Oracle® Banking Platform Collections

Process Configuration Guide

Release 2.4.0.0.0

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Preface

This document helps you to understand the processes associated with collections.

This preface contains the following topics:

Audience

This document is intended for the following audience:

- IT Deployment Team
- Consulting Staff
- Administrators

Documentation Accessibility

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Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1 Process

This chapter provides information on development of each case life cycle process. The Process life cycle defines the workflow management for each product-shipped case type.

1.1 Configuration Guidelines

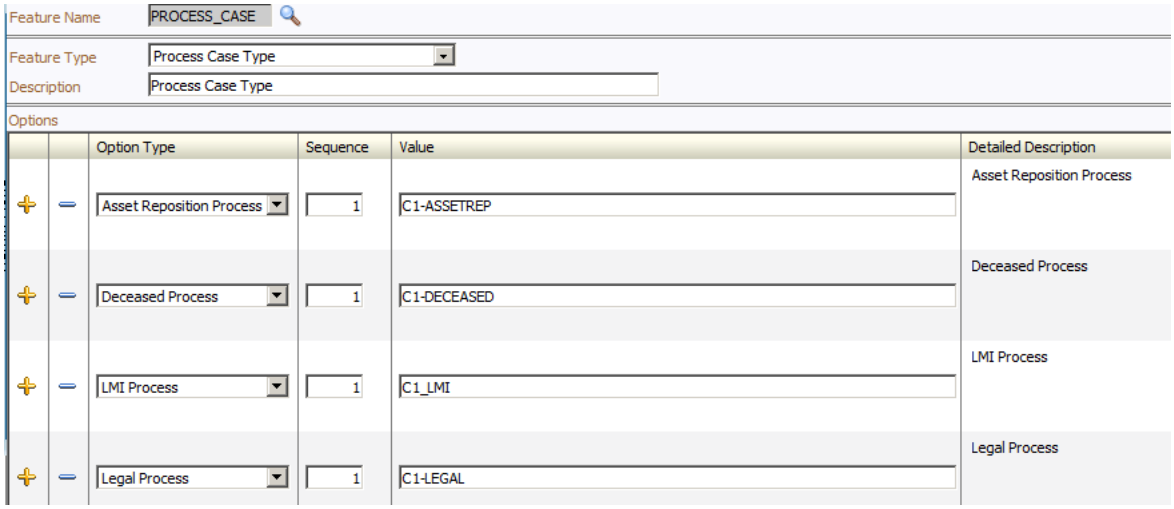
The following is list of some of the important configurations required to set up case in collections. These should be done as per implementation requirements. Additional configuration options wherever available are specified in detailed specifications:

- **Strategy Monitor Configuration:**
  - This configuration is set up for automatic initiation of case.
  - A generic list of facts for Strategy Monitor is provided in the Batch Specifications document. Definition of rule is done as per implementation need and strategy setup requirements.
- **Case Life cycle Configuration:**
  - This configuration is defined as part of case life cycle setup.
  - Some of the configurations are available as user managed setup at case or case status level, while some need to be addressed using algorithm spots.
  - This document provides:
    * Configuration to be done at case level and case status level.
    * Algorithms required for the process and values for the parameters to be set.
  - During implementation, you can however change the configuration defined and also the parameters for algorithms as per the requirement.
- **Cross Strategy Action Matrix (CSAM) setup:**
  - This setup is done as per implementation needs.
  - This matrix can be configured to invoke, at the time of entry into specific status in a case, including initial and final status.
  - Each account associated with case is evaluated against CSAM and configured action is taken on strategies for the account.
  - A template for CSAM configuration is provided in Section 1.19 of the Oracle Banking Platform Collections Day Zero Setup Guide. This has to be set up as per implementation needs.

- **Case Allocation to Queue and User:**
  - Case Allocation when manually initiated:
    * This is not managed by configuration but needs to be manually managed at transaction level.
    * User can view all the queues they are associated to and can select one for allocation.
    * Case is allocated to the logged in User.
  - Case Allocation when initiated by Strategy Monitor:
    * Queue and user allocation is as per queue management setup.
    * These allocation are done in batch.
  - Allocation is retained for the life of the case, unless explicitly re-allocated by user or by case algorithms.
- **Vendor Assignment:**
  - Automated Assignment:
    * Vendor assignment is done by calling the vendor management module for a particular service type.
    * Assignment Logic is defined in vendor management module for each service Type.
  - Manual Assignment:
    * Vendor assignment can be done by the user.
    * Each vendor association can be mapped to a vendor service type and user can select and assign one of the vendors associated to this service type.
- **Approval Requirements:**
  - Approval checks are mentioned with each of the status in the case life cycle specifications.
  - Case life cycle will first check if approval is required.
  - If approval is required, case is put in interim status and approval request is created. This is routed to a user based on Oracle Platform Security Services (OPSS) configuration.
  - Behavior of the case for approval and rejection scenario is defined for each request. These are not user configurable but are embedded in the process.
- **Follow-up (Action and Result):**
  - Activities and outcomes can be configured for each status as per implementation needs.
  - These are captured in follow-up template provided in Section 1.10 of the Oracle Banking Platform Collections Day Zero Setup Guide.
  - Any post-processing required for any outcome is also captured in the follow-up section.
- **Day Zero Setup: Process Case Types:**

  The figure mentioned below describes the feature configuration used to define the Process Case Types.

Figure 1–1 Feature Configuration Used to Define Process Case Types: PROCESS_CASE



2

Deceased Process

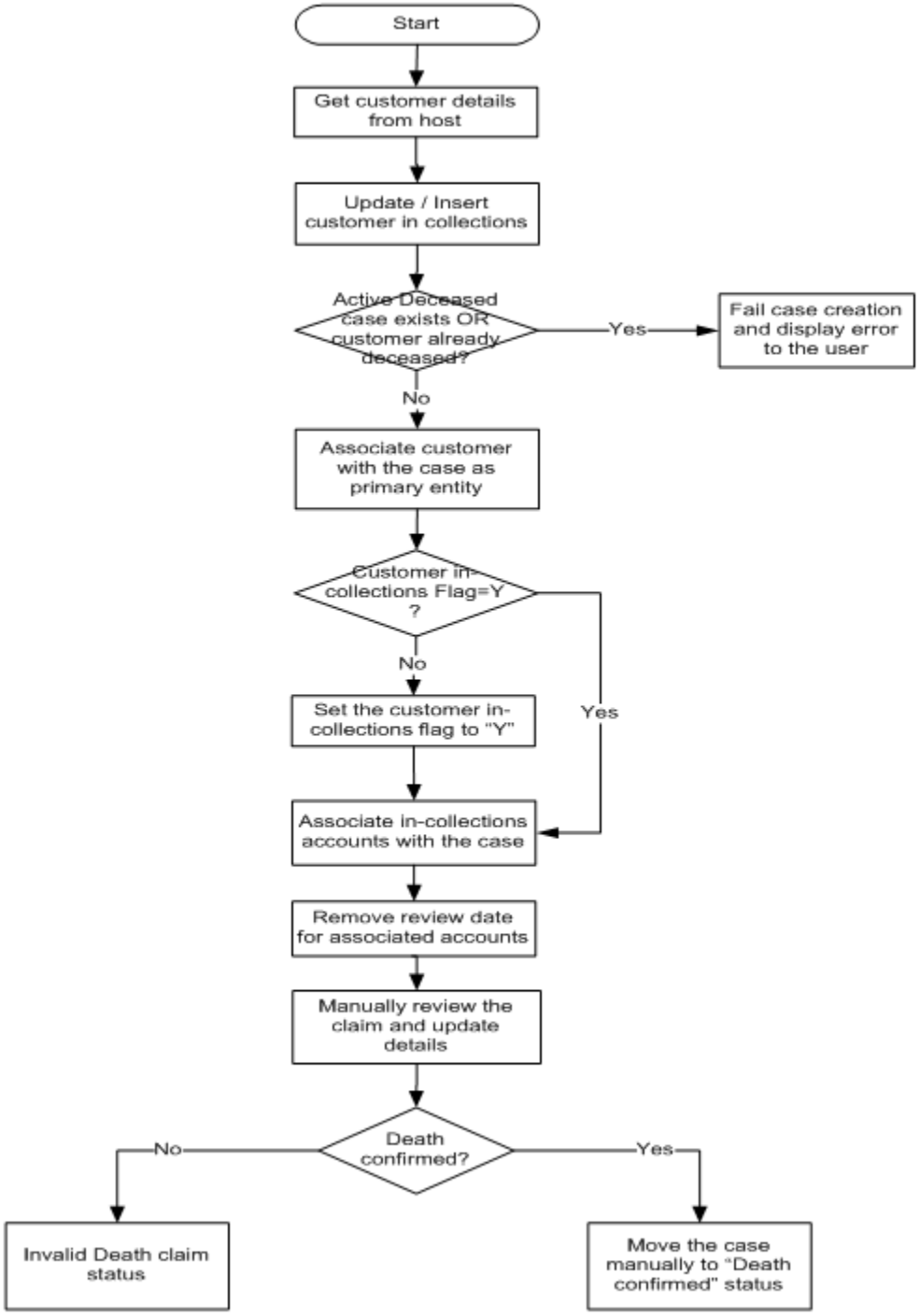
The Deceased process is initiated when notification of customer's death is received by the branch staff or the call center staff or by the collections staff (if account was managed in Collection). This process primarily involves:

- Confirmation of Death
- Review of entire customer exposure
- Initiation of appropriate strategies on customer's accounts, if required

2.1 Life Cycle Processing

The diagram provided below describes the life cycle processing of the deceased process.

