# Oracle FLEXCUBE Direct Banking

**User Manual SMS Banking**
**Release 12.0.3.0.0**

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**ORACLE**®

SMS Banking User Manual

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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone:  +91 22 6718 3000

Fax:+91 22 6718 3001
www.oracle.com/financialservices/

# Table of Contents

# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience*:*

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to OFSS Support

https://support.us.oracle.com

## 1.4 Structure

This manual is organized into the following categories:

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

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual

Chapters post Transaction Host Integration Matrix are dedicated to individual transactions and its details, covered in the User Manual

## 1.5 Related Information Sources

For more information on Oracle FLEXCUBE Direct Banking Release 12.0.3.0.0, refer to the following documents:

- Oracle FLEXCUBE Direct Banking Licensing Guide
- Oracle FLEXCUBE Direct Banking Installation Manuals

# 2.    Transaction Host Integration Matrix

**Legends**

| NH | No Host Interface Required. |
|---|---|
| ★ | Host Interface to be developed separately. |
| ✔ | Pre integrated Host interface available. |
| ✘ | Pre integrated Host interface not available. |

| Transaction Name | FLEXCUBE UBS | Third Party Host System |
|---|---|---|
| CASA Account Details | ✔ | ★ |
| CASA Account Summary | ✔ | ★ |
| CASA Account Last N Transactions | ✔ | ★ |
| Block and unblock Cheque Request | ✔ | ★ |
| Cheque Book Request on CASA Account | ✔ | ★ |
| Cheque Status Inquiry on CASA Account | ✔ | ★ |
| Term Deposit Details | ✔ | ★ |
| Term Deposit Summary | ✔ | ★ |
| Loan Account Details | ✔ | ★ |
| Pay Bill | ✔ | ★ |
| Register Biller | ✔ | ★ |
| Delete Biller | NH | NH |
| Own Fund Transfer | ✔ | ★ |
| Internal Fund Transfer | ✔ | ★ |
| Authorization | NH | NH |
| Credit Card Details | ✘ | ★ |

| Transaction Name | FLEXCUBE UBS | Third Party Host System |
|---|---|---|
| Credit Card Last N Transactions | ✕ | ★ |
| Credit Card Hot listing | NH | NH |
| Change SMS Banking Security Information | NH | NH |
| Register for SMS Banking | NH | NH |
| Deregister from SMS Banking | NH | NH |
| Change the default operative account | NH | NH |
| Foreign Exchange Rate Inquiry | ✓ | ★ |
| SMSHELP | NH | NH |
| MYSMSHELP | NH | NH |
| Ad-hoc Account Statement | ✓ | ★ |

# 3. CASA Account Details

You can inquire the balance in the account by sending the **SMS** to the bank in a specified format for a specific account. The *SMS Code* for registering for *SMS Banking* is "*MYBAL*".

1. You can know the balance of accounts that are mapped to you.

2. The balance which will be received as a response will be the available balance in the specified account as of that day & time.

3. In case if the wrong account details or a wrong *SMS Code* is provided by you the appropriate error message will be sent as a response.

**Message Format**

BNKBALS <PIN> <Account Number> <Branch Code>

**Sample Request**

BNKBALS <PIN> <ACCOUNT NUMBER> <BRANCHCODE>

BNKBALS 9823897881 33300002804 333

**Sample Response**

Available Balance: INR 2,573,205.67

Account number: 33300002804

# 4. CASA Account Summary

You can inquire the summary of the account by sending the **SMS** to the bank in a specified format for a specific account. The *SMS Code* for registering for *SMS Banking* is "*BNKCASA*".

1. You can know the balance of accounts that are mapped to you.

2. The balance which will be received as a response will be the available balance in the specified account as of that day & time.

3. Incase if the *SMS Code* is provided by the customer the appropriate error message will be sent to the customer as a response.

