

Retail Term Deposit Account Creation

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1. Creation of Retail Term Deposit Account

1.1 Introduction

This process instigates with the receipt of the term deposit opening form and the related documents from a prospect / customer for opening of a term deposit. The bank verifies the details / documents submitted for opening of a term deposit to ensure completeness. In case of missing details / documents, the bank either decides to proceed further only after obtaining the missing details / documents or processes the request with necessary approvals without waiting for the missing details / documents.

The bank as well captures the details of the term deposit to be opened, which is followed by KYC checks. In case of an existing customer, the bank does the KYC checks only if there are any change in the existing KYC information of the customer and in case of a new customer the bank necessarily performs the KYC checks. If the KYC checks are not passed, the application is rejected. In case the prospect/customer passes the KYC checks, the bank creates a new customer record in case of a new customer / updates the customer details in case of an existing customer. The bank opens a term deposit in the relevant system and dispatches/hand over's the term deposit receipt/confirmation advice to the customer.

1.2 Stages in Retail Term Deposit Creation

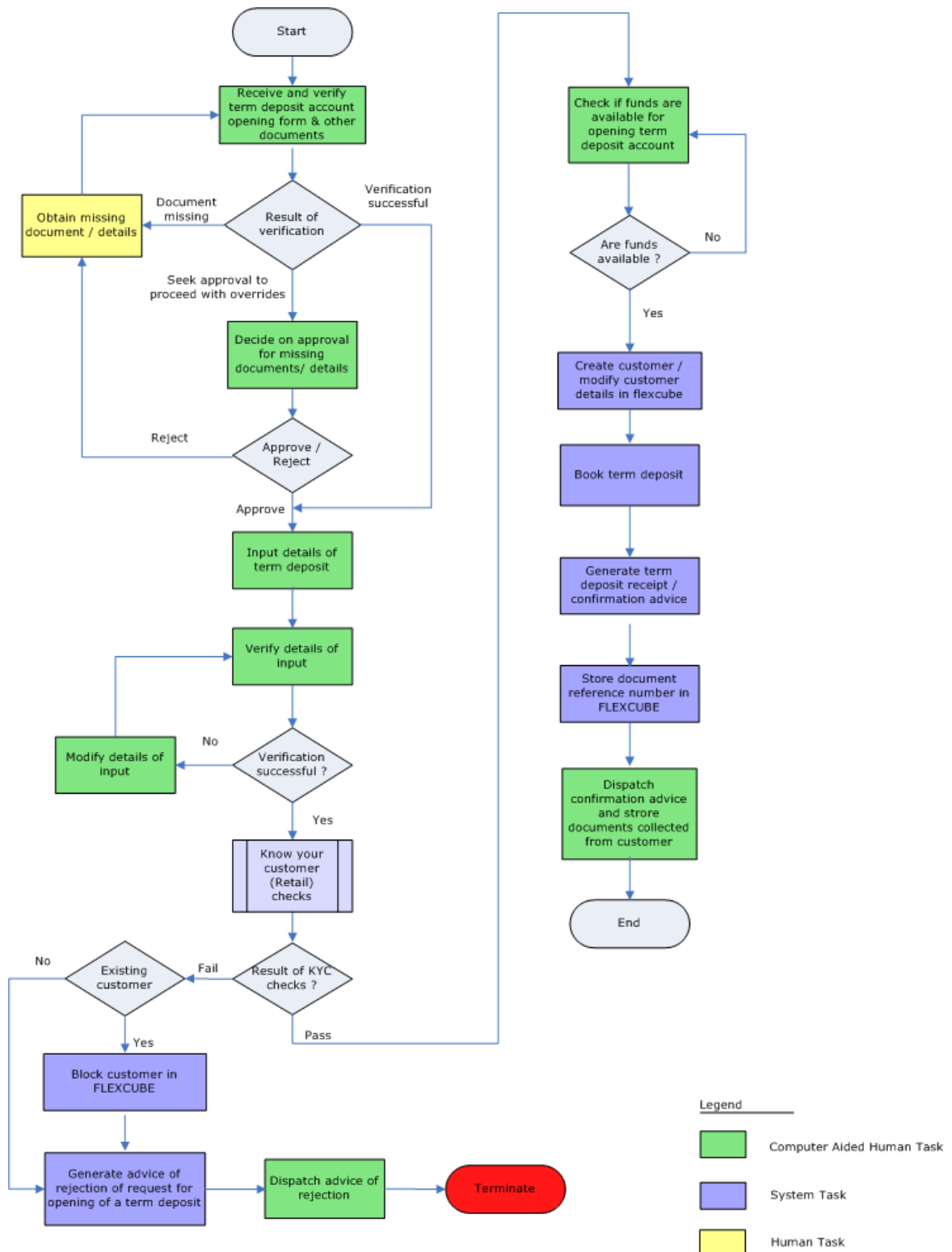
In Oracle FLEXCUBE, the process for opening a retail term deposit is governed by several user roles created to perform different tasks. At every stage, the users (with requisite rights) need to fetch the relevant transactions from their task lists and act upon them. Similarly, at different times, the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

The retail term deposit opening process comprises the following stages:

- Receive and verify term deposit account opening form and other documents
- Decide on approval for missing documents / details
- Input details of term deposit
- Verify details of input
- Modify details of input
- Sub process – Know your customer (Retail) checks
- Block customer in Oracle FLEXCUBE
- Generate advice of rejection of request for opening of a term deposit
- Dispatch advice of rejection
- Check if funds are available for opening term deposit account
- Create customer / modify customer details in Oracle FLEXCUBE
- Book term deposit
- Generate term deposit receipt / confirmation advice
- Store document reference number in Oracle FLEXCUBE
- Dispatch confirmation advice and store documents collected from customer

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

1.3 Process Flow Diagram



Step 1. Receive and Verify TD Account Opening form and Documents

In this stage, the bank receives the term deposit opening form and the related documents from a prospect / customer for opening of a term deposit. The bank verifies the details / documents submitted for opening of a term deposit to ensure completeness. In case of missing details/documents, the bank either decides to proceed further only after obtaining the missing details/documents or processes the request with necessary approvals without waiting for the missing details/documents. The bank then captures the details of the term deposit to be opened, which is followed by KYC checks. In case of an existing customer, the bank does the KYC checks only if there are any change in the existing KYC information of the customer and in case of a new customer the bank necessarily performs the KYC checks. If the KYC checks are not passed, the application is rejected. In case the prospect/customer passes the KYC checks, the bank creates a new customer record in case of a new customer/ updates the customer details in case of an existing customer. The bank opens a term deposit in the relevant system and dispatches/hand over's the term deposit receipt/confirmation advice to the customer.