Figure 2–1 Life Cycle Processing



2.2 Day Zero Setup on Case Category

The following table describes the day zero setup on case category.

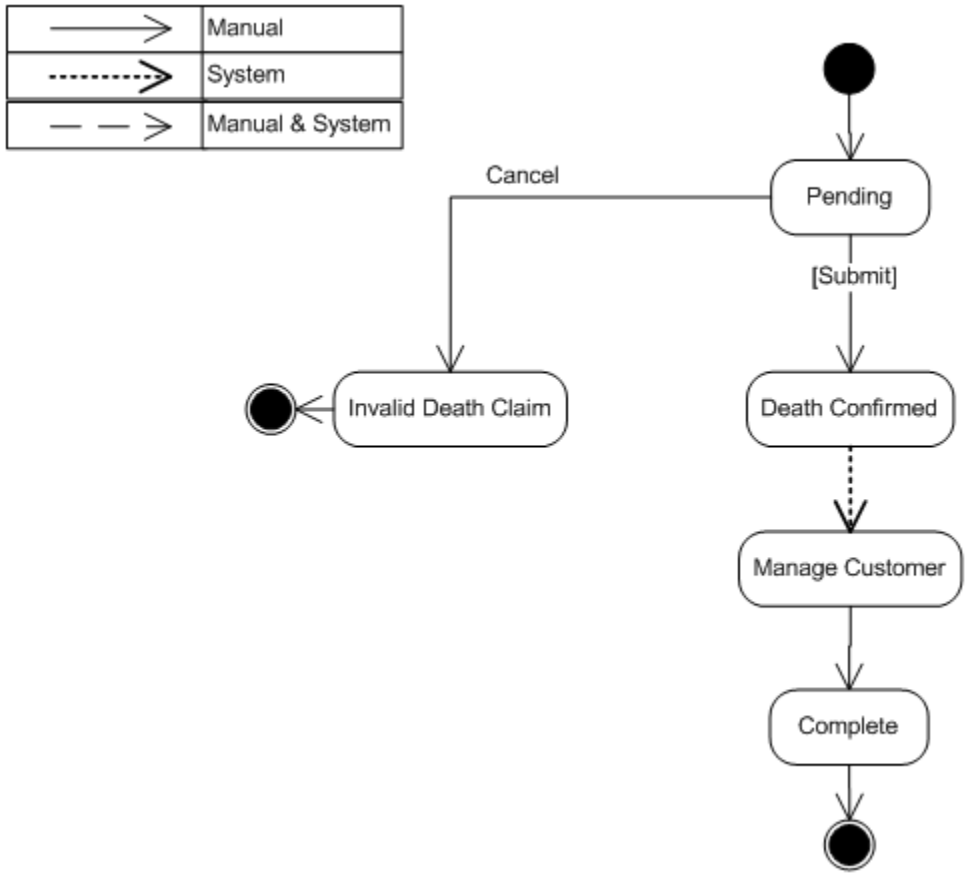
Table 2–1 Day Zero Setup on Case Category

Case Category	Deceased
Primary Entity	Customer
Allow Multiple Association	Yes
Adhoc Association	Yes

2.3 State Diagram

The following diagram describes the state diagram of the deceased process.

Figure 2–2 State Diagram



A Deceased case is created from a separate menu option accessible to collections team as well as other users across bank (based on access rights). However, before proceeding to creation, the case system should check if the customer already exists in collections. If not, pull the customer into collections. This does not pull any of the customer's accounts into collections. If it is required to pull the customer's accounts into collections, this should be done by the user using manual account pull screen.

2.4 Product-Shipped Configuration

The following table describes the product-shipped configuration details.

Table 2–2 Product-Shipped Configuration Details

Case Type Code	C1-DECEASED
Char Types used	Customer
Case Status Code	PENDING - Pending DEATHCONFIRM - Death Confirm MANAGECUST - Manage Customer INVALIDCLAIM - Invalid Claim DCSD-COMPLET - Complete DCSD-CANCEL - Deceased Cancel

2.5 Case Status Setup

This section describes the case status setup details.

2.5.1 PENDING - Pending

This is the initial status of the Deceased life cycle. User provides customer ID on the screen and then triggers case creation.

Figure 2–3 Case Status Code: Pending

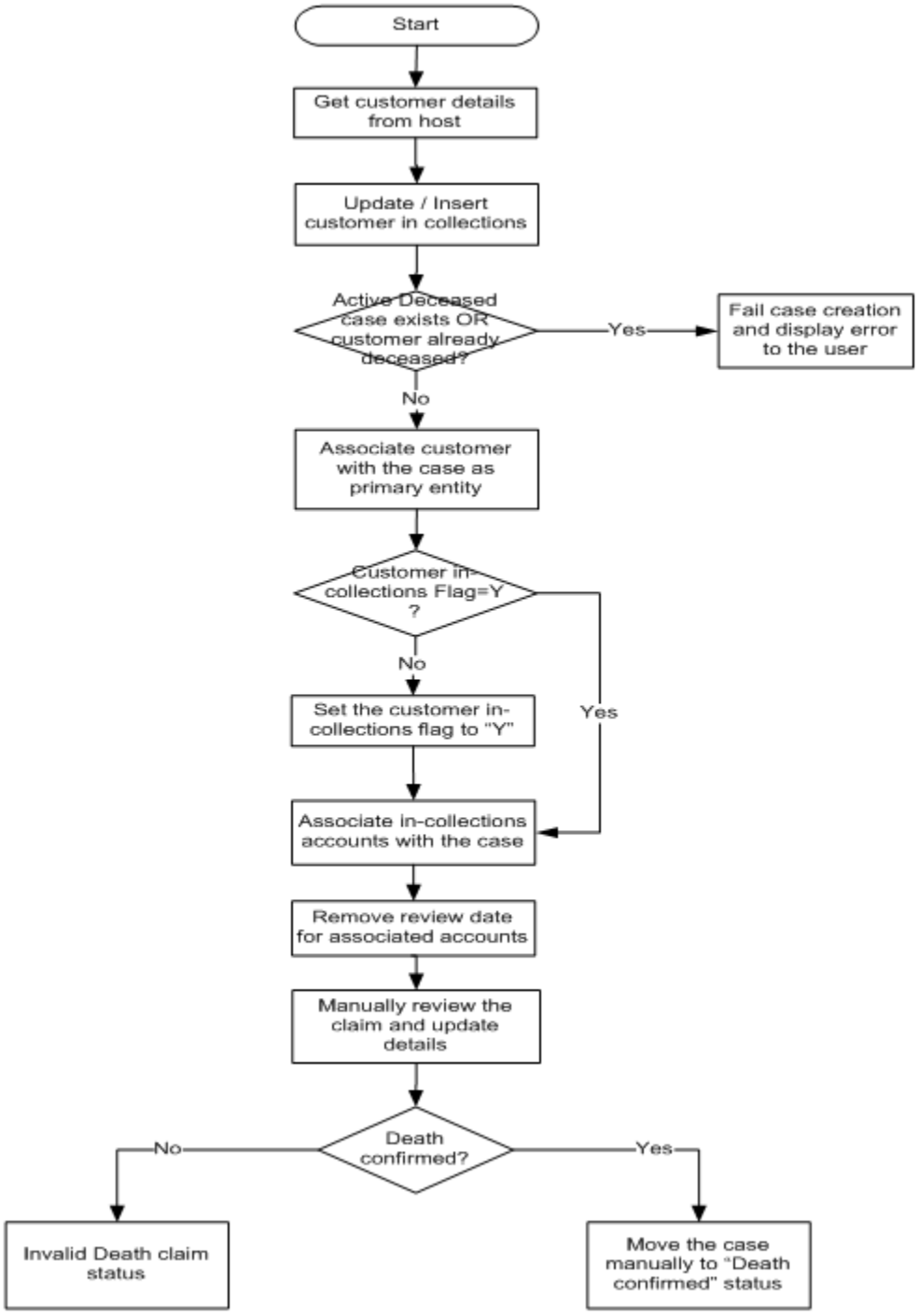


Table 2–3 Case Status Code: Pending

Actor	System / Branch Staff / Call Center Staff / Recovery Associate
Description	The following system activities are done when the case is in this status: ■ Get the customer details from the host. If the customer is already in collections, update the customer details. Else, customer should be set up in collections by the case creation process. ■ Check if an active deceased case exists for the customer OR warning indicator if deceased is already set. If either is true, then terminate the case creation and display error message to the user. ■ System will check if 'In collections' flag is set for the customer. If not, same should be updated to 'Y' in the core. ■ Host will propagate the 'In collections' flag to all accounts of the customer where this customer is a primary holder. ■ Associated all accounts of the customer with the case where: - Customer is primary owner - Account is in collections ■ Remove account review dates for all the associated accounts. This will ensure that accounts are not sent to strategy monitor for strategy review. The following user activities are expected: ■ Death claim is verified by the user and details are updated in the system. ■ Manually move the case to 'invalid claim' or 'Death confirmed' status.
Modify Association	Yes