**Message Format**

BNKCASA <PIN>

**Sample Request**

BNKCASA 9823897881

**Sample Response**

Your CASA Account Summary Information are in the following format *Account No*, *Currency*, *Balance* as on Date:

4. 00000005797,USD,1,000.00,26-04-2010

5. 00000005884,USD,0.00,26-04-2010

# 5. CASA Account Last N Transactions

You can inquire the last five transactions in the account by sending the *SMS* to the bank in a specified format for a specific account. The *SMS Code* for registering for *SMS Banking* is "*BNKTXNS*".

1.  You can inquire the transactions only for those accounts which are mapped to the user.

2.  The transactions received as a response will be the last five successful transactions in a specified account.

3.  If customer provides the wrong account details or a wrong *SMS Code*, appropriate error message will be sent to the customer as a response.

**Message Format**

BNKTXNS <PIN> <Account Number> <Branch Code>

**Sample Request**

BNKTXNS 9823897881 200059 PR2

**Sample Response**

03/07/2000 900.00 Cr.

# 6.   Block and Unblock Cheque Request

You can initiate a request to block and unblock cheque by sending the **SMS** to the bank in a specified format for a specific account & cheque number. The *SMS Code* for registering for *SMS Banking* is "*BNKCHS*"

1.   You can **Block** and **Unblock** the cheque issued in those accounts which are mapped to you.

2.   Incase if the wrong account details, cheque number or a wrong **SMS Code** is provided the appropriate error message will be sent as a response.

### Message Format (To Block a cheque)

BNKCHSS <PIN> B <Cheque Number> <Account Number> <Branch Code>

### Sample Request

BNKCHSS 982897881 B1 33300002804 333

### Sample Response

Stop Cheque Request Confirmed for chq no. 1227.

The transaction submitted to *Stop or Unblock Cheque Request* having *Reference 153307415214042* has been initiated.

### Message Format (To unblock a cheque)

BNKCHSU <PIN> U <Cheque Number> <Account Number> <Branch Code>

### Sample Request

BNKCHSU 9823897881 U 1 33300002804 333

### Sample Response

Unblock Cheque Request Confirmed for chq no.  1227.

The transaction submitted to *Stop Or Unblock Cheque Request* having *Reference 188580767214063* has been Initiated.

# 7. Cheque Book Request on CASA Account

You can initiate a request for a fresh cheque book by sending the **SMS** to the bank in a specified format for a specific account. The *SMS Code* for registering for SMS Banking is "*BNKCHRS*".

1. You can initiate a request for a cheque book for those accounts which are mapped to you.

2. A request will be taken by the bank as per the bank's policy for default number of cheques to be issued for the account.

3. If you provide the wrong account details or a wrong *SMS Code* appropriate error message will be sent as a response.

**Message Format**

BNKCHRS <PIN> <Account Number> <Branch Code>

**Sample Request**

BNKCHRS 9869100001 200056 PR2

**Sample Response**

Your *Transaction No 180854229419360* Your request for cheque book has been accepted. You shall receive the cheque book in the next *5* working days. The cheque book shall be dispatched to the address registered with us. The *Cheque Book Request* (*Reference No 20141*) for *Acct No. 200056*

# 8.  Cheque Status Inquiry on CASA Account

You can request for a cheque status on a *CASA Account* by sending the *SMS* to the bank in a specified format for a specific account & cheque number. The *SMS Code* for registering for *SMS Banking* is "*BNKCHQS*".

1.  You can inquire a cheque status of a cheque issued in those accounts which are mapped to you.

2.  Only "*Paid*" or "*Unpaid*" status will be shown in a response.

3.  If you provide *Wrong Account Details*, *Cheque Number* or a wrong *SMS Code* appropriate error message will be sent as a response.

**Message Format**

BNKCHQS <PIN> <Cheque Number> <Account Number> <Branch Code>

**Sample Request**

BNKCHQS 9638527410 98601 33300003903 333

**Sample Response**

Cheque No. 98601 - Cheque Status NOT USED

# 9. Term Deposit Details

You can inquire the *Term Deposit Details* by sending the **SMS** to the Bank in a specified format for a specific *Term Deposit* account. The *SMS Code* for registering for SMS Banking is "*BNKTDQS*".