Users belonging to the user role RCSEROLE (Retail Customer Service Executive) can perform these activities.

Workflow Reference #
OpenRetailTermDeposit580289

Priority Low

Account Details

Branch Code CHO

Currency * USD

Account Class * RUL3

Mode Of Operation Single

Account Type Single

Customer No * 1111818

Term Deposit Amount 1,000.00

Maturity Date

Primary Customer Secondary Customer Tertiary Customer Documents

Prev Remarks Remarks

Audit Outcome

Exit

Specify the following basic details in this screen:

Workflow Reference

The reference number of the workflow is displayed here.

Priority

Select the priority for the creation of the term deposit account for a customer from the adjoining drop-down list. This list displays:

- Low
- Medium
- High

Account Details

Capture the basic account details of the customer here:

Branch Code

The current logged in branch is displayed here.

Currency

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

Account Class

Specify the account class to be used by the account. You can also select the appropriate account class from the adjoining option list. The list displays all the valid account classes maintained in the system. You can choose the appropriate one.

Mode of operation

Select mode of operation from the drop-down list. The options available are:

- Single
- Jointly
- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

Account Type

Select the account type from the drop-down list. The options available are:

- Single
- Joint

Customer No

Specify a valid customer number. For new customer the user needs to specify the customer number here. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

Customer Name

The name of the selected customer is displayed here. In case of new customers it is blank.

Term Deposit Amount

Specify the term deposit amount.

Maturity Date

Specify the maturity date from the option list.

Existing Customer

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

1.1.Capturing Primary Customer Details

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

Customer1 -- Web Page Dialog

Customer Information

Customer No * 1111818 Full Name Jay01

P

☒ Existing Customer

Contact Information Permanent Address

Address * asdf Line 1

Line 2

Line 3

Country

Telephone

Ok Exit

Here you can maintain the following details:

Customer Information

In this section, maintain the following basic customer details:

Customer No

The customer number is displayed here.

Full Name

Specify the full name of the customer.

Existing Customer

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

Contact Person Details

Addresss

Specify the address of the customer.

Telephone

Specify the telephone number of the customer.

Mobile Number

Specify the mobile number of the customer.

E – mail

Specify the e-mail of the customer.

Permanent Address

Line 1

Specify the first line of the permanent address of the customer.

Line 2

Specify the second line of the permanent address of the customer.

Line 3

Specify the third line of the permanent address of the customer.

Country

Specify the country in which the customer resides from the option list.

For new customers all the details mentioned above have to be manually input.

1.2. Uploading Documents

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

| Document Category * | Document Type * | Document Ref Number * | Document Path | UPLOAD |
|---|-----------------|-----------------------|--------------------------------|--------|
| <input type="checkbox"/> ID PROOF | Passport | 789123 | <input type="text"/> Browse... | UPLOAD |
| <input checked="" type="checkbox"/> SSN | GREEN CARD | 789124 | <input type="text"/> Browse... | UPLOAD |

Here you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Type

Specify the type of document that is to be uploaded.

Document Ref Number

The document reference number is displayed on clicking 'OK' button.

Document Path

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

Upload

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

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

If the required documents have been uploaded, select the action 'PROCEED' in the text box adjoining the 'Audit' button. You will be taken to the 'Input Details' task. Similarly, if documents are missing, then select the action 'DOCSMissing'. You will be taken back to 'Receive and Verify' screen. If you are awaiting approval to proceed, then select the option 'Seek Approval' from the text box adjoining the 'Audit' button in this screen. You will be taken to 'Approve Account Opening' task. Remarks are mandatory in case of outcomes other than 'PROCEED'. Click the save icon in the tool bar. The following screen will be displayed.



Click 'OK' button in this screen. The task is then moved to the next activity

Refer the Procedures User Manual for details about task list.

Step 2. Decide on Approval for Missing Documents / Details

In this stage, the bank decides whether to approve processing the term deposit opening request as an exception, if the account opening with incomplete details / documents as an exception is approved. If the opening of term deposit with incomplete details/documents as an exception is approved, the bank proceeds with processing the request and simultaneously arranges to follow up with the customer for submission of the pending details / documents. The decision/remarks of the approver are captured.

In this screen you can view the basic account, customer and document details. The verifier should be able to view the contents of the document uploaded.

Users belonging to the user role RCSMROLE (Retail Customer Service Manager) can perform these activities.

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



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

The screenshot shows a web dialog box titled "Receive And Verify -- Web Page Dialog". It contains a form with various fields for account details. The "Workflow Reference #" is "OpenRetailTermDeposit580289". The "Priority" is set to "Low". The "Account Details" section includes fields for "Branch Code" (CHO), "Currency" (USD), "Account Class" (RUL3), "Mode Of Operation" (Single), and "Account Type" (Single). The "Customer No" is "1111818". The "Term Deposit Amount" is "1,000.00" and the "Maturity Date" is "2". There are tabs for "Primary Customer", "Secondary Customer", "Tertiary Customer", and "Documents". At the bottom, there are fields for "Prev Remarks", "Remarks", "Audit", "Outcome", and an "Exit" button.

Workflow Reference #
OpenRetailTermDeposit580289

Priority: Low

Account Details

Branch Code: CHO
Currency: USD
Account Class: RUL3
Mode Of Operation: Single
Account Type: Single

Customer No: 1111818

Term Deposit Amount: 1,000.00
Maturity Date: 2

Primary Customer | Secondary Customer | Tertiary Customer | Documents

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

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



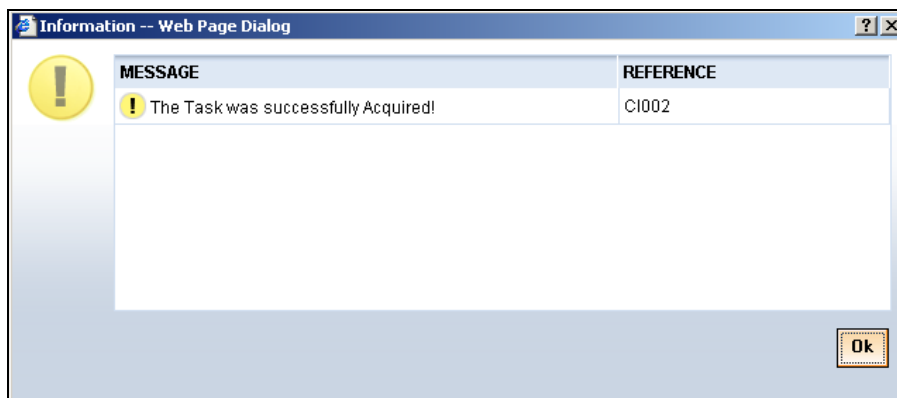
Click 'OK' button in this screen. You will be taken back to the 'Approve Account Opening' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 3. Input Details of Term Deposit