Entering Processing Spot Algorithms:

Table 2–4 Case Status Code: Pending: Entering Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CHKDCD**	Check deceased status for the customer	Case Category = Deceased (DCSD)
2	**C1-DCDACCTS**	Associate accounts with deceased customer case	None
3	**C1-UPDRVWDT**	Update Review Date for associated accounts	Override Flag Value = Yes Days Offset = 5 Update Type = Set
4	**C1-DECSW_Y**	Update deceased switch to 'Y' in collections	Customer Level Switch Name Switch Value

No-Activity Monitoring:

Table 2–5 Case Status Code: Pending: No-Activity Monitoring

Days	To-Do	Reallocate	Prompt After	Change Status
5	Deceased No Activity Level 1(C1-DNA1)			
10	Deceased No Activity Level 2(C1-DNA2)			

Exit Processing Spot Algorithms:

Table 2–6 Case Status Code: Pending: Exit Processing

Sr. No.	Algorithm	Description	Parameters
1	**C1-CLSTODO**	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

Next Status Transition:

Table 2–7 Case Status Code: Pending: Next Status

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Death Confirmed (DEATHCONFIRM)	OK	System and User	Y	N
2	Invalid Death Claim (INVALIDCLAIM)	CXL	System and User	N	Y

2.5.2 DEATHCONFIRM - Death Confirm

This section describes the Death Confirm status.

Figure 2–4 Case Status Code: Death Confirm

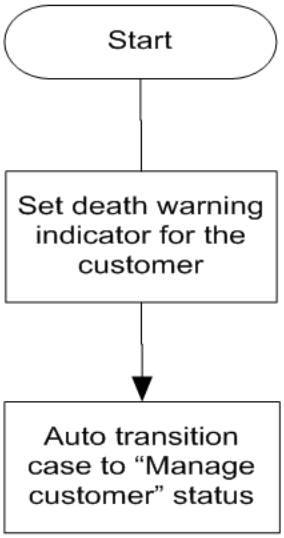


Table 2–8 Case Status Code: Death Confirm

Actor	System
Description	Set the Deceased warning indicator for the customer. Setting of warning indicator will put some restrictions and flags on the customer and accounts held by him/her. However, these updates are configured and managed in host and no triggers are required from collections except for setting of warning indicator.
Modify Association	Yes

Enter Processing Spot Algorithms:

Table 2–9 Case Status Code: Death Confirm: Enter Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-UPDWARN**	Update warning indicator for the customer	Association Type = Primary Warning indicator Type = Deceased Update Type = Set

No Activity Monitoring:

Table 2–10 Case Status Code: Death Confirm: No-Activity Monitoring

Sr. No.	Algorithm	Description	Parameters
1	**C1-TRAN-STAT**	Transition to Default Next Status	Next Status Next Transition Condition = OK

Exit Processing Spot Algorithms:

Table 2–11 Case Status Code: Death Confirm: Exit Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CLSTODO**	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

Next Status Transition:

Table 2–12 Case Status Code: Death Confirm: Next Status Transition

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Manage Customer (MANAGECUST)	OK	System	N	Y

2.5.3 MANAGECUST - Manage Customer

This section describes the Manage Customer status.

Figure 2–5 Case Status Code: Manage Customer

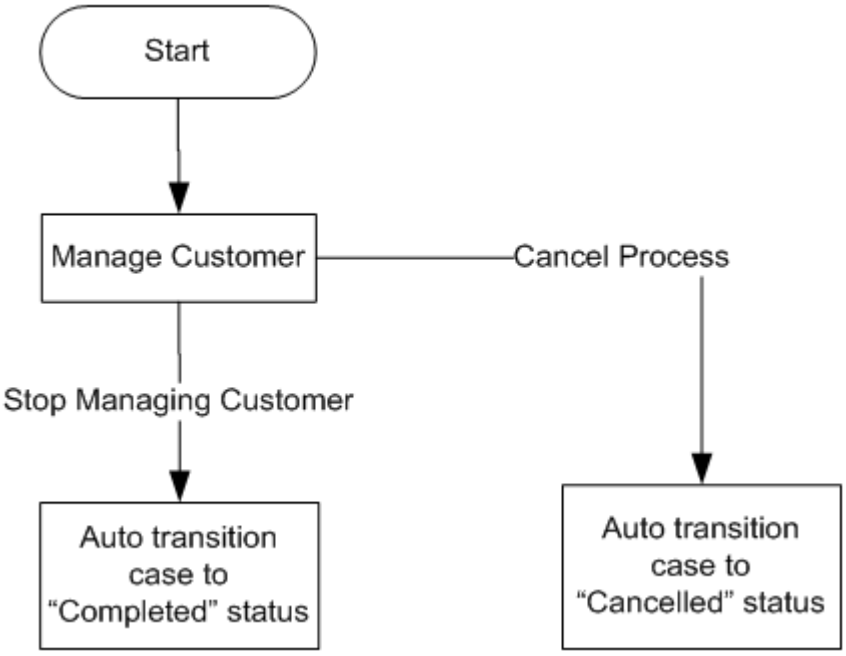


Table 2–13 Case Status Code: Manage Customer

Actor	Recovery Associate
Description	While in this status, the user will review the deceased customer's details on the Customer Centric Landing page. They have a view of all the customer's accounts (both regular and irregular). User will review various aspects for every exposure to the customer. This will include delinquency status, co-borrower commitment, collateral availability, and so on. Based on the above, if required collector will decide the best strategy for the account. All of the actions/activities above should be tracked (for each account) through the use of Action/Results on the case, after the action has been performed in Collections or directly on the host system. The user may use Next Action and Next Action Date to set reminders to review the case in the near future. Any specific strategy for the account can be manually initiated by the user. Once the user has completed applying the strategies, he/she will manually transition the case to complete status.
Modify Association	Yes

Enter Processing Spot Algorithms: NA

No Activity Monitoring: NA

Exit Processing Spot Algorithms:

Table 2–14 Case Status Code: Manage Customer: Exit Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CLSTODO**	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

Next Status Transition:

Table 2–15 Case Status Code: Manage Customer: Next Status Transition

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Deceased Cancel (DCSD-CANCEL)	CXL	System and User	Y	Y
2	Complete (DCSD-COMPLETE)	OK	System and User	N	N

2.5.4 INVALIDCLAIM - Invalid Claim

This section describes the 'Invalid Claim' status.

Figure 2–6 Case Status Code: Invalid Claim

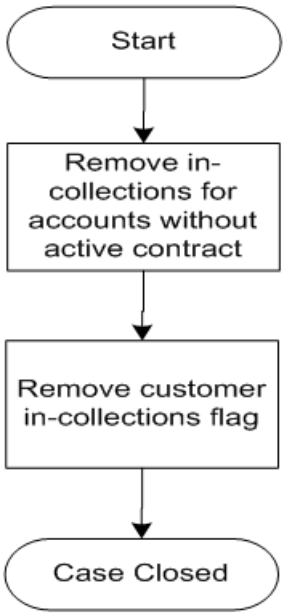


Table 2–16 Case Status Code: Invalid Claim

Actor	Not Applicable
Description	This is final status indicating claim has been rejected, as sufficient proof of death is not available. System will: ■ Remove 'In collections' flag for all accounts not having an active contract in collections and where customer is primary owner. ■ Remove customer 'In collections' flag if no other specialized collections case is running on the account.
Modify Association	Yes

Enter Processing Spot Algorithms:

Table 2–17 Case Status Code: Invalid Claim: Enter Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CUSINCOLR**	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment Case Category 3 = Hardship Case Category 4 = <<Blank>> Case Category 5 = <<Blank>>
2	**C1-UPDRVSET**	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set
3	**C1-DECSW_N**	Algorithm to set Deceased Switch as N	Customer Level Switch Name = DECEASED_SW Switch Value = N

No Activity Monitoring: NA

Exit Processing Spot Algorithms: NA

Next Status Transition: NA

2.5.5 DCSD-COMPLET - Complete

This section describes the 'DCSD Complete' status.