1. You can inquire the details of the term deposits which are mapped to the user

2. The response will contain the *Term Deposit Account Number*, *Principal Value*, *Interest Rate* applicable, *Due Date*, Available Balance

3. You can only inquire the details of the live TDs

4. If you provide wrong *Account Details* or *TDs* which are already closed, or a wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKTDQS <PIN> <Customer Number> <Account Number> <Branch Code>

**Sample Request**

BNKTDQS 9869100001 0100022 200152 PR2

**Sample Response**

A/C 200152 Principal Amount 150.00USD due 09-Sep-2000 Balance 50.00USD

# 10. Term Deposit Summary

You can inquire the *Term Deposit Summary* by sending the *SMS* to the bank in a specified format for a specific *Term Deposit Account*. The *SMS Code* for registering for *SMS Banking* is "*BNKTDSM*".

1.  A User can inquire the summary of the term deposits which are mapped to the user.

2.  The Response will contain the *Term Deposit Reference Number*, *Transaction Date*, *Credit or Debit, Date*, *Account Number*, *Available Balance*.

3.  The Customer can only inquire for the summary of the TD.

4.  If the customer provides wrong **PIN** or a wrong **SMS Code**, the appropriate error message will be sent to the customer as a response.

**Message Format**

BNKTDSM <PIN>

**Sample Request**

BNKTDSM 9869100001

**Sample Response**

Your *TD Account Summary* Information are in following format *Account No*, *Currency*, *Balance*: 1)

117060,  GBP, 101.60 2)

117124,  GBP, 1,000.00 3)

117128,  GBP, 1,000.00 4)

00000005878,  INR, 121.00 5)

00000005882,  INR, 141.00

# 11. Loan Account Details

You can inquire the *Loan Account Details* by sending the **SMS** to the bank in a specified format for a specific Loan account. The *SMS Code* for registering for *SMS Banking* is "*BNKLNIS*".

1.      You can inquire the details of the loan accounts which are mapped to you.

2.      The response will contain the *Loan Account Number*, *Principal Value*, *Installment*, *Arrears*.

3.      If you provide wrong *Account Details*, or a wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKLNIS <PIN> <Account Number> <Branch Code>

**Sample Request**

BNKLNIS 9823897881 PR2AMRT002510003 PR2

**Sample Response**

A/C PR2AMRT002510003 Principal Amount 30,000.00 Installment Arrears 30,250.00 Arrears: 30,250.00

# 12. Pay Bill

You can pay the *Utility Bill* by sending the *SMS* to the bank in a specified format. The **SMS Code** for registering for *SMS Banking* is "*BNKPBIL*"

1.    You can pay the bills for the *Billers Registered* in the bank to the user.

2.    The response will contain the *Reference Number*, and the *Success Message*.

3.    If the customer provides wrong *Account Details*, or a wrong *SMS Code*, the appropriate error message will be sent to the customer as a response.

**Message Format**

BNKPBIL <PIN> <Cust ID> <biller Nickname> <CustAccNo> <Branch Code> <Bill Number> <Bill Date> <Payment Amount>

**Sample Request**

BNKPBIL 9823897881 100022 Vodafone 200056 PR2 AMRT002510003 25/12/2008 1256.75

**Sample Response**

The *Bill Payment* successful. The *Reference Number* for the transaction is A1256.75 oat.

# 13. Register Biller

You can register a *Biller* to pay the *Utility Bills* by sending the **SMS** to the bank in a specified format. The *SMS Code* for registering for *SMS Banking* is "*BNKRBIL*"

1.  You can register billers to pay the *Utility Bills* for the user

2.  The response will contain the success message for addition of the biller

3.  If you provide wrong *Account Details*, or a wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKRBIL <PIN> <Customer ID> <BillerID> <Customer's Account with Biller> <Biller Nickname>

**Sample Request**

BNKRBIL 9823897881 333000028 MTN DIGICOM 123456 VODAFONE

**Sample Response**

Biller added successfully

# 14. Delete Biller

You can delete the biller from the *Utility Bills* by sending the **SMS** to the bank in a specified format. The *SMS Code* for registering the *SMS Banking* is "*BNKDBIL*".