In this stage, the bank captures the complete details required for opening of a term deposit such as customer information (details of all the applicants in case of joint accounts), contact details, deposit amount, tenor/ maturity date, nominee details, guardian details (in case of minor accounts / nominees), rollover details. The bank also uploads signature and photographs of the prospect/customer.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

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



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

Here you can specify the following details:

Workflow Reference #

The workflow reference number is displayed here. This reference number can be used in future to query the details.

Priority

The priority selected at the first stage is displayed here.

Account Details

Specify the following account details of the customer in this section:

Branch Code

The current branch in which the account is being created is displayed.

Currency

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

Account Class

Specify the account class for the account. You can also select the account class from the option list provided. The list displays all the account classes maintained in the system. Select and click the appropriate account class. All the facilities maintained for the account class will be applicable for the current account to be created.

Mode of Operation

Select mode of operation from the drop-down list. The options available are:

- Single

- Jointly
- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

Account Type

Select the account type from the drop-down list. The options available are:

- Single
- Joint

Account

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

Customer No

Specify the customer for whom the saving account should be created. You can also select the customer from the adjacent option list. The list consists of all the customers maintained in the system.

Existing Customer

This field is checked if this option was checked in the 'Receive and Verify' screen.

3.1.Specifying Main Details

Click 'Main' Tab to enter the following details:

Media

Specify the media. You can also select the media from the option list provided. The list displays all the media maintained in the system. Select and click the appropriate media.

Statuses

Term Deposit Amount

Specify the amount for term deposit.

Maturity Date

Specify the maturity date from the option list.

Initial Deposit Details

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

Required

Check this field to indicate that initial deposit is required.

Amount

Specify the initial deposit amount.

Currency

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

Payment Mode

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

- Cash
- Cheque

Account No

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

Cheque No

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

Date

Specify the date of the cheque.

Drawn On

Specify the bank on which the cheque is drawn.

Deposit Details

In this section, specify the deposit details of the customer:

Rollover Type

Select the rollover type from the drop-down list. The options available are:

- Principal
- Principal+Interest
- Special Amount

Rollover Amount

Specify the rollover amount.

Term Deposit pay in option

Select the term deposit pay in option from the drop-down list. The options available are:

- Pay In By GL
- Pay in By Cash
- Pay in By Savings

Offset Branch

Specify the branch id for the offset account from the option list.

Account

Specify the customer account from which the money is to be debited for booking the TD. The customer account can also be selected from the option list, which displays valid account numbers that are maintained in the branch specified in the Offset Branch field.

Principal Liquidation Branch

Specify the branch in which the principal liquidation account is maintained from the option list.

Principal Liquidation Account

Specify the account in which the principal should be liquidated. The customer account can also be selected from the option list, which displays valid account numbers that are maintained in the branch specified in the Principal Branch field.

3.2.Specifying Nominee Details

Click on 'Nominee' tab to specify the following details:

The screenshot shows a web application window titled "Input Details - Web Page Dialog". It contains several sections for data entry:

- Workflow Reference #**: OpenSavingsAccount590297
- Priority**: Low (dropdown)
- Account Details**:
 - Branch Code: CHO
 - Account: 355178
 - Currency: USD
 - Mode Of Operation: Single (dropdown)
 - Account Type: ☐ Single, ☒ Joint
 - Customer No: 1111488
 - SANTOSH
 - Account Class: ACCINT
 - Media: P
 - ☒ Existing Customer
- Nominee Details** (selected tab):
 - Name: NOM1
 - Date Of Birth: [calendar icon]
 - Relationship: BROTHER
 - Address1: ADD
 - Address2: DDDD
 - Address3: DD
 - Address4: [empty]
 - ☐ Minor
- Guardian Details**:
 - Guardian Name: [empty]
 - Relationship: [empty]
 - Address1: [empty]
 - Address2: [empty]
 - Address3: [empty]
 - Address4: [empty]
- Tabs**: Interest, MIS, Account Signatory, Primary Customer, Secondary Customer, Tertiary Customer, Documents
- Footer**: Prev Remarks, Remarks, Audit, Outcome, Exit

Name

Specify the name of the nominee.

Date of Birth

Specify the date of birth of nominee.

Relationship

Specify the relation of the customer with the nominee.

Address1

Specify the first line of the address of the nominee.

Address2

Specify the second line of the address of the nominee.

Address3

Specify the third line of the address of the nominee.

Address4

Specify the forth line of the address of the nominee.

Minor

Select this option if the nominee is a minor.

Guardian Name

Specify the guardian name of the minor.

Relationship

Specify the relation of the minor with the guardian.

Address1

Specify the first line of the address of the guardian.

Address2

Specify the second line of the address of the guardian.

Address3

Specify the third line of the address of the guardian.

Address4

Specify the forth line of the address of the guardian.

3.3.Specifying Interest Details

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

Workflow Reference # OpenCurrentAccount2013 Priority Low

Account Details

Branch Code SO2
Account 100018

Interest Deposit

Calculation Account 100018
Interest Booking Account 100018
Charge Booking Account 100018

☒ Interest Statement

Interest Start Date 9/1/2008
Charge Start Date 9/1/2008
Interest Booking Branch SO2
Charge Booking Branch SO2

☒ Dr Cr Advices

Product Details

Product Code
UDE Currency
☐ Integrated LM Product
ILM Type

☐ Waive Charges
☐ Generate UDE Change Advice
☐ Open

Effective Date

| Effective Date | Open |
|----------------|------|
| | |

Ok Cancel

Click 'Deposit' tab to input deposit details. The screen is displayed below:

IC Special Conditions Maintenance -- Web Page Dialog

Workflow Reference # _____ Priority **Low**

- Account Details

Branch Code **CHO**
 Account _____

Interest **Deposit**

Principal Liquidation Branch _____ Principal Liquidation Account _____
 Interest Start Date _____ Next Maturity Date _____
 Maturity Date _____ Deposit Tenor _____