Figure 2–7 Case Status Code: DCSD Complete

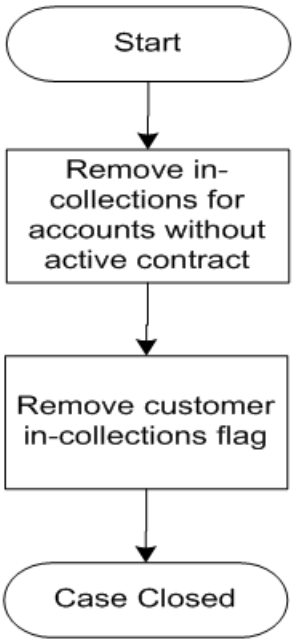


Table 2–18 Case Status Code: DCSD Complete

Actor	Not Applicable
Description	This is final status indicating there is no further need to manage exposures to the dead customer. System will: ■ Remove 'In collections' flag for all accounts not having an active contract in collections and where customer is primary owner. ■ Remove customer 'In collections' flag if no other specialized collections case is running on the account. ■ The Deceased warning indicator is not automatically unset, due to sensitive nature of deceased claim application. Manual update of this indicator is required.
Modify Association	Yes

Enter Processing Spot Algorithms:

Table 2–19 Case Status Code: Complete: Enter Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CUSINCOLR**	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment Case Category 3 = Hardship Case Category 4 = <<Blank>> Case Category 5 = <<Blank>>
2	**C1-UPDRVSET**	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set

No Activity Monitoring:

Table 2–20 Case Status Code: Complete: No-Activity Monitoring

Sr. No.	Algorithm	Description	Parameters
1	**CS-MONITOR**	Algorithm for Monitoring after N days	To-Do Type 1 = C1-DNA1

Exit Processing Spot Algorithms: NA

Next Status Transition: NA

2.5.6 DCSD-CANCEL - Deceased Cancel

This section describes the Deceased Cancel status.

Figure 2–8 Case Status Code: DCSD Cancel

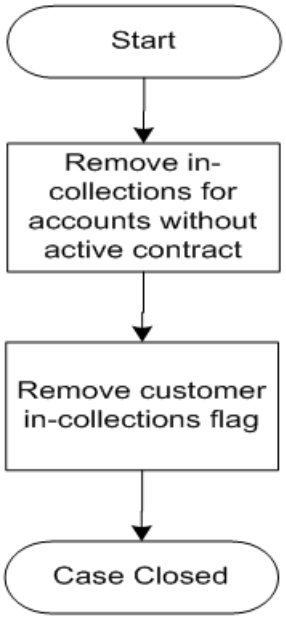


Table 2–21 Case Status Code: DCSD Cancel

Actor	Not Applicable
Description	This is a final status for the case. System will: ■ Remove 'In collections' flag for all accounts not having an active contract in collections and where customer is primary owner. ■ Remove customer 'In collections' flag if no other specialized collections case is running on the account. ■ The Deceased warning indicator is not automatically unset, due to sensitive nature of deceased claim application. Manual update of this indicator is required.
Modify Association	Yes

Enter Processing Spot Algorithms:

Table 2–22 Case Status Code: Deceased Cancel: Enter Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	**C1-CUSINCOLR**	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment Case Category 3 = Hardship Case Category 4 = <<Blank>> Case Category 5 = <<Blank>>
2	**C1-UPDRVSET**	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set
3	**C1-DECSW_N**	Algorithm to set Deceased Switch as N	Customer Level Switch Name = DECEASED_SW Switch Value = N

No Activity Monitoring: NA

Exit Processing Spot Algorithms: NA

Next Status Transition: NA

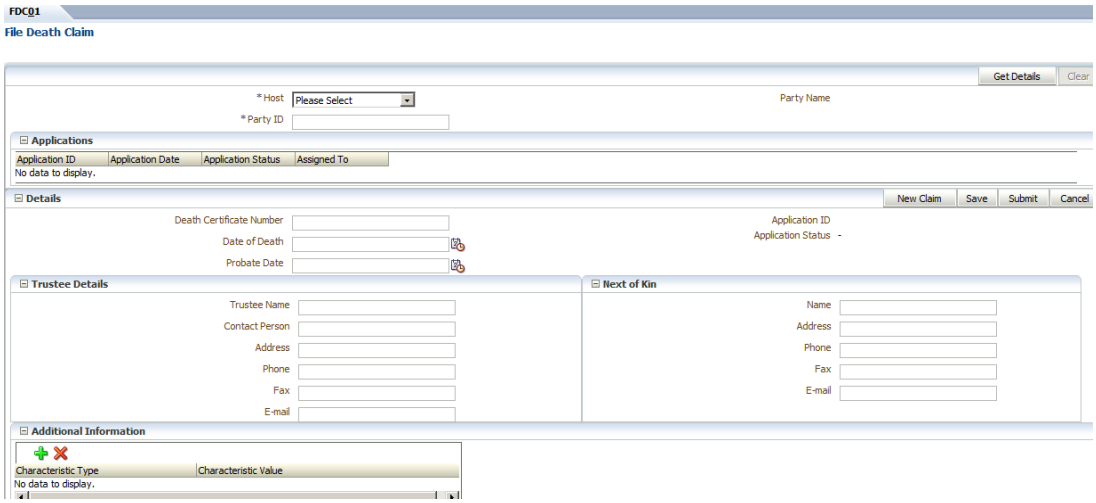
3

Deceased Application Screens

This chapter describes the following screens that appear in the **Case** tab in Collections.

Death case can be initiated by the branch staff or by call centre staff. Screens for initiating the death claim is given in section 'OBP Application Form'.

Figure 3–1 Filing Death Claim



The following setup is available in feature configuration to control the behavior of the screen mentioned above:

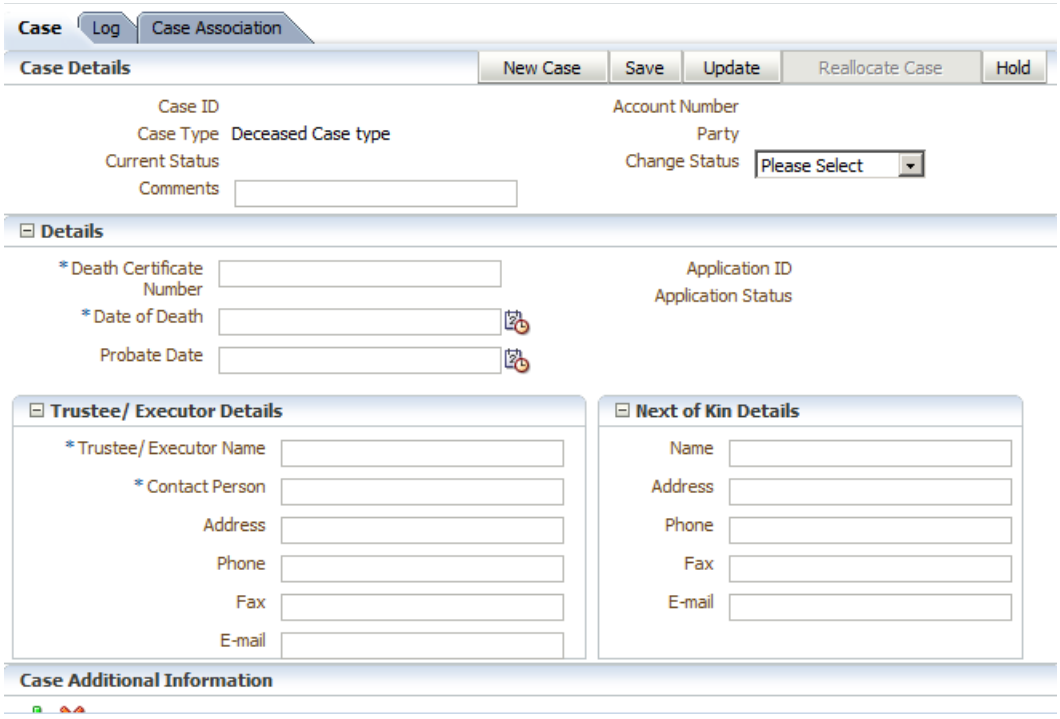
- **Case Type:** This is the case type used to indicate which case should be created when a user clicks 'New Claim'.
- **Editable Status:** This is the status which will make the UI (Details Section) editable. User can update any details on the screen only in this status. However, updates will further be governed by the rules for each field defined in data requirement section. Multiple status can be specified as 'Editable status'.
- **Submit Status:** Case will attempt to transition to this status when the user clicks 'Submit'.
- **Cancel Status:** Case will attempt to transition to this status when the user clicks 'Cancel'.

