan application details required in 'Retail Loan Application Entry' screen. You can also invoke this screen by typing 'ORDRLAPP' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The Application Number is automatically generated by the system. You can capture the following details in the main screen:

Application Category

Specify the loan application category to be used or select the application category from the option list provided.

Product Code

Specify the retail lending product to be used for initiating the loan or select the product code from the option list provided.

Lead ID

Specify the lead Id of the loan applicant or select the lead Id from the option list provided.

User Reference Number

Specify the user reference number for the loan application.

Date

Specify the date on which the application was entered or select the date by clicking the 'Calendar' icon provided.

Purpose

Specify the purpose for which the loan is availed.

Channel

Specify the channel Id of the originating channel.

Intermediary Code

Specify the identification code of the intermediary agency if the customer has been associated with any.

Status

The status of the application gets displayed here.

Click 'Default' button to default the details related corresponding to the prospective loan customer.

1.14.3 Customer Tab

The details corresponding to the lead Id selected gets displayed in the 'Customer' tab, once you click the 'Default' button. You can modify these details if needed.

For existing customers of the bank, you need to specify the following details:

Existing

Check this box to indicate if the customer applying for the loan is an existing customer of the bank.

Customer No

For existing customers you need to select the customer number from the option list provided.

Click 'Def' button to default the details of existing customers.

Account Class

Specify the account class or select the account class of the customer from the option list provided.

Account Number

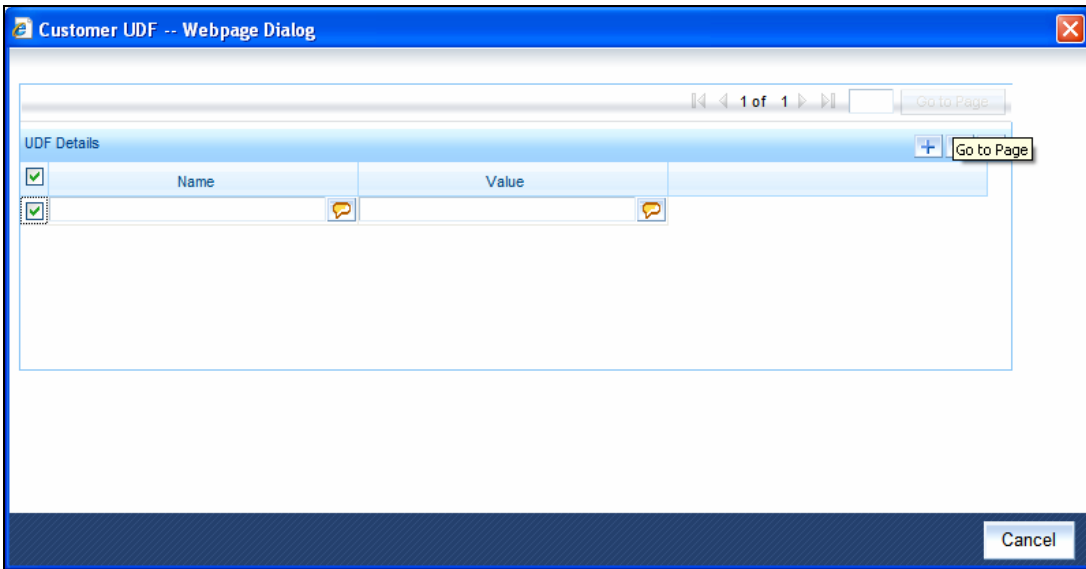
The account number gets generated when you click the 'P' button, after specifying the account class.

Financial Currency

Specify the financial currency or select the financial currency from the option list provided.

1.14.3.1 Fields

You can capture the user defined field details for the customer, if any by clicking 'Fields' button against a row in the Applicant Details table. The 'Customer UDF' screen gets displayed where you can maintain the UDF details.



You can specify the following details in this screen:

Name

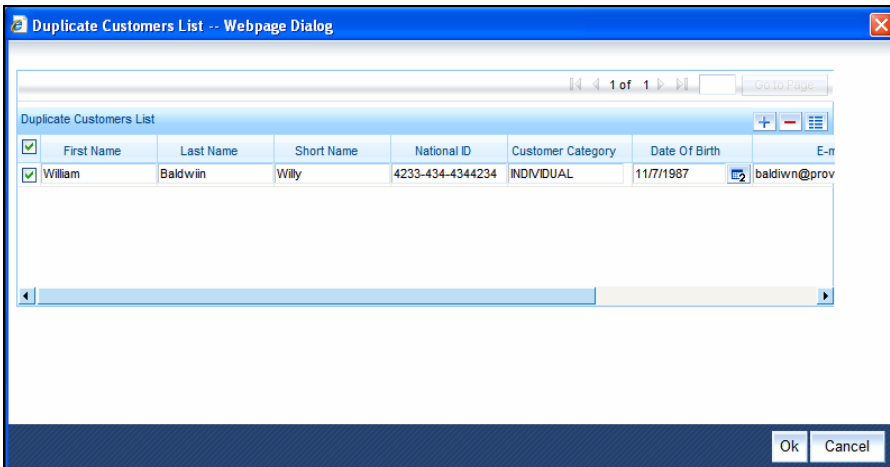
Specify the name of the UDF being created for the customer.

Value

Specify the value associated with the UDF being created for the customer.