1.  You can delete the billers from the *Utility Bills* payments for the user.

2.  The response will contain the *Success Message* for deletion of the Biller.

3.  If you provide wrong *Account Details*, or a wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKDBIL <PIN> <Customer Number> <Biller Nick Name>

**Sample Request**

BNKDBIL 9823897881 100022 Vodafone

**Sample Response**

Biller has been deleted successfully

# 15. Own Fund Transfer

You can *Transfer Funds* from your account to your linked account within the bank through the *SMS Banking* in a specified format. The *SMS Code* for registering for *SMS Banking* is "*BNKOAFT*".

1. You can *Transfer Funds* from one account to the other account of the customer within the same Bank.

2. The response will contain the *Success Message* for transfer of funds with *Reference Number* generated.

3. If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKOAFT <PIN> <Source Account No> <Source Branch Code > <Dest Account No> <Destination Branch Code> <Transaction Amount>

**Sample Request**

BNKOAFT 9823897881 33300002804 333 33300002807 PR2 1500

**Sample Response**

The transaction submitted for *Own Account Transfer* having *Reference 151916758215013* has been auto authorized.

# 16. Internal Fund Transfer

You can *Transfer Funds* from your account to any other account within the bank which belongs to the same entity and the same *Host* through *SMS Banking* in a specified format. The *SMS Code* for registering for *SMS Banking* is "*BNKIAFT*".

1. You can *Transfer Funds* from one account to the other the Billers from the *Utility Bills Payments* for the user.

2. The response will contain the *Success Message* for transfer of funds with *Reference Number* generated.

3. If the customer provides the wrong *SMS Code*, the appropriate error message will be sent to the customer as a response.

**Message Format**

BNKIAFT <PIN> <Source Account No> <Source Branch Code> <Beneficiary Account> <Destination Branch Code> <Transaction Amount> <Transaction Currency>

**Sample Request**

BNKIAFT 9823897881 200056 PR2 200057 PR2 150 USD

**Sample Response**

The transaction submitted for *Internal Account Transfer* having *Reference 136895431215066* has been auto-authorized.

# 17. Corporate Authorization

You can authorize any transaction through *SMS Banking* in a specified format. The *SMS Code* for registering for *SMS Banking* is "*BNKAUTH*" for authorizing a transaction and "*BNKREJE*" for rejecting a transaction. However transactions like *Deal Booking* cannot be authorized through *SMS Banking*.

1.  You can authorize or reject a transaction through *SMS Banking*.

2.  Response will contain the success message for acceptance or rejection of Authorization.

3.  If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format (Accept Authorization)**

BNKAUTH <PIN> <reference no> <note>

**Sample Request**

BNKAUTH 9823897881 878832651218906 AUTH

**Sample Response**

The transaction submitted having *Reference Number 878832651218906* has been authorized.

**Message Format (Reject Authorization)**

BNKREJE <PIN> <Reference No> <Note>

**Sample Request**

BNKREJE 9823897881 OAT1234567890

**Sample Response**

The transaction submitted having *Reference Number 133256510218943* has been rejected.

# 18. Credit Card Details

You can view the details of the *Credit Card SMS Banking* in a specified format. The **SMS Code** for registering for the *SMS Banking* is "*BNKCRCD*" to view the details of the credit cards.

1. User can view the details of the credit card as the last n transactions by the credit card and the credit Limit of the card.

2. Response will contain the detail of the credit card with last n transactions.

3. If you provide the wrong *SMS code*, the appropriate error message will be sent as a response.

**Message Format**

BNKCRCD <PIN> <Card Number>

**Sample Request**

BNKCRCD 9823897881 00771122445535

**Sample Response**

Card Number: 5200123420106751

Total Credit Limit: 90,000.00 INR

Total Cash Limit: 40,000.00 INR

Available Credit Limit: 70,000.00 INR

Total Billed Amount: 5,000.00 INR

Minimum Amount Due: 200.00 INR

Available Cash Limit: 70,000.00 INR

Current Balance:5,000.00 INR

# 19. Credit Card Last N Transactions

You can view the statement of the *Credit Card* through *SMS Banking* in a specified format. The *SMS Code* for registering for *SMS Banking* is "*BNKCRST*" to view the statement of the *Credit Cards*.