For Deceased Case configuration, the values mentioned below should be defined in the feature configuration:

- Case Type = Deceased

- Editable Status = Pending
- Submit Status = Death Confirmed
- Cancel Status = Invalid Death Claim

Figure 3–2 Collections - Case Tab



Widget Table

The following table provides the widget details:

Table 3–1 Widget Table Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Host ID	List of Values - This should display list of Hosts for user to select from. If there is only one host in the list, this should be default selected and the Host ID field should not be displayed on the screen.	Not Applicable	Mandatory
Party ID	Text. User should enter the party ID here.	Not Applicable	Mandatory
Party Name	Display Name of the party.	Not Applicable	

Note: Data can be edited only if case is in Open status.

Applications:

The application details are as follows:

- This grid displays all previous cases of case type set in the feature configuration.
- The case is associated to the party ID specified and can be in open or closed status.
- Specified customer may be primary or secondary customer for the case.
- The cases are displayed in descending order of creation date.
- All data in grid is view only.

Table 3–2 Applications Grid Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Application ID	Case ID Hyperlink - Click the Application ID to view the application related data in the Details section. Link should be active for Open as well as Closed case.	Read only data	Read only data
Application Date	Date when the case was created.	Read only data	Read only data
Application Status	For an Open or Active case this should display a string as - "Open - <<Case Status>>" For an Closed case this should display a string as - "Closed - <<Case Status>>"	Read only data	Read only data
Assigned to	Displayed only for the Open or Active case. This is the name of the user to whom the case is assigned.	Read only data	Read only data

Details

The following table describes the Details section.

Table 3–3 Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Death Certificate Number	Text. A death certificate number up to 20 characteristics can be captured.	Editable in all status as long as case is Open	For Entry into Death Confirmed Manage Customer Completed
Date of Death	Date - Should be <= Current business date	Editable in all status as long as case is Open	For Entry into Death Confirmed Manage Customer Completed

Table 3–3 (Cont.) Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Probate Date	Date - Should be >= Date of Death	Editable in all status as long as case is Open	Non Mandatory
Application ID	Displays CaseID.	Read only data	Read only data
Application Status	For an Open or Active case this should display a string as - "Open - <<Case Status>>" For an Closed case this should display a string as - "Closed - <<Case Status>>"	Read only data	Read only data

Trustee / Executor Details

The following table describes the Trustee or Executor Details section.

Table 3–4 Trustee or Executor Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Trustee / Executor Name	Text - Up to 64 characters. Numbers should not be allowed.	Editable in all status as long as case is Open	For Entry into Death Confirmed Manage Customer Completed
Contact Person	Text - Up to 64 characters. Numbers should not be allowed.	Editable in all status as long as case is Open	For Entry into Death Confirmed Manage Customer Completed
Address	Text - Up to 64 characters.	Editable in all status as long as case is Open	Non Mandatory
Phone	Text - Up to 24 characters.	Editable in all status as long as case is Open	Non Mandatory
Fax	Text - Up to 40 characters.	Editable in all status as long as case is Open	Non Mandatory
E-mail	Text - Up to 70 characters.	Editable in all status as long as case is Open	Non Mandatory

Next of Kin Details

The following table describes the Next of Kin Details section.

Table 3–5 Next of Kin Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Name	Text - Up to 64 characters. Numbers should not be allowed.	Editable in all status as long as case is Open	Non Mandatory
Address	Text - Up to 64 characters.	Editable in all status as long as case is Open	Non Mandatory

Table 3–5 (Cont.) Next of Kin Details

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status
Phone	Text - Up to 24 characters.	Editable in all status as long as case is Open	Non Mandatory
Fax	Text - Up to 40 characters.	Editable in all status as long as case is Open	Non Mandatory
E-mail	Text - Up to 70 characters.	Editable in all status as long as case is Open	Non Mandatory

Case Additional Information

The following table describes the case additional information.

Table 3–6 Case Additional Information

Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
Reject Reason	List of Values Incorrect Customer Invalid Claim	Editable in Pending Status only This should be based on "Locked" flag as defined in the system	For Entry into Invalid Claim	This field should be hidden in below status: ▪ Death Confirmed ▪ Manage Customer

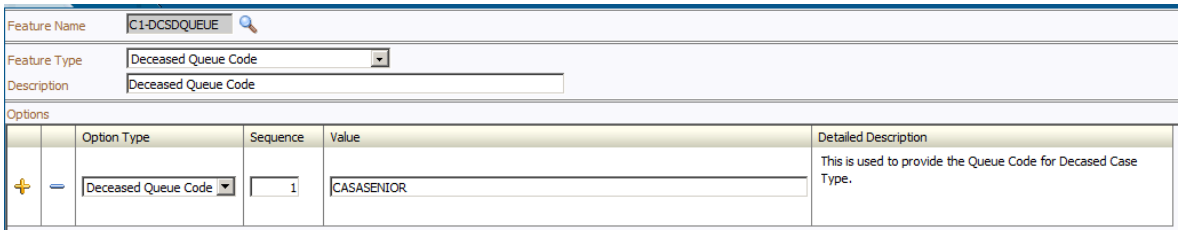
Day Zero Setup for Mandatory/Hidden/Locked fields on Application Form

The Configuration is available in the CI_CASE_ST_PROC_FLD.sql script.

The deceased queue when created using Deceased Application form gets allocated to a particular queue. The queue code should be defined using the feature Config 'C1-DCSDQUEUE'.

The product does not provide any default queue. Following is the sample configuration for reference.

Figure 3–3 Day Zero Setup on Application Form



4

Financial Hardship

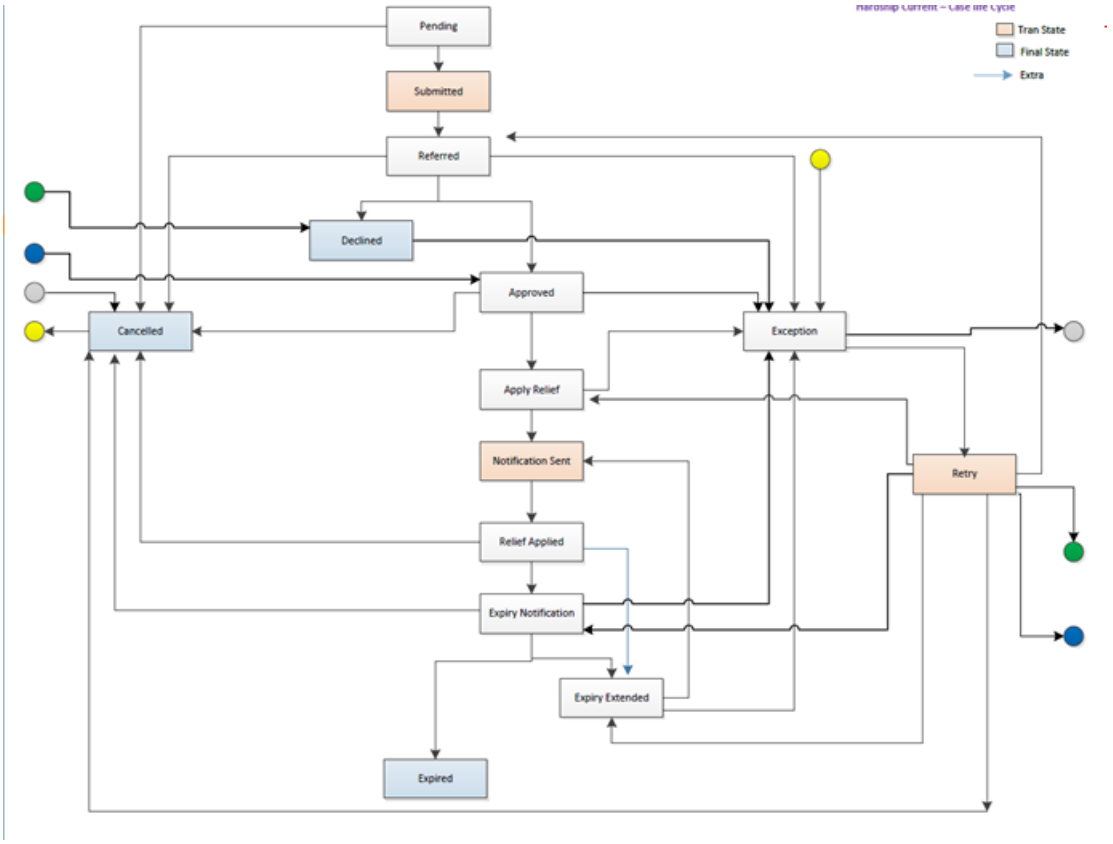
This chapter describes the following:

- Hardship application to initiate Financial Hardship case.
- Managing the life cycle of a Financial Hardship application and tracking all approval and timing requirements.
- Complying with approval requirements.
- Sending of letters to customer and third parties, and notification of life cycle progress.