1.14.3.2 Dedupe

You can verify if the customer details are duplicated by clicking the 'Dedupe' button. 'Duplicate Customer List' screen gets displayed where any duplicate customer details are displayed.



1.14.3.3 Loans

You can view the existing loan for the customer by clicking the 'Loans' button against the Applicant record.

Existing Loans List For Customer -- Webpage Dialog

1 of 1

Go to Page

Loans List

<input checked="" type="checkbox"/>	Loan Account Number	Customer No	Currency	Amount	Value Date	Maturity Date	Outstanding
<input checked="" type="checkbox"/>	CHOABCD07334001	CHO001121	USD	4500000	11/8/2004	11/16/2027	

Ok Cancel

1.14.4 Details Tab

The address and employment related details of the customer corresponding to the Lead Id selected are displayed in this tab. You can modify these details if required.

Retail Loan Application Entry

Application Category: HOME LOAN Application Number: RetailLending1304 Branch Code: 000

Product Code: AMR1 User Reference Number: Usr1234 Channel: []

Lead Id: LEAD2 Date: 2008-03-31 Intermediary Code: []

Default Purpose: [] Status: New Application

Customer **Details** Financials Requested Collaterals Comments

Address Details

Address Type: Permanent Address Line 1: [] Country: []

Mailing: [] Address Line 2: [] Zip: []

Address Line 3: [] Contact Number: []

Employment Details

Employer: [] Address Line 1: [] Extn: []

Employment Type: Part Time Address Line 2: [] Contact Phone: []

Occupation: [] Address Line 3: [] Contact Name: []

Designation: [] Country: [] Contact Extn: []

Employee Id: [] Zip: [] Comments: []

Phone No: [] Department: []

Documents Trade In

Prev Remarks Remarks: [] Audit Outcome: [] Exit

In this screen, you can capture multiple address and employment details, if required.

1.14.5 Financials Tab

You can capture the financial details corresponding to the customer in this screen.

The screenshot shows the 'Retail Loan Application Entry' window with the 'Financials' tab selected. The top section contains application details: Application Category (HOME LOAN), Application Number (RetailLending1304), Branch Code (000), Product Code (AMR1), User Reference Number (Usr1234), Channel, Lead Id (LEAD2), Date (2008-03-31), Intermediary Code, Purpose, and Status (New Application). Below this are tabs for Customer, Details, Financials, Requested, Collaterals, and Comments. The 'Income Details' section has a table with columns: Income Type, Currency, Amount, and Frequency. A row is visible with 'Salary' selected in the Income Type dropdown and 'Daily' in the Frequency dropdown. The 'Liability Details' section has a table with columns: Liability Type, Liability Sub Type, Frequency, Amount, Account Balance, Start Date, and End Date. A row is visible with 'Loan' selected in the Liability Type dropdown and 'Daily' in the Frequency dropdown. The 'Asset Details' section has tabs for Vehicle and Home. The Vehicle tab is active, showing fields for Type (Vehicle), Asset Sub Type, Description, Make, Model, Manufacture Year, and Body. The Home tab shows fields for Address Line 1, 2, 3, and Width. At the bottom, there are 'Documents' and 'Trade In' tabs, a 'Prev Remarks' field, a 'Remarks' text area, an 'Audit' button, an 'Outcome' dropdown, and an 'Exit' button.

Income Details

You can capture the following details corresponding to the loan applicant's income:

Income Type

Select the type of income associated with the customer from the drop-down list provided. The following options are available:

- Salary
- Rent
- Business
- Others

Currency

Specify the currency in which the customer draws his income or select the currency from the option list provided.

Amount

Specify the amount that the customer draws as his income.

Frequency

Select the frequency at which the customer earns income. The following options are available in the drop-down list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

Liability Details

You can capture the following details corresponding to the loan applicant's liabilities:

Liability Type

Select the type of the liability from the following options provided in the drop-down list:

- Loan
- Lease
- Rent
- Others

Liability Sub Type

Specify the sub type corresponding to the liability.

Frequency

Select the frequency at which the customer pays his liability amount. The following options are available in the drop-down list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

Amount

Specify the amount that the customer pays as his liability.

Account Balance

Specify the balance associated with the liability account.

Start Date

Specify a start date for the liability or select the start date by clicking the 'Calendar' icon.

End Date

Specify an end date for the liability or select the end date by clicking the 'Calendar' icon.

Asset Details**Type**

Select the type of the asset from the following options available in the drop-down list:

- Vehicle
- Home
- Others

Asset Sub Type

Specify the sub type associated with the asset.

Description

Specify a suitable description for the asset type.

Asset Value

Specify the value associated with the asset.

Vehicle

You can specify the following details for the asset type 'Vehicle'.

Make

Specify the make of the vehicle.

Model

Specify the model of the vehicle.

Manufacturing Year

Specify the year of manufacture of the vehicle.

Body

Specify the body details of the vehicle.

Reg#

Specify the registration number of the vehicle.

Home**Address Line 1-3**

Specify the address of customer's residence in the three Address lines provided.

Width

Specify the width of the customer's residence.

Length

Specify the length of the customer's residence.

Occupancy

Specify the number of people who occupy of the customer's residence.

1.14.6 Requested Tab

The details related to the requested loan corresponding to the Lead Id selected are displayed in this tab. You can modify these details if required.