☐ Auto Rollover Rollover Type ☒ Principal
☐ Close on Maturity ☐ Principal+Interest
☐ Move Interest to Unclaimed ☐ Special Amount
☐ Move Principal to Unclaimed

Term Deposit Pay-in Option _____ Rollover Amount _____
 Offset Branch _____ Account _____
 Term Deposit Amount _____

- Recurring Deposit **- Installment Frequency**

☐ Auto Payment TakeDown ☐ Move funds on Overdraft
☐ Move Maturities to Unclaimed

Payment Branch _____ Days _____
 Payment Accounts _____ Months _____
 Redemption Amount _____ Years _____
☐ Recurring Deposit Account

Payment Date _____
 Payment Currency _____

Ok Exit

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

3.4. Specifying MIS Details

Enter MIS details by invoking the 'Management Information System' Screen. Click 'MIS' button to invoke this screen

Management Information System -- Web Page Dialog

Branch Code **CHO**
 Account **355174**

Calc Method **30(Euro)/360**
 Rate Type **Fixed**
 Spread _____

MIS Group _____
☐ Link to Group
 Rate Code _____

☒ Pool Code
☐ Account Level
 Pool Code _____

- Transaction MIS Codes **- Composite MIS Codes**

MIS Group _____ MIS Group _____

_____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____
 _____ MIS Group _____

- Cost Code

Change Log Transfer Log

Ok Cancel

Refer the Management Information System User Manual for further details.

Click 'Change Log' button to invoke 'Change Log' screen.

Branch Code _____
Account _____

Change Log Details

| <input type="checkbox"/> | MIS Class * | Transaction Date * | Old MIS Code | New MIS Code |
|--------------------------|-------------|--------------------|--------------|--------------|
|--------------------------|-------------|--------------------|--------------|--------------|

Ok Cancel

Click 'Transfer Log' button to invoke 'Balance Transfer Log' screen:

Account _____

Balance Transfer Log Details

| <input type="checkbox"/> | Branch Code | Product Code | Fin Year | Transaction Date | GI Code | MIS Class | Old MIS Code | New |
|--------------------------|-------------|--------------|----------|------------------|---------|-----------|--------------|-----|
|--------------------------|-------------|--------------|----------|------------------|---------|-----------|--------------|-----|

Ok Cancel

3.5. Capturing Primary Customer Details

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

Customer1 -- Web Page Dialog

Customer Information

Customer No * 1111818
Short Name * Jay01
Full Name Jay01
☒ Existing Customer

Contact Information

Address * asdf
Country ☐ Mailables Required US
Resident Status ☐ Resident ☐ Non Resident
National ID
Nationality * US
Language * ENG

Existing Bank Account Details

| Bank Name | Branch Code | Account Type | Account No. | Visiting Frequency |
|-----------|-------------|--------------|-------------|--------------------|
| | | | | |

Image Domestic Professional

Ok Exit

In this screen maintain the following customer details:

Customer Information

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

Customer No

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

Short Name

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

Full name

The full name of the selected customer is displayed.

Customer Category

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

Existing Customer

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

3.5.1.Capturing Primary Customer Main Details

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

Address

Specify the address of the customer.

Mailers Required

Check this box to indicate whether the mailers required or not.

Country

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

Resident Status

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

National ID

Specify the national Id of the customer.

Nationality

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

Language

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

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

Existing Bank Account Details

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

Bank Name

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

Branch Code

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

Account Type

Specify the type of account the customer is holding.

Account No

Specify the existing account number of the customer.

Visiting Frequency

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

3.5.2.Capturing Primary Customer Personal Details

Click 'Personal' tab to view the following given screen:

The screenshot shows a web application window titled "Customer1 -- Web Page Dialog". The "Personal" tab is selected. The form contains the following fields and sections:

- Customer Information:**
 - Customer No * 1111818
 - Customer Category * Individual
 - Short Name * Jay01
 - Full Name Jay01
 - ☒ Existing Customer
- Prefix:**
 - Prefix 1
 - Prefix 2
 - Prefix 3
- Sex:**
 - ☐ Male
 - ☐ Female
- Telephone**
- E-mail**
- Permanent Address:**
 - Line 1
 - Line 2
 - Line 3
 - Country
- Passport Details:**
 - Passport Number
 - Issue Date
 - Expiry Date
- Legal Guardian:**
 - Date Of Birth
 - Guardian
 - ☐ Nominee Minor
- Tabs:** Image, Domestic, Professional
- Buttons:** Ok, Exit

Step 4. Verify Details of Input

In this stage, the bank verifies all the details entered to ensure correctness of information captured. In case the details captured are incorrect, the bank needs to make the necessary amendments.

Select the desired record and click the adjoining 'Acquire' button. The following screen will be displayed.

The screenshot shows a 'Web Page Dialog' window titled 'Information -- Web Page Dialog'. It contains a yellow warning icon (exclamation mark in a circle) and a table with two columns: 'MESSAGE' and 'REFERENCE'. The table has one row with the message 'The Task was successfully Acquired!' and the reference 'CI002'. An 'Ok' button is located at the bottom right of the dialog.

| MESSAGE | REFERENCE |
|---------------------------------------|-----------|
| ! The Task was successfully Acquired! | CI002 |

The task will then be moved to your 'Assigned' task list. Double click on the record in your 'Assigned' task list. The following screen will be displayed.

The following screen will be displayed which is similar to the screen in the Input details stage.

The screenshot shows a 'Web Page Dialog' window titled 'Input Details -- Web Page Dialog'. It contains a complex form with multiple sections and tabs. The 'Main' tab is selected. The form includes fields for 'Workflow Reference #', 'Priority', 'Account Details' (Branch Code, Currency, Account Class, Mode Of Operation, Account Type, Account), 'Initial Deposit Details' (Amount, Currency, Payment Mode, Account No., Cheque No., Date, Drawn On), 'Deposit Details' (Rollover Type, Rollover Amount, Term Deposit Pay-In Option, Offset Branch, Account, Principal Liquidation Branch), and 'Statuses' (Term Deposit Amount, Maturity Date). There are also tabs for 'Interest', 'MIS', 'Primary Customer', 'Secondary Customer', 'Tertiary Customer', and 'Documents'. At the bottom, there are fields for 'Prev Remarks', 'Remarks', and buttons for 'Audit', 'Outcome', 'PROCEED', and 'Exit'.