4.1 Life Cycle Diagram

The following diagram describes the life cycle diagram of the financial hardship.

Figure 4–1 Life Cycle Diagram



Note: The transitory state has been removed from life cycle, as partial commit is not allowed on XA arch.

Transition out of Approved status has been changed to Manual (earlier it was Auto). This has been done to counter XA issues.

4.2 Day Zero Setup on Case Category

The following table explains the day zero setup on case category.

Table 4–1 Day Zero Setup on Case Category

Case Category	Hardship
Primary Entity	Customer
Allow multiple Association	Yes
Adhoc Association	No

4.3 Product-Shipped Configuration

The following table explains the product-shipped configuration details:

Table 4–2 Product-Shipped Configuration Details

Case Type Code	C1-HARDSHIP
Char Types used	C1-EXPDT - Hardship Expiry Date C1-EXTEX - Extend Expiry Date C1-CANRS - Cancel Reason C1-EFFDT - Hardship Effective Date C1-HRARS - Reason for Hardship C1-DCRSN - Hardship Decline Reason
Case Status Code	PENDING - Pending APP-SUBMIT - Application submitted HARD-REFFERD - Hardship Referred EXCEPTION - Exception RETRY - Retry HARD-APPRV - Hardship Approve HARD-DECLINE - Hardship Declined AP-HARD-RELF - Apply Hardship Relief NOTIF-SENT - Notification sent RLF-APPL - Relief Applied EXP-NOTIFICN - Expiry Notification EXPIRY-EXTND - Expiry Extended HARD-EXPIRED - Hardship Expired HARD-CANCEL - Hardship Cancelled

4.4 Case Status Setup

This section describes the case status setup of different statuses.

PENDING - Pending

Table 4–3 Case Status: Pending

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Pending	Application Submitted	OK	Enter	Retrieve and Create "V"		C1-VCREATE
	Hardship Cancelled	CXL	Enter	Set In Collections Flag On Party and Account(s)		C1-SET-REC
			Auto-transition	Wait Time Out		CS-MONITOR
			Exit	Generic To Do Completion for Case		C1-TO-DO-END

Table 4–3 (Cont.) Case Status: Pending

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
				Enter	Check for existing Hardship	C1-CHKHRDSHP
				Enter	Create Hardship case creation activity	C1-CRTHDSP
				Enter	Hardship Entity association	C1-HARDASSO
				Enter	Queue Allocation algorithm For hardship	C1-ALLOCQUE

APP-SUBMIT - Application Submitted

Table 4–4 Case Status: Application Submitted

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Application Submitted	Referred	OK	Enter	Validate Hardship Application inputs	EXP_DTE	C1-V-FH-APP
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT
			Enter	Case Association		C1-HARDASSO
			Enter	Update (Remove) Review Date Algorithm		C1-UPDRVWDTv

HARD-REFFERD - Hardship Referred

Table 4–5 Case Status: Hardship Referred

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Referred	Hardship Approved	OK	Auto Transition	Wait Time Out		CS-MONITOR
	Hardship Declined	CXL	Enter	Auto-Approval Check		C1-FH-AUTOAP
	Exception	EXCP				
	Hardship Cancelled	CXL				

EXCEPTION - Exception

Table 4–6 Case Status: Exception

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Exception	Retry	OK	Enter	Create To Do for Case in Error		C1-TO-DO-ERR
	Hardship Cancelled	CXL	Auto Transition	Retry Case in Error		C1-RCASEE
			Exit	Generic To Do Completion for Case		C1-TO-DO-END
			Enter	Store previous status		C1-PREV-STAT

RETRY - Retry

Table 4–7 Case Status: Retry

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Retry	Hardship Declined		Enter	Transition to previous state prior to Exception		C1-PREV-EXP
	Hardship Referred					
	Hardship Approved					
	Apply Hardship Relief					
	Expiry Extended					
	Expiry Notification					
	Hardship Cancelled					

HARD-APPRV - Hardship Approve

Table 4–8 Case Status: Hardship Approve

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Approve	Apply Hardship Relief	OK	Enter	{HYPERLINK "../../MMALAM/Desktop/Hardship/Design/Analysis/Hardship_Analysis_rel_2 1 2_March-13_v1 0.xls" \l "RANGE!_Notify_Banker"}		C1-NOT-BANKR
	Hardship Cancelled	CXL	Enter	Set Financial Hardship Indicator		C1-SET-FH
	Exception	EXCP	Enter	Capture Hardship Approval Date		C1-HARAP-DT
			Enter	Characteristic association		C1-FHCHARASC

HARD-DECLINE - Hardship Declined

Table 4–9 Case Status: Hardship Declined

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Declined	Exception	Exception	Enter	Send hardship declination letter		C1-FH-DEC
			Enter	Remove Financial Hardship indicator		C1-UNSET-FH
			Enter	Mark Accounts for strategy review		C1-REVIEW_ACT
			Enter	Characteristic association		C1-FHCHARASC

AP-HARD-RELF - Apply Hardship Relief

Table 4–10 Case Status: Apply Hardship Relief

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Apply Hardship Relief	Notification Sent	OK	Enter	Assign Applicable Relief Type(s)		C1-RELF-TYPE
	Exception	EXCP	Enter	Check for Operational Relief Types		C1-OP-RT
	Hardship Declined		Enter	Apply Hardship Relief Types		C1-FH-EVAL
	Hardship Cancel		Auto-transition	Transition to Next Status when all Reliefs are applied		C1-RAPP

NOTIF-SENT - Notification sent

Table 4–11 Case Status: Notification Sent

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Notification Sent	Relief Applied	OK	Enter	Send Hardship Application Result		C1-FH-RSLT
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT

RLF-APPL - Relief Applied

Table 4–12 Case Status: Relief Applied

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Relief Applied	Expiry Notification	OK	Auto-transition	Transition to next status 14 days before expiry		C1-NXT-TENDY
	Cancelled	CXL				
	Expiry Extended					

EXP-NOTIFICN - Expiry Notification

Table 4–13 Case Status: Expiry Notification

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expiry Notification	Hardship Expired	OK	Enter	Send Hardship Expiration letter		C1-FH-EXPLT
	Expiry Extended		Auto-transition	Transition to Next Status when Hardship Expiry Date is reached		C1_TRN-APL
	Hardship Cancelled	CXL	Exit	Generic To Do Completion for Case		C1-TO-DO-END
	Exception	Exception				

EXPIRY-EXTND - Expiry Extended

Table 4–14 EXPIRY-EXTND: Expiry Extended

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expiry Extended	Notification Sent	OK	Enter	Validate Extended Expiry Date		C1-VAL-EXPDT

Table 4–14 (Cont.) EXPIRY-EXTND: Expiry Extended

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
	Exception	EXCP	Enter	Extend Expiry Date	C1_EXTEX	CC1-EXT-EXPDT
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT
			Enter	Validate Hardship Expiry Date		C1-VAL-FHEXP

HARD-EXPIRED - Hardship Expired

Table 4–15 HARD-EXPIRED: Hardship Expired

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expired			Enter	Remove Financial Hardship Indicator		C1-UNSET-FH
			Enter	Update status to expired in hardship details table		C1-UPDHDSTAT
			Enter	Mark accounts for strategy review		C1-REVIW-ACT

HARD-CANCEL - Hardship Cancelled

Table 4–16 HARD-CANCEL: Hardship Cancelled

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Cancelled	Exception	EXCP	Enter	Cancel Hardship Application	CI-CANRSN	C1-CNHRDSHAP
			Enter	Remove Financial Hardship Indicator		C1-UNSET-FH
			Enter	Cancel Process Approval Request: Financial Hardship		C1-CANFHAPPR
			Enter	Cancel Relief Approval request from SOA		C1-CANRELREQ
			Enter	Cancel OBP Relief Approval Req from SOA Worklist		C1-CANSOARQ
			Enter	Mark accounts for strategy review		C1-REVIW-ACT

4.5 Note

- The transitory state is no more supported on the life cycle, as partial commit does not hold good in case of XA architecture, where the commit/rollback is container managed.
- Transition out of 'Approved' Status to 'Apply Relief' is manual rather than being Auto. This is counter XA posed issue. If any error occurs while applying relief the error would be popped onto screen rather than case being moved to Exception status.
- If this Algorithm fails due to some reason on Host side, the case would not transition to Exception status; rather it would display the message on UI.
- The algorithm has been provided to transmit Linked Account or Parties data from CLOB (Character Large Object) to Case Association table. However, vice-versa is not allowed, if an entity is added via Case Association tab (Available inside Collection), would not update the CLOB and in turn would not impact hardship Application form. (See the algorithm C1-HARDASSO in Application Submit Status).