1. You can view the transactions done by the *Credit Card* and the *Credit Limit* of the card utilized.

2. The response will contain the statement of the credit card with all the transactions specified for the period.

3. If the customer provides the wrong *SMS code*, the appropriate error message will be sent to the customer as a response.

**Message Format**

BNKCRST <PIN> <Card Number><Month><Year>

**Sample Request**

BNKCRST 9619595090 5200123420106751 0112

**Sample Response**

4. 05-Apr-2010  CREDIT INR 500.00

5. 09-Apr-2010  CREDIT INR 985.00

6. 18-Apr-2010  CREDIT INR 4,287.00

7. 26-Apr-2010  CREDIT USD 850.00

# 20. Credit Card Hot Listing

The *Credit Card Hot Listing SMS Request* will enable you to initiate a *SMS Request* from the *Registered Mobile Number* to hotlist a *Credit Card* linked to you. The *SMS Request* will be initiated with appropriate *Transaction Code*, *Credit Card Number* and *Credit Card Expiry Date* in the *Standard SMS* format.

1. You can initiate a SMS Request from the registered mobile number to hotlist a credit card linked to you.

2. A unique service request number will be generated and sent to you as a success response.

3. If the customer provides the wrong *SMS Code*, the appropriate error message will be sent to the customer as a response.

The reason code provided can be:

- OB - Captured in Other Bank's ATM

- OWB - Captured in Own Bank's ATM

- FS - Fraud Suspected

- L - Lost

- S - Stolen

**Message Format**

BNKCCHL <PIN> <CREDIT CARD NUMBER> <HOT LISTING REASON CODE>

**Sample Request**

BNKCCHL 442055 4477450888522266 L

**Sample Response**

Your request for *Hot Listing Credit Card* 5200123420106751 has been received. Your *Service Request Number* is 885498714401573. The release will be required for this transaction.

# 21. SMS Banking Security Information

You can *Change SMS Banking Security Information* by sending the **SMS** to the bank in a specified format for a specific customer number. The *SMS Code* for registering for *SMS Banking* is "*BNKCPWS*"

1.  You can change the security information by changing the password

2.  The response will contain the changed password success message

3.  If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKCPWS <Old PIN> <New PIN>

**Sample Request**

BNKCPWS 9823897881 9886404722

**Sample Response**

Your *SMS Banking Pin* has been changed successfully

# 22. Register For SMS Banking

You should be able register yourself for *SMS Banking* facility & also should be able to request for changing the default (operative) account through *SMS Banking* module. The following two options are available:

1. You can register for *SMS Banking* facility with a default (operative) account number from the multiple accounts available or without default operative account number.

2. The response will contain the success message for register for SMS banking.

3. If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format (SMS banking with preferred default account)**

BNKREGN <Preferred PIN> <Customer ID> <Operative Account Number> <Branch Code>

**Sample Request**

BNKREGN 9823897881 333000028 33300002812 333

**Sample Response**

Welcome to XXXX Bank's SMS Banking services. Thank you for registering. Your default account number for SMS Banking is 0603985000XXXX.

**Message Format (SMS banking without preferred default account)**

BNKREGN <Preferred PIN> <Customer ID>

**Sample Request**

BNKREGN 9823897881 333000028

**Sample Response**

Welcome to XXXX Bank's SMS Banking services. Thank you for registering. Your default account number for SMS Banking is 0603985000XXXX.

# 23. De-Register From SMS Banking

You should be able to de-register yourself from *SMS banking* facility through *SMS Banking* module.