The screenshot shows the 'Requested' tab of the 'Retail Loan Application Entry' window. The form is divided into several sections:

- Header Section:** Contains fields for Application Category (HOME LOAN), Product Code (AMR1), Lead Id (LEAD2), Application Number (RetailLending1304), User Reference Number (User1234), Date (2008-03-31), Branch Code (000), Channel, Intermediary Code, and Status (New Application).
- Loan Requested Section:** Contains fields for Currency (GBP), Requested Amount (100,000.00), Tenor (In Months), Interest Rate, Downpayment Amount, and Promotion Id.
- Itemizations Table:** A table with columns for Itemization, Requested Amount, and Comments. The first row is checked.
- Bottom Section:** Contains fields for Documents, Trade In, Prev Remarks, Remarks, Audit, Outcome, and an Exit button.

You can also capture the following itemization details corresponding to the requested loan:

Itemization

Specify the tenor itemization that is required. For example, you can specify the itemizations like 'Booking Amount', 'Payment', 'Interiors' etc.

Requested Amount

Specify the amount requested corresponding to the itemization specified.

Comments

Specify comments, if any, corresponding to the itemization.

1.14.7 Collaterals Tab

You can capture the details related to the collaterals provided by the customer in this tab.

Retail Loan Application Entry

Application Category: HOME LOAN Application Number: RetailLending1304 Branch Code: 000
Product Code: AMR1 User Reference Number: Usr1234 Channel:
Lead Id: LEAD2 Date: 2008-03-31 Intermediary Code:
Purpose:
Status: New Application

Customer Details Financials Requested **Collaterals** Comments

Collateral Details 1 of 1

Collateral Id:
Collateral Description:
Collateral Currency:
Collateral Value:
Start Date:
End Date:
Collateral Category:
Collateral Type: Normal
Haircut:
Revision Date:
Charge Type: Mortgage
Revaluation Date:
 Revalue Collateral

Market Value Based Guarantor Based

Security ID:
Units / Nominal Value:
Cap Amount:
Guarantor Id:
Rating:

Covenant Details 1 of 1 Go to Page

<input checked="" type="checkbox"/>	Covenant Name *	Reversal Date	Mandatory	Grace Days	Notice Days	Frequency	Start Month
<input checked="" type="checkbox"/>							

Documents Trade In

Prev Remarks Remarks:
Audit Outcome:
Exit

For more details on capturing Collateral details, refer the chapter titled 'Maintaining Collateral Details' in Enterprise Limits and Collateral Management user manual.

1.14.8 Comments Tab

In this tab, you can specify comments, if any, related to the loan application.

You can specify the following details here:

Sequence Number

The sequence number is automatically generated by the system.

Comments

Specify comments, if any, to be associated with the loan application.

Comment Type

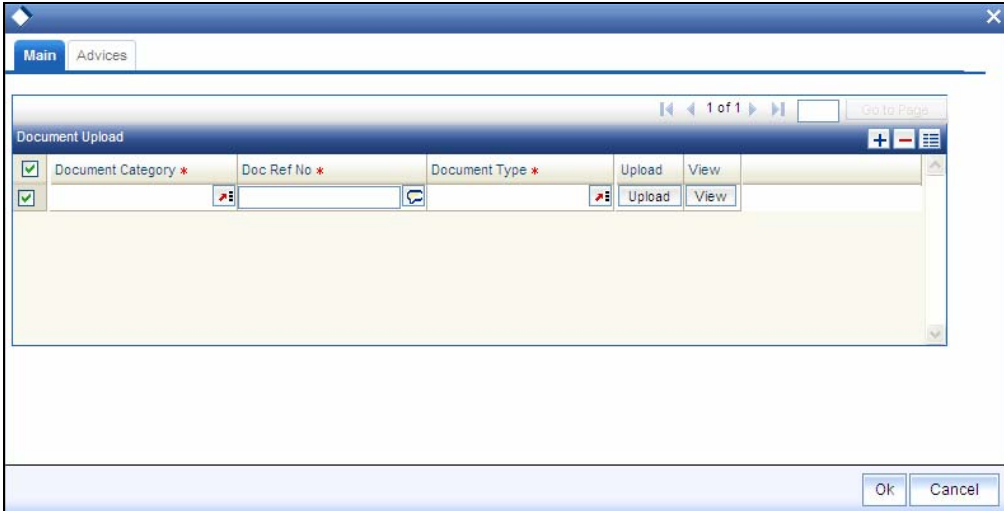
Specify the type of the comment given.

Comment Date

Specify the date on which the comment was given or select the date by clicking the 'Calendar' icon.

1.14.9 Capturing Document Details

You can upload the scanned documents in 'Documents' sub screen. To invoke this screen, click 'Documents' button in Retail Loan Application Entry screen.



You can capture the following details in this screen:

Document Category

Specify the category to which the document belongs or select the document category from the option list provided.

Document Reference Number

Specify a unique reference number for the document being uploaded.

Document Type

Specify the type of the document or select the document type from the option list provided.

Click 'Upload' button to upload the documents or 'View' button to view the documents.

1.14.10 Capturing Trade In Details

You can capture the trade-in details related to the loan application in 'Trade In' sub screen. To invoke this screen, click 'Trade In' button in Retail Loan Application Entry screen.