  This was not placed in the Pending status because, in Pending status the nominated accounts can change on the form. However, if the user is going to submit the form, it means the user is sure about all linked account and parties, hence this is the correct point for association.
- Any CSAM algorithm should be attached only after Case Association algorithm, because the CSAM algorithm accesses the data from Case Association table.
- Hardship Effective date is system assigned and user does not have provision to change it. System also can update only while capturing Hardship approval date.
- Hardship Expiry date is provided by user in Pending status, however during life cycle it cannot be modified. It can only be extended using the Hardship Expiry Extend Characteristic.

4.6 Algorithm Codes

- C1-CANFHAPPR:

Table 4–17 Algorithm Code: C1-APPREQ

Sequence	Parameter	Value
10	Composite Name	com.ofss.fc.workflow.process.HardshipProcessForApproval
20	Instance Title	HARDSHIP_CASE_

- C1-UNSET-REC:

Table 4–18 Algorithm Code: C1-UNSET-REC

Sequence	Parameter	Value
10	Warning Indicator Type	Recovery
20	Warning Indicator Value	false
30	Rule Type Code	

Table 4–18 (Cont.) Algorithm Code: C1-UNSET-REC

Sequence	Parameter	Value
40	Collection Column To Be Updated	IN_COLLECTIONS_SW
50	Set In Collections On Related Accounts	true
60	Exception Transition Condition	EXP

- C1-NXT-TENDY:

Table 4–19 Algorithm Code: C1-NXT-TENDY

Sequence	Parameter	Value
10	Days Before Expiry	20
20	Xpath to Expiry Date	/applicationForm/main/reliefExpiryDt
30	Next Status	
40	Next Transition Condition	OK

- C1-TO-DO-END:

Table 4–20 Algorithm Code: C1-TO-DO-END

Sequence	Parameter	Value
10	Do Not Complete To Do Type Characteristic Type	C1-EXCLT
20	Do Not Complete To Do Type Characteristic Value	C1-YS

- C1-VAL-EXPDT:

Table 4–21 Algorithm Code: C1-VAL-EXPDT

Sequence	Parameter	Value
10	Hardship Expiry Date Characteristic Type Code	C1-EXPDT
20	Extended Expiry Date Characteristic Type Code	C1-EXTEX

- C1-FHCHARASC:

  No parameters
- C1-REVIW-ACT:

  No parameters
- C1-VCREATE:

Table 4–22 Algorithm Code: C1-VCREATE

Sequence	Parameter	Value
10	Host Source Id	NGP
20	Inapplicable Account Statuses For Hardship	Closed, WrittenOff
30	Exclude Accrual Status Flag	S
40	Exclude Asset Class Code	
50	Exclude User Defined Acct Status Flag	

- C1-CRTHDSP:

  No parameters
- C1-HARDASSO:

  No parameters
- C1-RAPP:

Table 4–23 Algorithm Code: C1-RAPP

Sequence	Parameter	Value
10	Next Status	
20	Next Transition Condition	OK

- C1-TRAN-STAT:

Table 4–24 Algorithm Code: C1-TRAN-STAT

Sequence	Parameter	Value
10	Next Status	
20	Next Transition Condition	OK

- CS-MONITOR:

Table 4–25 Algorithm Code: CS-MONITOR

Sequence	Parameter	Value
10	Next Status	
20	Work List	
30	Reallocate Switch	
40	To Do Type	C1-DNA1
50	No Of Days	0

- C1-UNSET-FH:

Table 4–26 Algorithm Code: C1-UNSET-FH

Sequence	Parameter	Value
10	Warning Indicator Type	FinancialHardship
20	Warning Indicator Value	false
30	Rule Type Code	
40	Collection Column To Be Updated	HARDSHIP_SW
50	Set In Collections On Related Accounts	false
60	Exception Transition Condition	EXP

- C1-TO-DO-ERR

Table 4–27 Algorithm Code: C1-TO-DO-ERR

Sequence	Parameter	Value
10	To Do Type	C1-HSREF
20	To Do Role	C1-NABCARE
30	Message Category	
40	Message Number	
50	Characteristic Type For Log Entry	F1-TODO
60	Exception Transition Condition	EXP

- C1_TRN-APL:

Table 4–28 Algorithm Code: C1_TRN-APL

Sequence	Parameter	Value
10	X Path To Transition Date	/applicationForm/main/reliefExpiryDt
20	Next Status	
30	Next Transition Condition	OK

- C1-FH-EXPLT:

Table 4–29 Algorithm Code: C1-FH-EXPLT

Sequence	Parameter	Value
10	Customer Class	C1FH
20	Customer Contact Type	C1-FH-EXP
30	Char Type Cust Cont Log Entry	CI_CC
40	X Path Completion Flag	processData/completionFlags/expiryNotificationLetterSent
50	Transition Condition	EXP
60	Contact Method	OTBL

- C1-UPDHDSTAT:

  No parameters

- C1-FH-RSLT:

Table 4–30 Algorithm Code: C1-FH-RSLT

Sequence	Parameter	Value
10	Customer Class	C1FH
20	Customer Contact Type	C1-FH-EXP
30	Char Type Cust Cont Log Entry	CI_CC
40	X Path Completion Flag	processData/completionFlags/expiryNotificationLetterSent
50	Transition Condition	EXP
60	Contact Method	OTBL

- C1-EXT-EXPDT:

Table 4–31 Algorithm Code: C1-EXT-EXPDT

Sequence	Parameter	Value
10	Extended Expiry Date Char Type	C1-EXPDT
20	Exception Transition Condition	EXP

- C1-NOT-BANKR:

Table 4–32 Algorithm Code: C1-NOT-BANKR

Sequence	Parameter	Value
10	To Do Type	C1-NTBNK
20	To Do Role	C1-NABCARE
30	Message Category	
40	Message Number	
50	Characteristic Type For Log Entry	C1-CLGNT
60	Exception Transition Condition	EXP

- C1-RCASEE:

Table 4–33 Algorithm Code: CI-RCASEE

Sequence	Parameter	Value
10	TypeRetry Case Status Code	RETRY
20	Max Retries	1

- C1-PREV-STAT:

Table 4–34 Algorithm Code: C1-PREV-STAT

Sequence	Parameter	Value
10	Xpath to previous status	/processData/statePriorException

- C1-VAL-FHEXP:

Table 4–35 Algorithm Code: C1-VAL-FHEXP

Sequence	Parameter	Value
10	Xpath To Hardship Expiry Date	applicationForm/main/reliefExpiryDt
20	Expiry Date Char Type	C1-EXPDT

- C1-HARAP-DT:

Table 4–36 Algorithm Code: C1-HARAP-DT

Sequence	Parameter	Value
10	Xpathto Date Element	/applicationForm/main/reliefEffectiveDt
20	Exception Transition Condition	EXP

- C1-V-FH-APP:

  No parameters

- C1-FH-DEC:

Table 4–37 Algorithm Code: C1-FH-DEC

Sequence	Parameter	Value
10	Customer Class	C1FH
20	Customer Contact Type	C1-FH-EXP
30	Char Type Cust Cont Log Entry	CI_CC
40	X Path Completion Flag	processData/completionFlags/declineLetterSent
50	Transition Condition	EXP
60	Contact Method	OTBL

- C1-FH-AUTOAP:

Table 4–38 Algorithm Code: C1-FH-AUTOAP

Sequence	Parameter	Value
10	Rule Type Code	R1

- C1-PREV-EXP:

Table 4–39 Algorithm Code: C1-PREV-EXP

Sequence	Parameter	Value
10	Xpath to previous status	/processData/statePriorException
20	Business Object	C1-Hardship

- C1-CNHRDSHAP

  No parameters

- C1-HARDASSO

  No parameters

- C1-CANRELREQ

Table 4–40 Algorithm Code: C1-CANRELREQ

Sequence	Parameter	Value
10	Composite Name	com.ofss.fc.workflow.process.ApplyHardshiprelief
20	Instance Title	HARDSHIP_CASE_

- C1-ALLOCQUE

Table 4–41 Algorithm Code: C1-ALLOCQUE

Sequence	Parameter	Value
10	Queue Code	HARD

During implementation, you should change the default product-shipped value to the required queue code for Hardship cases.