1.    You can de-register from *SMS Banking* facility.

2.    The response will contain the success message for deregister from SMS banking.

3.    If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKDREG <PIN> <Customer ID>

**Sample Request**

BNKDREG 9823897881 333000028

**Sample Response**

User Deregistered successfully

# 24. Changing the Default Operative Account

The *SMS Request* will enable the business user to initiate a *SMS Request* from the registered mobile number to change the default operative account to another account banking module.

1.    You can register the default account/ change the default operative account.

2.    The response will contain the *Success Message* for registering the default account/ changing the default account.

3.    If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKCHOP <PIN> <Customer ID> < New Operative Account Number > <Branch Code>

**Sample Request**

BNKCHOP 9823897881 333000028 33300002812 333

**Sample Response**

Create User

Your default account number has been changed successfully to 33300002812.

# 25. Foreign Exchange Rate Inquiry

You can inquire the *Foreign Exchange Rate* by sending the *SMS* to the bank in a specified format. The SMS Code for registering for *SMS Banking* is "*BNKFERI*"

1.  You can view the foreign exchange rate by sending the *SMS* in the format.

2.  Response will contain the exchange rate for the inquired currency.

3.  If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKFERI <PIN> <from Currency> <to currency>

**Sample Request**

BNKFERI 9823897881 USD INR

**Sample Response**

FX Rate Unit 1  1 INDIAN RUPEE(USD)

To Currency:  US DOLLAR(INR)

Cash Buy:  48.00

Cash Sell:  52.00

TT Buy:  0.00

TT Sell:  0.00

# 26. SMSHELP

You can view the particular keywords and their formats for *SMS Banking*. The *SMS Code* for registering for *SMS Banking* is "*BNKHELP*".

1.      You can view the particular keywords and their formats for *SMS Banking*.

2.      Response will contain the formats for *SMS Banking* and the keywords for the transactions.

3.      If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format**

BNKHELP

**Sample Request**

BNKHELP

**Sample Response**

Shows all the formats for *SMS Banking*.

# 27. MYSMSHELP

You can view the particular Keywords and their formats for *SMS Banking*. The *SMS Code* for registering for *SMS Banking* is "*LGNHELP*".

1. You can view the particular keywords and their formats for *SMS Banking* for a particular transaction.

2. The response will contain the formats for *SMS Banking* and the keywords for the transactions.

3. If the customer provides the wrong *SMS Code*, the appropriate error message will be sent to the customer as a response.

**Message Format**

LGNHELP <PIN>

**Sample Request**

LGNHELP 9823897881

**Sample Response**

Shows all the formats for SMS Banking

# 28. Adhoc Account Statement

You can raise a request to view the *Adhoc Account Statement* for *TD Accounts* and the *CASA Account* through *SMS Banking*. The *SMS Code* for registering for *SMS Banking* is "*BNKSTAS*" and "*BNKSTAT*".

1.   You can request to view the adhoc statement for your *CASA Account* and the *Adhoc Statement for TD Account* through *SMS Banking*.

2.   The response will contain the confirmation of request for *Adhoc Account Statement* for *CASA Account* and *TD Account* as per the request raised.

3.   If you provide the wrong *SMS Code*, the appropriate error message will be sent as a response.

**Message Format (CASA Adhoc statement)**

BNKSTAS <PIN> <Customer Number> <From Date> <To Date> <Account Number> <Branch Code>

**Sample Request**

BNKSTAS 9823897881 0100022 01/01/2000 01/12/2007 200056 PR2

**Sample Response**

The statement request registered successfully.

Your request for statement of account has been received. The *Transaction Reference Number* is 5477555.

The statement for *Account Number 33300002804* will be sent to you by email/courier in 3 working days.

**Message Format (TD Adhoc statement)**

BNKSTAT <PIN> <Customer Number> <From Date> <To Date> <Account Number> <Branch Code>

**Sample Request**

BNKSTAT 9823897881 0100022 01/01/2000 01/12/2007 200056 PR2

**Sample Response**

Statement request registered Successfully.

Your request for *Statement of Account* has been received. The *Transaction Reference Number* is *5477555*.

The statement for *Account Number 33300002804* will be sent to you by email/courier in 3 working days.