The screenshot shows a software window titled "Asset" with a close button in the top right corner. The window is divided into two main sections. The top section, labeled "Asset", contains a navigation bar with "1 of 1" and "+" and "-" icons. Below this are several input fields: "Type *" (with an asterisk indicating it's mandatory), "Sub Type", "Description", "Asset Identification Number", "Make", "Model", "Manufacture Year", and "Body". The bottom section, labeled "value", contains input fields for "Currency" (with a dropdown arrow), "Wholesale", "Source", "Supplement", "Edition", "Validation Date", "Base Retail", "Payment Amt(-)", "Addons(+)", and "Tot Txn Value". At the bottom right of the window, there are "Ok" and "Cancel" buttons.

You can capture the asset details and the valuation details of the asset in this screen.

For more details on capturing Asset Valuation details, refer the section titled 'Account Asset Valuation' in Retail Lending user manual.

For more details on Capturing Asset Valuation details, refer the section titled 'Account Asset Valuation' in Retail Lending user manual.

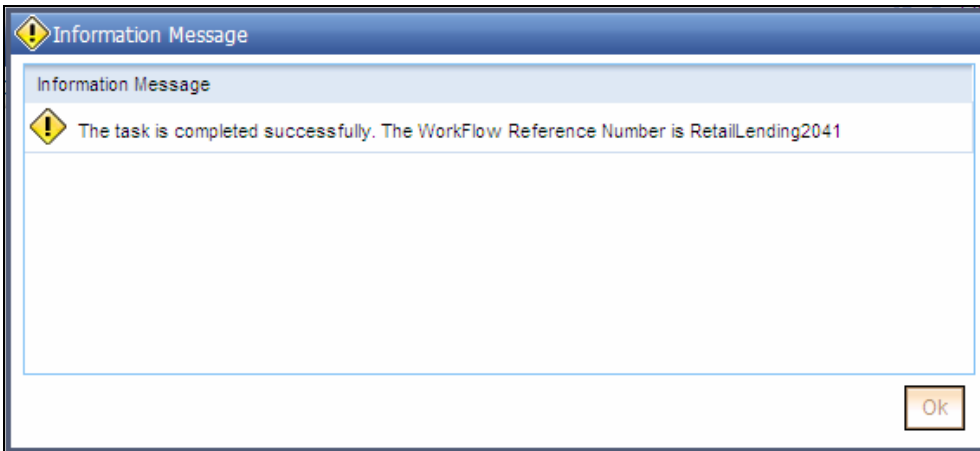
After specifying the mandatory details in Application Entry screen, select the 'Outcome' that you wish in the lower portion of the screen. To move to the next stage select 'PROCEED' as the outcome and click the 'Save' icon. You can select 'CANCEL' to terminate the process, if required.

The following validations are carried out in this stage:

- If any of the mandatory documents are missing, the system displays an error message
- If any of the override documents are missing, the system displays an override message
- If any mandatory customer information is missing, the system displays error messages

You will not be able to proceed to the next stage without correcting the errors, if any.

On successful completion a message, stating that the task is successfully completed, gets displayed.



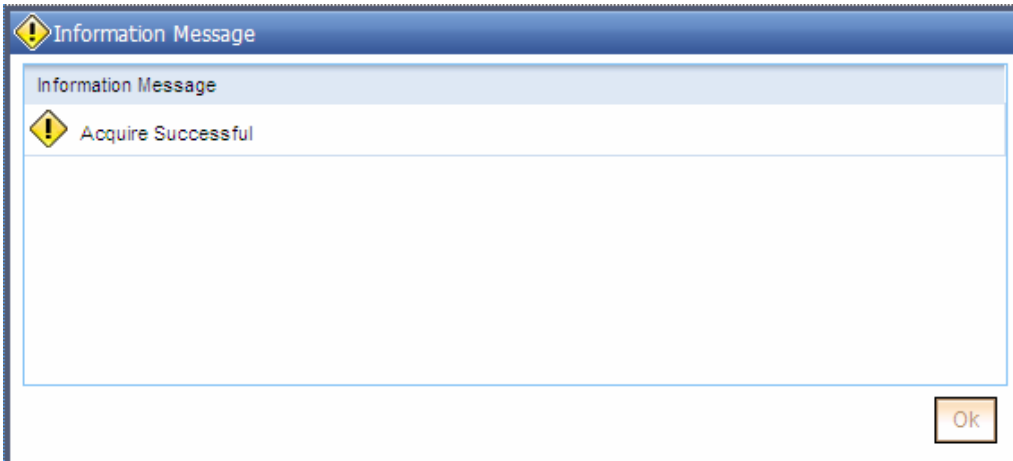
To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option.

The screenshot displays the Oracle Task List interface. On the left is a "Task Details" sidebar with a search function and a tree view showing "Standard" > "Assigned(55)". The main area is a "Task List" table with columns for checkboxes, Workflow Ref No, Txn Ref No, Title, Assignee Group, Assignee Users, Customer Name, Amount, Creation Date, and Priority. Below the table is a "Task History" section with columns for Action Time, PickUp Time, User ID, User Name, Action Code, Action Description, Branch, and Remarks. At the bottom left is a navigation menu with options: Menu, Workflow, Tasks (highlighted), Customer, and My Dash Board.