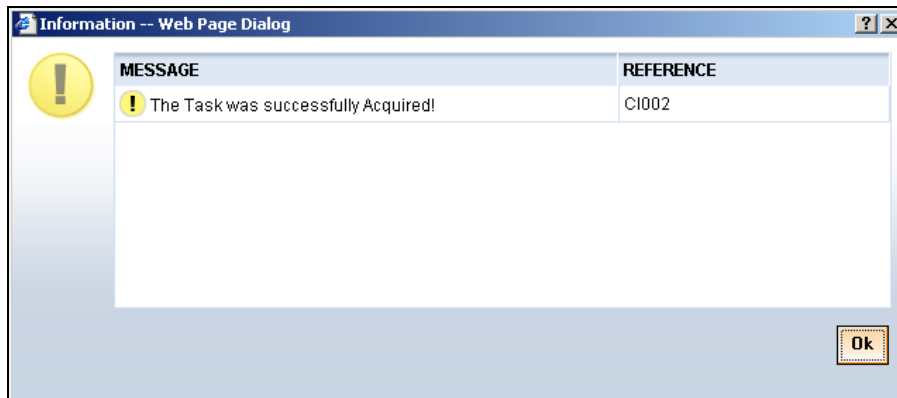
The fields in the screen are disabled. The verifier is able to navigate to all tabs and verify data entered/corrected. The verifier can enter comments. In case the outcome selected is 'Failed' the process will move to the 'Modify Input Details' stage and in case the outcome selected is 'Successful', the task will then moved to the next activity once you click the 'OK' button in this screen.

Step 5. Modify Details of Input

In this stage In case verification is not successful, the bank modifies the details captured.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

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



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

The screenshot shows a web dialog box titled "Input Details -- Web Page Dialog". It contains various fields for account and initial deposit details. The "Account Details" section includes fields for Branch Code, Account, Currency, Mode Of Operation, Account Type, Customer No, Account Class, and Media. The "Initial Deposit Details" section includes fields for Amount, Currency, Payment Mode, Account No., Cheque No., Date, and Drawn On. There are also checkboxes for "Required" and "Existing Customer".

Workflow Reference #
OpenSavingsAccount580297

Priority: Low

Account Details

Branch Code * CHO
Account * 355178
Currency * USD
Mode Of Operation: Single
Account Type: ☐ Single ☒ Joint
Customer No * 1111488
SANTOSH
Account Class * ACCINT
Media: P
☒ Existing Customer

Account Balance
Current (Acy):
Available:

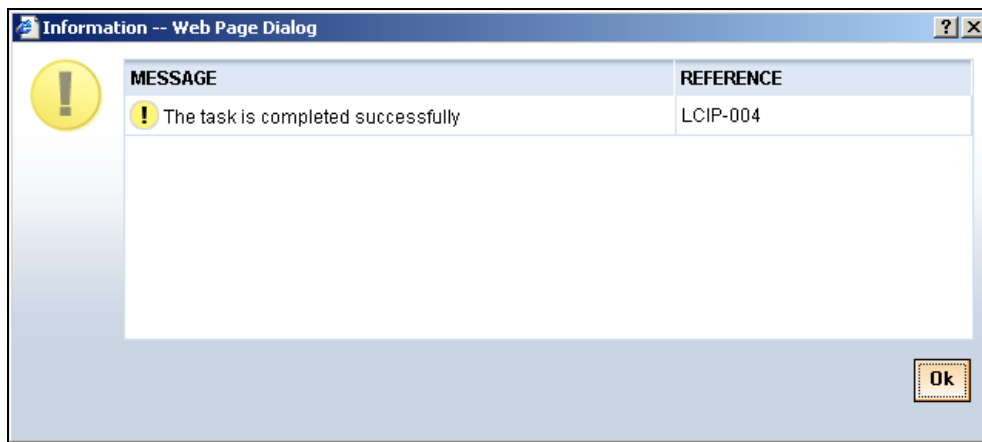
Account Facilities
☒ Cheque Book
☒ Passbook
☐ ATM
Cheque Book Name 1: CHQ
Account Number:

Initial Deposit Details
☐ Required
Amount:
Currency:
Payment Mode: Cash
Account No.:
Cheque No.:
Date:
Drawn On:

Interest MIS Account Signatory Primary Customer Secondary Customer Tertiary Customer Documents

Prev Remarks: Remarks: Audit Outcome: Exit

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



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

Step 6. KYC_C Review Info

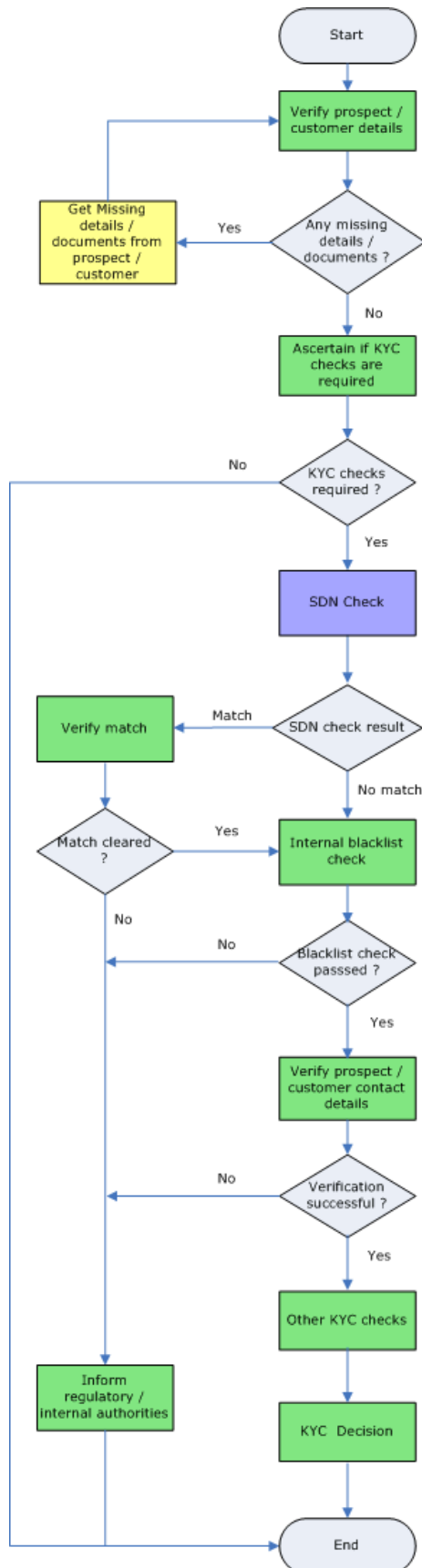
This process includes checks like SDN check, internal blacklist check, contact details verification, etc. The account is opened only when the customer passes all these checks. In case of non-clearance of any of the checks, the account opening process is terminated. The bank verifies all the details/documents to ensure that the information / documents required to carry out KYC checks are obtained. In case the details captured are incorrect, the bank makes the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks. Once KYC checks are carried out, the result is passed on to the parent process.

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

Here you perform the Know Your Customer check on the customer. The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

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

- Verify prospect /customer details
- Ascertain if KYC checks are required
- SDN checks
- Verify SDN Match
- Inform Regulatory / Internal authorities on KYC checks failure
- Internal Black List check
- Verify customer / prospect contact details
- Other KYC Checks
- KYC Decision



Legend

- Computer Aided Human Task
- System Task
- Human Task

6.1. Verify Prospect /Customer Details

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

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



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

The screenshot shows a form titled "Verify Prospect Customer Details -- Web Page Dialog". It includes a "Workflow Reference #" field with the value "KYCReview580299" and a "Priority" dropdown set to "Low". The "Account Details" section contains fields for "Account" (355178), "Description", "Account Type" (radio buttons for "Single" and "Joint"), "Currency" (USD), and "Account Class" (ACCINT). Below this is a "Customer" tab with a "Nominee" sub-tab. A table lists customers with columns "Customer No", "Customer Name", and "D". The table has two rows: one for "1111488" (SANTOSH) and one for "1111868" (SWATU). The "1111868" row is selected. At the bottom, there is a "Documents" section with a "Prev Remarks" field, a "Remarks" field, an "Audit" button, an "Outcome" dropdown set to "COMPLETE", and an "Exit" button.

| Customer No | Customer Name | D |
|-------------|---------------|---|
| 1111488 | SANTOSH | D |
| 1111868 | SWATU | D |

Click 'Document' button to invoke 'Document Upload' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

| Document Category * | Document Type * | Document Ref Number * | Document Path | UPLOAD |
|--|-----------------|-----------------------|---------------|--------|
| <input checked="" type="checkbox"/> ID PROOF | Passport | 789123 | Browse... | UPLOAD |
| <input type="checkbox"/> SSN | GREEN CARD | 789124 | Browse... | UPLOAD |

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

| MESSAGE | REFERENCE |
|--------------------------------------|-----------|
| ! The task is completed successfully | LCIP-004 |

The task is then moved to the next activity.

6.2. Ascertain if KYC Checks are Required

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

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

Workflow Reference # KYCReview580299 Priority Low

Account Details

Account 355178
 Description
 Account Type ☐ Single ☒ Joint
 Currency USD
 Account Class ACCINT

Customer Nominee

Customers

| Customer No | Customer Name | D |
|---|---------------|---|
| <input checked="" type="checkbox"/> 1111488 | SANTOSH | D |
| <input type="checkbox"/> 1111868 | SWATU | D |

Documents

Prev Remarks Remarks Audit Outcome REQUIRED Exit

You can view the customer details in this screen and save the record by clicking the save icon in the tool bar. Outcome for this stage can either 'REQUIRED' or 'NOT REQUIRED'. The following screen will be displayed:

Information -- Web Page Dialog

MESSAGE

! The task is completed successfully

REFERENCE

LCIP-004

Ok

The task is then moved to the next activity.

6.3.SDN Check

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

A system Task is created which invokes the external service to do the SDN check for all new applicants and any existing customers whose information is modified. All nominee details are also sent for SDN check.

6.4. Verify SDN Match

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

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

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



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

The screenshot shows a web dialog titled "Verify Partial Match -- Web Page Dialog". It displays workflow reference "KYCReview580316" and a priority of "Low". The "Account Details" section includes fields for Account (355181), Description, Account Type (Single), Currency (USD), and Account Class (ACCONT). Below this is a tabbed interface with "Customer" and "Nominee" tabs. The "Customers" tab is active, showing a table with columns: Customer No, Customer Name, SDN Result, and D. The table contains one row with Customer No 1111488, Customer Name SANTOSH, SDN Result k, and D. At the bottom, there is a "Documents" section with fields for Prev Remarks, Remarks, Audit, Outcome (CLEARED), and an Exit button.

Workflow Reference #
KYCReview580316

Priority: Low

Account Details

Account: 355181
Description: _____
Account Type: ☒ Single ☐ Joint
Currency: USD
Account Class: ACCONT

Customer | Nominee

Customers

| Customer No | Customer Name | SDN Result | D |
|-------------|---------------|------------|---|
| 1111488 | SANTOSH | k | D |

Documents

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

In this screen, you can view the applicant's details. In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. However, if the match is cleared, you can continue with the subsequent KYC checks. Save the record by clicking the save icon in the tool bar. The Outcomes for this stage are 'Cleared', 'Not Cleared'. The following screen will be displayed:



Click 'Ok' button. The task is then moved to the next activity.

6.5. Inform Regulatory / Internal Authorities on KYC Checks Failure

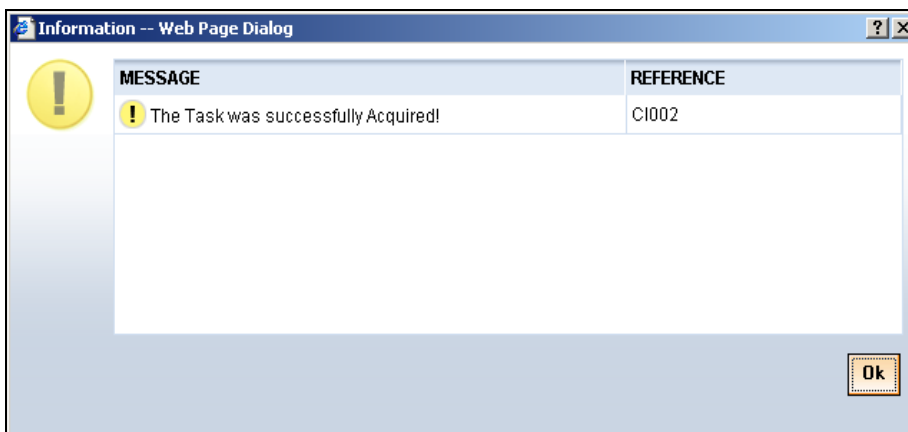
In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. The bank may also inform its internal authorities in case of positive SDN match and/or if the prospect/customer is blacklisted internally.