<input type="checkbox"/>	Workflow Ref No	Txn Ref No	Title	Assignee Group	Assignee Users	Customer Name	Amount	Creation Date	Priority
<input type="checkbox"/>	RetailLending1362	-	Document Verification	ALLROLES,ALLREAD				2010-06-29 20:13:10 IST	Low
<input type="checkbox"/>	RetailLending1461	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 18:41:27 IST	
<input type="checkbox"/>	RetailLending1464	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 18:57:11 IST	
<input type="checkbox"/>	OpenSavingsAccount1465	-	Receive And Verify	ALLROLES,RCSEROLE,ALLREAD				2010-07-01 19:06:37 IST	
<input type="checkbox"/>	OpenCurrentAccount1466	-	RecieveandVerifyCustDetails	ALLROLES,ALLREAD				2010-07-01 19:07:20 IST	
<input type="checkbox"/>	RetailLending1467	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:07:44 IST	
<input type="checkbox"/>	RetailLending1469	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:45:10 IST	
<input type="checkbox"/>	RetailLending1471	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:55:02 IST	
<input type="checkbox"/>	RetailLending1364	-	Document Verification	ALLROLES,ALLREAD				2010-07-02 11:24:34 IST	Low
<input type="checkbox"/>	RetailLending1478	-	Underswriting	ALLROLES,ALLREAD				2010-07-02 14:14:12 IST	Low

All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.



Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Application Verification' screen.

Step 2: Application Verification

The information captured in the previous stage is verified in the Application Verification stage. Application verification is carried out by the user role 'CMROLE'.

The screenshot displays the 'Retail Loan Application Verification' web application interface. At the top, there are several input fields for application metadata:

- Application Category: SECURED
- Product Code: MCS1
- Lead Id: [Default]
- Application Number: * RetailLending338
- User Reference Number: * USER23456
- Date: 11/30/2007
- Purpose: []
- Branch Code: CHO
- Channel: FLEXCUBE
- Intermediary Code: 00000601
- Status: Verify Application

Below these fields are tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', and 'Comments'. The 'Applicant Details' section features a table with the following data:

Type	Existing	Customer No	Def	Salutation	First Name	Middle Name	Last Name	National ID	Fields	Dedupe
Primary	<input type="checkbox"/>	010000263	Def	Mr.	SHANE		GOULD		Fields	Dedupe

Further down, there are fields for personal and contact information:

- Short Name: * SHANE
- Country: * US
- Passport Number: []
- Gender: Male
- Nationality: * US
- Passport Issue Date: []
- Date Of Birth: []
- Language: * ENG
- Passport Expiry Date: []
- Mothers Maiden Name: []
- Mobile Number: * 98888775767
- E-mail: []
- Financial Currency: * USD
- Landline Number: []
- Dependents: []
- Customer Category: * INDIVIDUAL
- Office Number: []
- Marital Status: Married
- Account Number: []
- Fax: []

At the bottom, there are 'Documents' and 'Trade In' tabs, and a footer area with 'Prev Remarks', 'Remarks', 'Audit', 'Outcome: PROCEED', and 'Exit' buttons.

The details related to the loan application entry are displayed in this screen, which can be verified by the verifier. The details cannot be modified in this stage, but comments can be added appropriately. On completion of this stage, the advices that are maintained for the stage are generated.

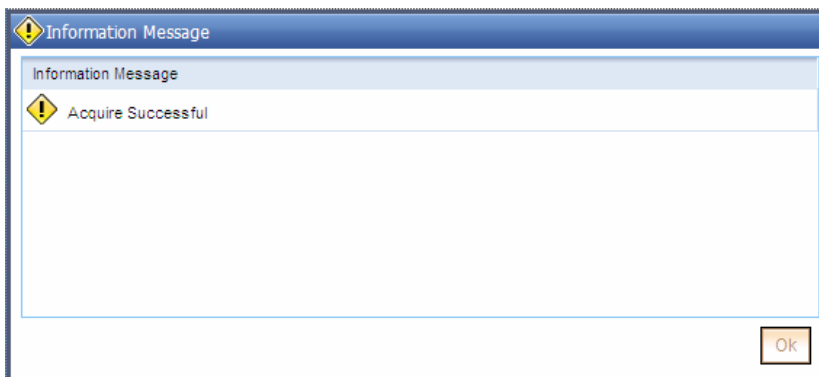
The verifier can either send the application back to the previous stage if the information provided is not adequate or can cancel it if the information captured is not satisfactory.

If the application details are verified successfully, the verifier can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The verifier can select 'REJECT' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful verification a message, stating that the task is successfully completed, gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.



Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Underwriting' screen.

Step 3. Underwriting

In this stage, the bank assesses the eligibility of the borrower for the requested loan offer, based on the analysis of the borrower's financial ratios and credit scores. The bank also obtains credit details from external agencies and field investigation agencies. The tasks in underwriting stage are also carried out by the user role 'CMROLE'.

After ascertaining the eligibility of the customer, the bank provides multiple loan offers for the borrower and uses one offer chosen by the customer to generate payment schedule and schedule details. The advices that are maintained for the stage are generated on completion of the stage.

1.14.11 Credit Score Tab

The credit score tab is used to calculate the credit score details of the customer. You can also interface with external Credit engines and display recommendations and report. Internal Credit engine obtains information from customer and calculates credit score and displays system recommendation.

The set of questions used to assess the credit rating of a prospective loan customer, associated Rule Id are displayed in this screen. You can specify the following details here:

Answer

Specify the answer to be associated with the question used for calculating the credit score.

Risk Factor

Specify the risk factor associated with the loan, if any.

Description

Specify a suitable description for the risk factor associated with the loan.

Click 'Calculate' button to calculate the credit score and the grade, based on the formula maintained for calculating the credit score. The 'Grade' and the 'Score' are displayed based on this calculation.