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

6.6. Internal Blacklist Check

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

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



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

Internal Blacklist Check -- Web Page Dialog

Workflow Reference # KYCReview580299 Priority Low

Account Details

Account 355178
 Description
 Account Type ☐ Single ☒ Joint
 Currency USD
 Account Class ACCONT

Customer ☒ Noninee

Customers

| <input type="checkbox"/> | Customer No | Customer Name | SDN Result | Internal BlackList Result | D |
|-------------------------------------|-------------|---------------|------------|---------------------------|---|
| <input type="checkbox"/> | 1111488 | SANTOSH | K | K | D |
| <input checked="" type="checkbox"/> | 1111868 | SWATIJ | K | K | D |

Int. BlackList Check Documents

Prev Remarks Remarks Audit Outcome REJECT PROCEED Exit

Click 'Int. BlackList Check' button to invoke 'Blacklist Check' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

Blacklist Check -- Web Page Dialog

Name SWATIJ Seq No
 Date Of Birth Address1
 Country Address2
 Remarks Address3
 Alias Name Address4

SDN Details

| <input type="checkbox"/> | Name | Date Of Birth | Country | Remarks | Seq No | Address1 | Address2 | Address3 | Address4 | Alias Name |
|--------------------------|------|---------------|---------|---------|--------|----------|----------|----------|----------|------------|
|--------------------------|------|---------------|---------|---------|--------|----------|----------|----------|----------|------------|

Ok Exit

In this screen, you can view the applicant's details. If the applicant's name is listed in the bank's internal list of global blacklisted customers, you can report it to the internal authorities of the bank. You can continue with the process of creating account only when the customer passes these checks. The outcomes for this stage are 'PROCEED' and 'REJECT'. Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. If the customer clears the check. In case the customer is a blacklisted customer select the outcome as 'REJECT' The system then will move to Inform Regulatory Authorities Stage. The following screen will be displayed:

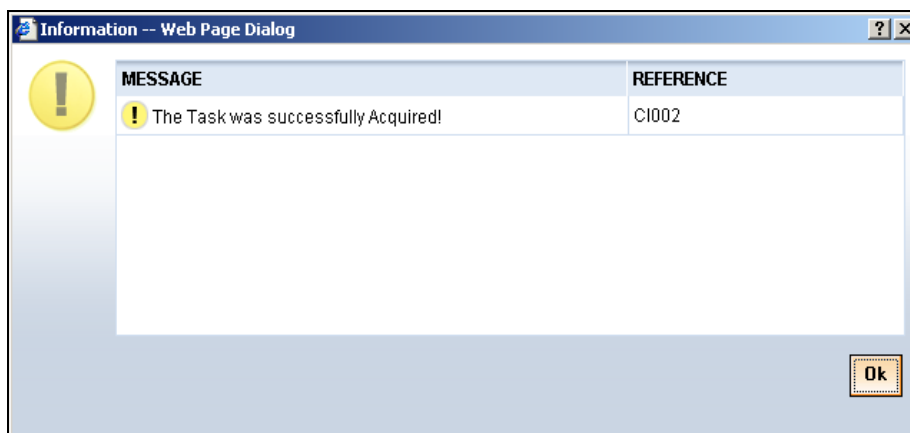


Click 'Ok' button. The task is then moved to the next activity.

6.7. Verify Customer / Prospect Contact Details

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

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



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

Verify Prospect Contact Information -- Web Page Dialog

Workflow Reference # KYCReview580299 Priority Low

Account Details

Account 355178
 Description
 Account Type ☐ Single ☒ Joint
 Currency USD
 Account Class ACCINT

Customer ☒ Nominee ☐

Customers

| Customer No | Customer Name | SDN Result | Internal BlackList Result | Contact Verification Remarks | D |
|---|---------------|------------|---------------------------|------------------------------|---------------------------------------|
| <input type="checkbox"/> 1111488 | SANTOSH | K | K | K | <input type="checkbox"/> D |
| <input checked="" type="checkbox"/> 1111868 | SWATJ | K | K | K | <input checked="" type="checkbox"/> D |


Documents

Prev Remarks Remarks Audit Outcome PROCEED Exit


REJECT
PROCEED

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

Information -- Web Page Dialog

 **MESSAGE** **REFERENCE**

| | |
|--------------------------------------|----------|
| ! The task is completed successfully | LCIP-004 |
|--------------------------------------|----------|



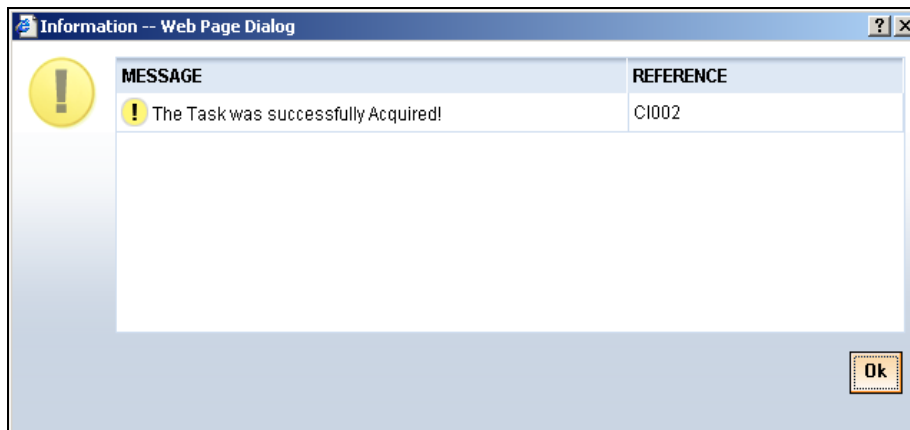
Click 'Ok' button. You will be taken back to the 'Verify Prospect Contact Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.8. Other KYC Checks

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

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

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



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

The screenshot shows a web dialog box titled 'Other KYC checks -- Web Page Dialog'. It displays workflow reference information and account details. Below this is a tabbed interface with 'Customer' and 'Nominee' tabs. The 'Customer' tab is active, showing a table of customers. The table has columns for Customer No, Customer Name, SDN Result, Internal BlackList Result, Contact Verification Remarks, Other KYC Remarks, and a status column with 'D' and 'K' indicators. At the bottom, there are fields for 'Prev Remarks', 'Remarks', an 'Audit' button, an 'Outcome' dropdown set to 'PROCEED', and an 'Exit' button.

Workflow Reference #
KYCReview580299

Priority: Low

Account Details

Account: 355178
Description:
Account Type: ☐ Single ☒ Joint
Currency: USD
Account Class: ACCINT

Customer | Nominee

Customers

| Customer No | Customer Name | SDN Result | Internal BlackList Result | Contact Verification Remarks | Other KYC Remarks | |
|---|---------------|------------|---------------------------|------------------------------|-------------------|---|
| <input type="checkbox"/> 1111488 | SANTOSH | K | K | K | K | D |
| <input checked="" type="checkbox"/> 1111868 | SWATI | K | K | K | K | D |

Documents

Prev Remarks: Remarks: Audit Outcome: PROCEED Exit

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



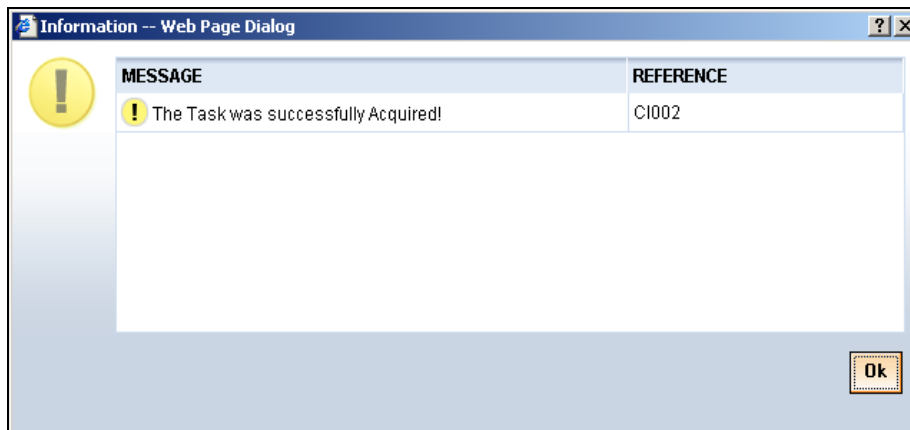
Click 'Ok' button. The task is then moved to the next activity.

6.9. KYC Decision

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

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

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



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

KYC Decision -- Web Page Dialog

Workflow Reference #
KYCReview580299

Priority: Low

Account Details

Account: 355178
 Description:
 Account Type: ☐ Single ☒ Joint
 Currency: USD
 Account Class: ACCINT

Customer ☒ Nominee ☐

Customers

| <input type="checkbox"/> | Customer No | Customer Name | SDN Result | Internal BlackList Result | Contact Verification Remarks | Other KYC Remarks | KYC Passed | D |
|-------------------------------------|-------------|---------------|------------|---------------------------|------------------------------|-------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | 1111488 | SANTOSH | K | K | K | K | <input checked="" type="checkbox"/> | D |
| <input type="checkbox"/> | 1111868 | SWATI | K | K | K | K | <input type="checkbox"/> | D |

Documents

Prev Remarks: _____ Remarks: Audit Outcome: **FAILED**

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

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

Information -- Web Page Dialog

 **MESSAGE**

 The task is completed successfully

REFERENCE
LCIP-004

Click 'Ok' button. The task is then moved to the Main process.

Step 7. Block Customer in the System

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

Step 8. Generate Advice of Rejection of Request for Opening TD

In this stage, the bank generates term deposit receipt / confirmation advice mentioning the complete details of the term deposit opened by the bank.

Step 9. Dispatch Advice of Rejection

In this stage, the bank dispatches the advice of rejection to the prospect. The documents obtained along with the deposit opening form, if any, are also returned as part of this activity.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

Receive And Verify -- Web Page Dialog

Workflow Reference #
OpenRetailTermDeposit580289

Priority: Low

Account Details

Branch Code: CHO

Currency: USD

Account Class: RUL3

Mode Of Operation: Single

Account Type: Single

Customer No: 1111818

Term Deposit Amount: 1,000.00

Maturity Date:

Primary Customer | Secondary Customer | Tertiary Customer | Documents

Prev Remarks: Remarks: Audit: Outcome: Exit

Step 10. Check if Funds are Available for Opening TD Account

In this stage, the bank checks whether the funds are available for opening the term deposit account. In case the deposit amount is by way of cash/cheque, the bank checks the appropriate settlement account to confirm receipt of deposit amount. In case the deposit amount is by way of transfer from another account of the bank, the bank checks the account balance.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

Step 11. Create Customer / Modify Customer Details in the System

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

Step 12. Book Term Deposit

In this stage, the bank creates the term deposit in Oracle FLEXCUBE and also links it to the customer ID. In case of a deposit in joint names, the bank links all the applicable customer IDs to the deposit account.

Step 13. Generate Term Deposit Receipt / Confirmation Advice

In this stage, the bank generates term deposit receipt / confirmation advice mentioning the complete details of the term deposit opened by the bank.

Step 14. Store Document Reference Number in the System

The bank stores the document reference in Oracle FLEXCUBE for future reference. The documents that are captured and uploaded into the DMS system generates a reference number which are linked to the contract reference number and saved in Oracle FLEXCUBE for future reference.

Step 15. Dispatch Confirmation Advice and Store Documents

In this stage, the bank dispatches / hands over the term deposit receipt/ confirmation advice to the customer. The bank stores the deposit opening form and other supporting documents in a safe and accessible location.

The bank also captures:

- The details of the documents stored
- While storing, the bank ensures that all the required documents (as per the bank's policy) are available in the storage

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

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

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



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

Store Documents -- Web Page Dialog

Workflow Reference #
OpenSavingsAccount580315

Priority Low

Customer Information

Customer Name SANTOSH
Customer No. 1111488

Account Details

Account Number 355181

Storage Details

Date Of Storage
Time Of Storage POSTLUNCH
Place Of Storage DD
Storage Ref. Number 567823

Documents

Prev Remarks Remarks Audit Outcome PROCEED Exit

In this screen the following information can be stored:

Workflow Reference #

The workflow reference number is displayed.

Priority

Select the priority for maintaining the documents.

Customer Information

The following customer information is displayed:

- Customer Name
- Customer Number

Account Details

The current account number of the customer is displayed.

Storage Details

Capture the following storage details in this section:

Date Of Storage

Capture the date of storing the documents.

Time Of Storage

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

Place Of Storage

Mention the place where the document is stored.

Storage Ref. Number

Specify the storage reference number.

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



Click 'Ok' button.



Retail Term Deposit Account Creation
[April] [2009]
Version 10.3

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