1.14.12 Bureau Tab

You can interface with external credit bureaus and view report obtained from them in 'Bureau' tab.

Retail Loan Underwriting Stage

Application Category: CORPLOAN Application Number: RetailLending2064 Branch Code: E01
Product Code: LSZ2 User Reference Number: usr444 Channel:
Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score **Bureau** Ratio Loan Schedule Charges Fields Investigation Check List Comments

External Credit Rating

<input type="checkbox"/>	External Agency	Recommended	Remarks	Report
<input type="checkbox"/>	ICRA	Recommended		Report
<input checked="" type="checkbox"/>		Recommended		Report

Credit Bureau Details

<input checked="" type="checkbox"/>	Customer Id	Bureau	Status	Remarks	Report
<input checked="" type="checkbox"/>			Pending		Report

Documents Trade In

Prev Remarks Remarks: Audit Outcome: PROCEED Exit

The credit agencies and the bureaus maintained for the Application Category are displayed in this screen: You can capture the remarks and recommendations from these agencies in this tab. You can also view the credit report obtained from the agencies and bureaus.

External Credit Rating

External Agency

The external credit agencies maintained for the Application Category in 'Application Category Maintenance' are displayed here.

Recommended

Select the recommendation of the credit agency for the loan requested from the following options provided in the drop-down list:

- Recommended
- Not Recommended

Remarks

Specify remarks, if any, associated with the loan application.

Credit Bureau Details

Customer Id

The identification of the loan customer gets displayed here.

Bureau

The credit bureau maintained for the Application Category in 'Application Category Maintenance' gets displayed here.

Status

Select the status for the credit bureau check from the following options in the drop-down list:

- Completed
- Pending

Remarks

Specify remarks, if any, associated with the loan application.

Click 'Report' button adjacent to credit rating record or credit bureau record to view the report obtained from the credit rating agency or the credit bureau.

1.14.13 Ratios Tab

In the 'Ratios' tab, the system calculates the stated and actual income/debt ratios and also calculates the ratio based on 'What if payment amount'.

Application Category: CORPLOAN Application Number: RetailLending2084 Branch Code: E01
Product Code: LSZ2 User Reference Number: usr444 Channel:
Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score Bureau **Ratio** Loan Schedule Charges Fields Investigation Check List Comments

Stated Monthly Income _____ Actual Monthly Income _____ Assets _____
Monthly Debt _____ Monthly Debt _____ Liabilities (-) _____
What if Pymt Amt _____ Update Ratios Calculate Ratios Networth (=) _____

Ratios	Stated Before	Stated After	Actual Before	Actual After
REVXR				

Documents Trade In

Prev Remarks Remarks Audit Outcome: PROCEED Exit

The stated income and debt of the customer are displayed here You can capture the following additional details here.

Actual

Monthly Income

Specify the actual monthly income of the customer based on documentary proof provided.

Monthly Debt

Specify the actual monthly debt of the customer based on documentary proof provided.

Click 'Calculate Ratios' button to calculate the asset/ liability ratios for the customer.

What if Pmt Amt

Specify the EMI amount that the customer is ready to pay.

Click 'Update Ratio' button to update the asset/ liability ratios for the customer, taking into account the EMI payments also.

The ratios for Installment, Loan To Value and Disposable Income are calculated for the following conditions:

- Stated Before
- Stated After
- Actual Before
- Actual After

1.14.14 Loan Tab

In the 'Loans' tab, the system displays the list of the multiple loan offers that are attached to the application category specified.

Retail Loan Underwriting Stage

Application Category Application Number * Branch Code
Product Code User Reference Number * Channel
Lead Id Date Intermediary Code
 Purpose Status

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio **Loan** Schedule Charges Fields Investigation Check List Comments

Multiple Offers 1 of 1

<input checked="" type="checkbox"/>	Offer Id *	No If Installments	Unit	Frequency	Rate	Rate Code	Spread	Effective Rate	Check	Apply
<input checked="" type="checkbox"/>			Daily						<input checked="" type="checkbox"/>	<input type="button" value="Apply"/>

Loan Details

Loan Currency Downpayment Amount No If Installments
Loan Amount Value Date Unit
Effective Rate Maturity Date Frequency
CL Account Number
Installment Start Date

Documents Trade In

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The details related to the loan offer like the number of installments, frequency, unit, interest rate etc. are displayed here. Select the required offer by clicking the 'Check' option and click then click the 'Apply' button to apply the selected loan offer. The details corresponding to the selected loan offer are displayed in 'Loan Details' section. You can modify these details, if required, and click 'Apply' button to calculate the schedule details.

The payment schedules are derived based on the offer selected.



You can select only one loan offer in this screen.

1.14.15 Schedule Tab

In 'Schedule' tab, the system calculates and displays the payment schedules and the schedule details based on the loan offer selected.

Retail Loan Underwriting Stage

Application Category: CORPLOAN Application Number: RetailLending2064 Branch Code: E01
Product Code: LSZ2 User Reference Number: usr444 Channel:
Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio Loan **Schedule** Charges Fields Investigation Check List Comments

Schedule

Component Name	Schedule Type *	First Due Date	No	Frequency	Units	Amount
	Payment					

Details

Component Name	Due Date *	Amount Due	EMI amount	Amor

Documents Trade In

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The following details related to the schedule are displayed here:

- Component name
- Schedule type
- First due date
- Number
- Frequency
- Units
- Amount

For each component of the components listed, the system calculates and displays the details like the Due Date, Amount Due, EMI Amount and Amortized Principal.

1.14.16 **Charges Tab**

In 'Charges' tab, the system calculates and displays charges, if any applicable.

Retail Loan Underwriting Stage

Application Category: CORPLOAN Application Number: RetailLending2064 Branch Code: E01
Product Code: LSZ2 User Reference Number: usr444 Channel:
Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio Loan Schedule **Charges** Fields Investigation Check List Comments

Details 1 of 1 Go to Page

<input checked="" type="checkbox"/>	Component Name	Event Code *	Currency *	Amount	Waive
<input checked="" type="checkbox"/>					<input type="checkbox"/>

Documents Trade In

Prev Remarks Remarks Audit Outcome: PROCEED Exit

The system calculates and displays the charge details associated with the loan. The following details are displayed:

- Component Name
- Event Code
- Associated currency
- Amount

Waive

Check this box to waive the charges associated with the loan.

1.14.17 Fields Tab

In this tab, you can capture the user defined fields associated with the loan.

Retail Loan Underwriting Stage

Application Category: CORPLOAN Application Number: RetailLending2064 Branch Code: E01
 Product Code: LSZ2 User Reference Number: usr444 Channel:
 Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
 Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio Loan Schedule Charges **Fields** Investigation Check List Comments

11							f1					b1
12							f2					b2
13							f3					b3
14							f4					b4
15							f5					b5
16							f6					b6
17							f7					
18							f8					
19							f9					
110							f10					
111							f11					
112							f12					
113							f13					
114							f14					
115							f15					
116							f16					
117							f17					
119							f18					
120							f19					

Documents Trade In

Prev Remarks Remarks Audit Outcome: PROCEED Exit

1.14.18 Investigation Tab

In this tab, the system captures the field investigation details associated with the customer.

Retail Loan Underwriting Stage

Application Category: CORPLOAN Application Number: RetailLending2064 Branch Code: E01
 Product Code: LSZ2 User Reference Number: usr444 Channel:
 Lead Id: RELP9001 Date: 2008-03-31 Intermediary Code:
 Purpose: Status: UnderWriting

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio Loan Schedule Charges Fields **Investigation** Check List Comments

invest 1 of 1 Go to Page:

Customer No	Verification Type	Agency	Report
			Report

Documents Trade In

Prev Remarks Remarks Audit Outcome: PROCEED Exit

The following details related to the customer can be captured here:

- Verification Type
- Verification agency

You can view the investigation report associated with the customer by clicking the 'Report' button.

1.14.19 Checklist Tab

In this tab, the system lists the checklists that are associated with the application category.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. At the top, there are several input fields for application details: Application Category (CORPLOAN), Application Number (RetailLending2064), Branch Code (E01), Product Code (LSZ2), User Reference Number (usr444), Channel, Lead Id (RELP9001), Date (2008-03-31), Intermediary Code, Purpose, and Status (UnderWriting). Below these fields is a navigation menu with tabs: Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, Ratio, Loan, Schedule, Charges, Fields, Investigation, **Check List**, and Comments. The 'Check List' tab is active, showing a table with the following columns: Check List Id, Description, Verified, and Comments. The table contains one row with a checked checkbox in the 'Verified' column. At the bottom of the window, there are sections for 'Documents' and 'Trade In', and a footer area with 'Prev Remarks', 'Remarks' (with a text input field), 'Audit' (button), 'Outcome' (dropdown menu set to 'PROCEED'), and 'Exit' (button).

The following details are displayed in this screen:

- Checklist Id
- Description

Verified

Check this box to indicate that checklist maintained has been verified for the customer.

Comments

Specify comments, if any, associated with the loan application.

1.14.20 Comments Tab

In this tab, you can capture the comments by the users.

You can capture the following details:

Comments

Specify comments, if any, to be associated with the loan application.

Comment Type

Specify the type of the comment given.

Comment Date

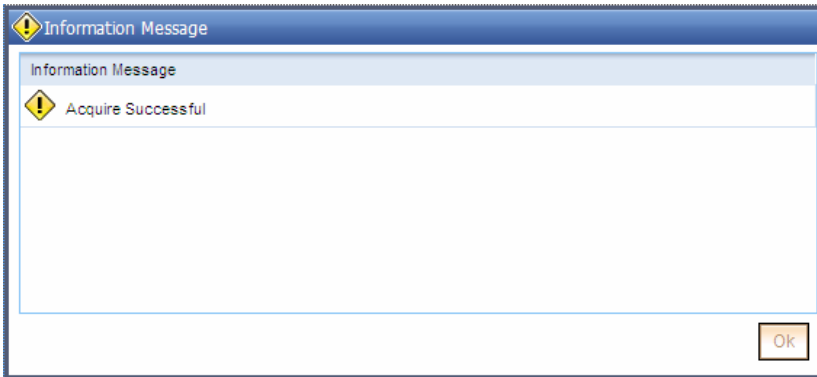
Specify the date on which the comment was given or select the date by clicking the 'Calendar' icon.

If the underwriting stage is successfully completed, the underwriter can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The underwriter can select 'REJECT' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful completion a message, stating that the task is successfully completed, gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.



Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Approval' screen.

Step 4. Loan Approval

In the Loan Approval stage, the approver verifies the loan application, analyzes the applicant's financial status, credit rating and field investigation reports and based on the credit worthiness of the customer approves the loan offered to the customer.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

Application Category: HOMELOAN Application Number * RetailLending1477 Branch Code: E01

Product Code: LSZ2 User Reference Number * 1477 Channel: _____

Lead Id: RELP9001 Date: 2007-03-30 Intermediary Code: _____

Purpose: _____ Status: Application

Customer | Details | Financials | Requested | Collaterals | Credit Score | Bureau | Ratio | Loan | Schedule | Charges | Fields | Investigation | Check List | Comments

Type	Existing	Customer No	Def	Salutation	First Name	Middle Name	Last Name	National ID	Fields	Dedupe	Loan
Primary	<input checked="" type="checkbox"/>	E01100158	Def	Mr	parthiv		Jackson	US	Fields	Dedupe	Loan

Short Name * JACK Country * US Passport No: PP8974589

Gender: Male Nationality * US Passport Issue Date: 1978-08-29

Date Of Birth: 1958-08-29 Language * ENG Passport Expiry Date: 2011-08-29

Mothers Maiden Name: Katherine Esther Mobile Number * 9880674890 E-mail: Michael.Jackson@gmail.co

Financial Currency * GBP Landline No: 22083727 Dependents: 2

Customer Category * HNI Office No: 22083727 Marital Status: Married

Account Number: E01LSZ2080910009 Fax: 22083727

Account Class: _____

Documents | Trade In

Prev Remarks: _____ Remarks: _____ Audit: _____ Outcome: PROCEED Exit

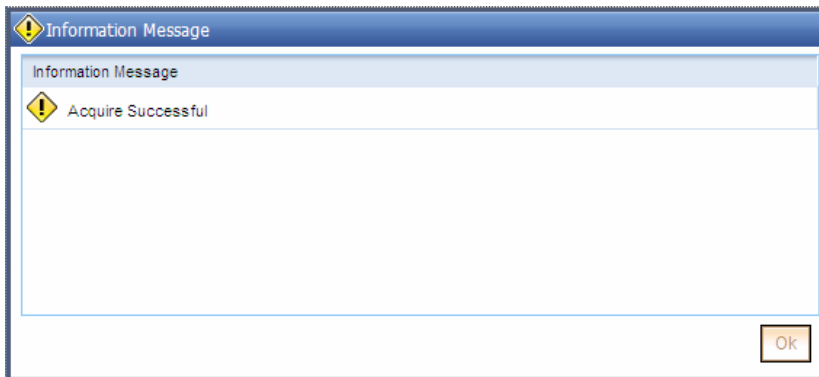
The approver can send the application back to the previous stage if the information provided is not adequate or choose to cancel it if the information captured is not satisfactory.

If the application details are verified successfully, the approver can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The approver can select 'RETURN' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful completion, a message stating that the task is successfully completed gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.



Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Document Verification' screen.

Any advices maintained for this stage are generated after the completion of the stage.

Step 5. Document Verification

In the Document Verification stage, the documents captured in the previous stages are verified. It is ensured that all documents in the checklist maintained are obtained from the customer. In this stage, the application and applicant information captured as part of the previous stages undergoes a final verification.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

Retail Loan Document Verification Stage

Application Category: HOMELOAN Application Number: RetailLending1477 Branch Code: E01
Product Code: LSZ2 User Reference Number: 1477 Channel: _____
Lead Id: RELP9001 Date: 2007-03-30 Intermediary Code: _____
Purpose: _____ Status: Check Documents

Customer Details Financials Requested Collaterals Credit Score Bureau Ratio Loan Schedule Charges Fields Investigation Check List Comments

Applicant Details

Type	Existing	Customer No	Def	Salutation	First Name	Middle Name	Last Name	National ID	Fields	Dedupe	Loan
Primary	<input checked="" type="checkbox"/>	E01100211	Def	Mr	parthiv		Jackson	US	Fields	Dedupe	Loan

Short Name: JACK Country: _____ Passport No: PP8974589
Gender: Male Nationality: US Passport Issue Date: 1978-08-29
Date Of Birth: 1958-08-29 Language: ENG Passport Expiry Date: 2011-08-29
Mothers Maiden Name: Katherine Esther Mobile Number: 9880674890 E-mail: Michael.Jackson@gmail.com
Financial Currency: GBP Landline No: 22083727 Dependents: 2
Customer Category: HNI Office No: 22083727 Marital Status: Married
Account Number: E01LSZ2080910009 Fax: 22083727
Account Class: _____

Documents Trade In

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The verifier can choose to send the application back to the previous stage if the information provided is not adequate or choose to cancel it if the information captured is not satisfactory.

If the applicant, application and document details are verified successfully, the verifier can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The verifier can select 'RETURN' to return the process to underwriting stage for data correction or 'CANCEL' to terminate the process.

On successful completion, a message stating that the task is successfully completed gets displayed. The customer, customer account, collateral etc. are created in the system on completion of the Document verification stage.

Step 6. Customer, Customer Account and Collateral Creation

In this final stage, the loan and collateral are created. Customer is also created if the applicant is a new customer. Customer account is also created if information is captured for the same.

The system creates a Loan, Customer and Collateral in Oracle FLEXCUBE with details captured from previous stages. A user in manager level role handles this stage. The creation of customer, collateral and loan can be verified in STDCIF, GEDCOLLT, and CLDACNT screens respectively.



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