- C1-CANSOARQ

Table 4–42 Algorithm Code: C1-CANSOARQ

Sequence	Parameter	Value
10	Composite Name	com.ofss.fc.workflow.process.HarshipRelief
20	Instance Title	Hardship relief application for

4.7 Algorithm Types

- **C1_NEXT-DT**: Transitions to Next Status on Transition date. Next status and the transition date is a parameter for this type.
- **C1-CUST-CONT**: This common algorithm creates a customer contact for the given customer contact type.
- **C1-TO-DO-END**: This common algorithm completes all To Do's with Drill Keys = Current Case Id and To Do's To Do Type is not excluded from auto completion.
- **C1-VAL-EXPDT**: This algorithm validates to ensure the extended hardship expiry date is greater than current hardship expiry date.
- **C1-FHCHARASC**: Hardship Characteristic Association - This algorithm is used to create characteristic after SOA approval or rejection.
- **C1-UPD-WRIND**: This is a generic algorithm that makes a service call to update Party level warning indicators for Main Customer.
- **C1-REVIW-ACT**: This algorithm marks all accounts that are 'In collections' for the customer in hardship for review.
- **C1-VCREATE**: This algorithm creates RMB Entities such as Person, Account, Account Person, PartyCollect, and so on from Host Data.
- **C1-CRTHDSP**: This algorithm creates Hardship entry in the activity table when the Hardship case is created.
- **C1-HARDASSO**: This algorithm associates the customer and all the accounts for the hardship case.
- **C1-RAPP**: This algorithm transitions the case to the next status when all reliefs have been applied.
- **C1-TRAN-STAT**: This is a common algorithm that automatically transitions the case to the next status.
- **CS-MONITOR**: This algorithm determines if a case has been in its current status long enough to be automatically transitioned to another status or some other action needs to be taken on case.
- **C1-CXLFH**: This algorithm makes a service call to cancel an active Hardship Application.
- **C1-CANFHAPPR**: This algorithm cancels all pending approval requests for the case.
- **C1-UPDHDSTAT**: This algorithm updates the status of relief to Expired in Hardship details table.

- **C1-TO-DO**: This common algorithm creates a To Do using the values from algorithm parameters.
- **C1-EXT-EXPDT**: This algorithm invokes a service to extend the hardship expiry date.
- **C1-RCASEE**: This algorithm is plugged-in on auto-transition of error states and attempts to retry validation, completion or wait if the To Do Entry associated is not being worked on. The retry is performed only until the input Maximum Number of Retries is reached.
- **C1-PREV-STAT**: This common algorithm determines the previous status and store it.
- **C1-VAL-FHEXP**: This algorithm validates whether the Hardship Expiry Date is greater than the posting date.
- **C1-HARAP-DT**: This algorithm stores Case Status Update Date/Time for status into the element specified by xpath in algorithm soft parameter.
- **C1-NXT-BX-DY**: This algorithm transitions to next status if the posting is before or same the new expiry date (current expiry date – num of days (param))
- **C1-V-FH-APP**: This algorithm validates to ensure all mandatory fields for Hardship Application is populated.
- **C1-FH-AUTOAP**: This algorithm invokes an application service, which in turn invokes OPSS to determine if the Hardship application can be auto-approved.
- **C1-PREV-EXP**: This algorithm determines the previous status of the Exception status and transition to that state.
- **C1-ALLOCQUE**: This algorithm allocates Queue for Customer Level Case. Only Queue Allocation would be done. User Allocation is skipped for customer level cases.

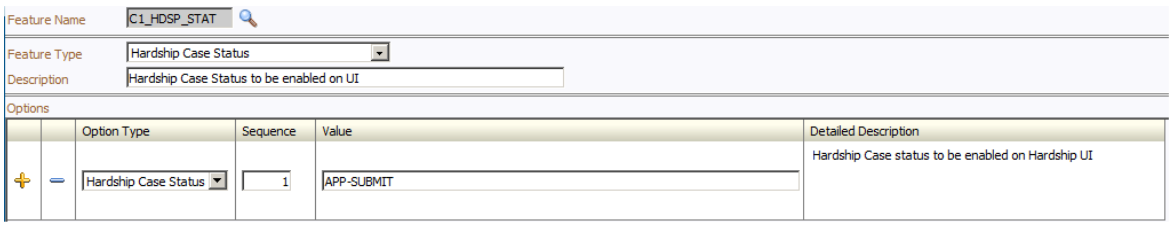
4.8 Features

Following are the features:

- You can edit the hardship application form in a given status. The feature configuration 'C1_HDSP_STAT' is used to provide the list of the Hardship life cycle status where the hardship application form needs to be enabled.

  The enabling of application form should be done judicially. For example, two accounts are nominated for hardship during 'Pending' status, and the hardship case is sent for approval as a Human Task with the status marked as editable. Here, if you remove a previously selected account, it would not mean that the Human Task is reflected with these changes.

Figure 4–2 Hardship application form



- The hardship cases created via Application form would get assigned to a given queue as per the algorithm attached on the Pending status. The queue code is a soft parameter and should be updated according to the implementation needs.

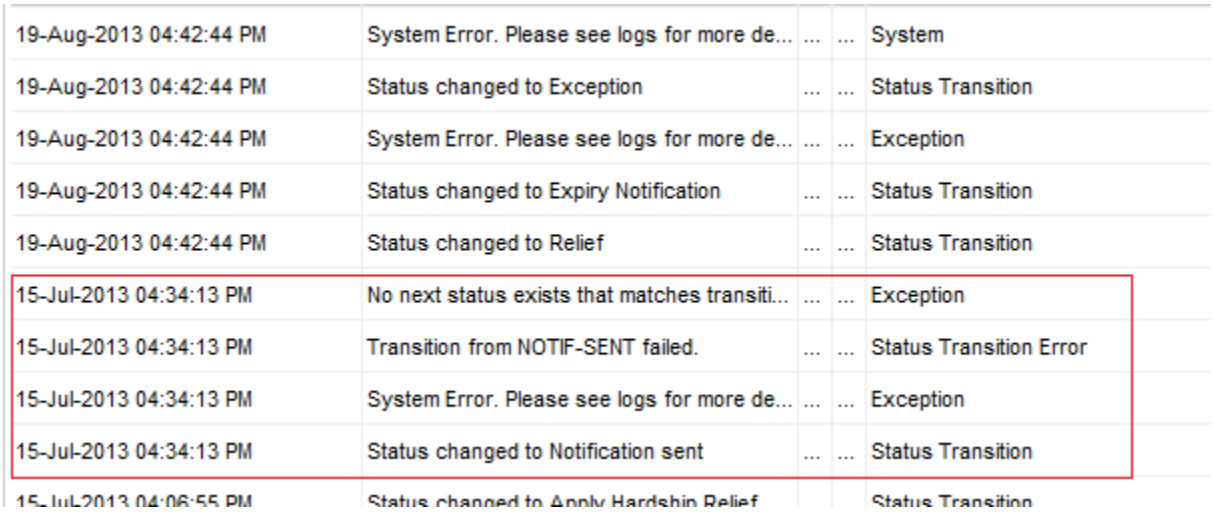
  The queue allocation for Hardship is different from Deceased.

- The Hardship cases can be cancelled even if it is in the second level of hardship approval process. Earlier the limitation was, once you are in hardship Apply Relief status and task has been created in SOA, then you cannot cancel the cases. Now, you can cancel it.

4.9 Limitations

A limitation is that you must identify the transaction failure from the log available in the **Log** tab under **Case03** tab on the Collections screen. You must then add the characteristics at exception status.

Figure 4–3 Exception Status



19-Aug-2013 04:42:44 PM	System Error. Please see logs for more de...	...	...	System
19-Aug-2013 04:42:44 PM	Status changed to Exception	...	...	Status Transition
19-Aug-2013 04:42:44 PM	System Error. Please see logs for more de...	...	...	Exception
19-Aug-2013 04:42:44 PM	Status changed to Expiry Notification	...	...	Status Transition
19-Aug-2013 04:42:44 PM	Status changed to Relief	...	...	Status Transition
15-Jul-2013 04:34:13 PM	No next status exists that matches transiti...	...	...	Exception
15-Jul-2013 04:34:13 PM	Transition from NOTIF-SENT failed.	...	...	Status Transition Error
15-Jul-2013 04:34:13 PM	System Error. Please see logs for more de...	...	...	Exception
15-Jul-2013 04:34:13 PM	Status changed to Notification sent	...	...	Status Transition
15-Jul-2013 04:06:55 PM	Status changed to Apply Hardship Relief			Status Transition

5

Legal Proceeding

This chapter describes the legal proceedings which the bank undertakes when the payment is defaulted by the customers.

5.1 Process Summary

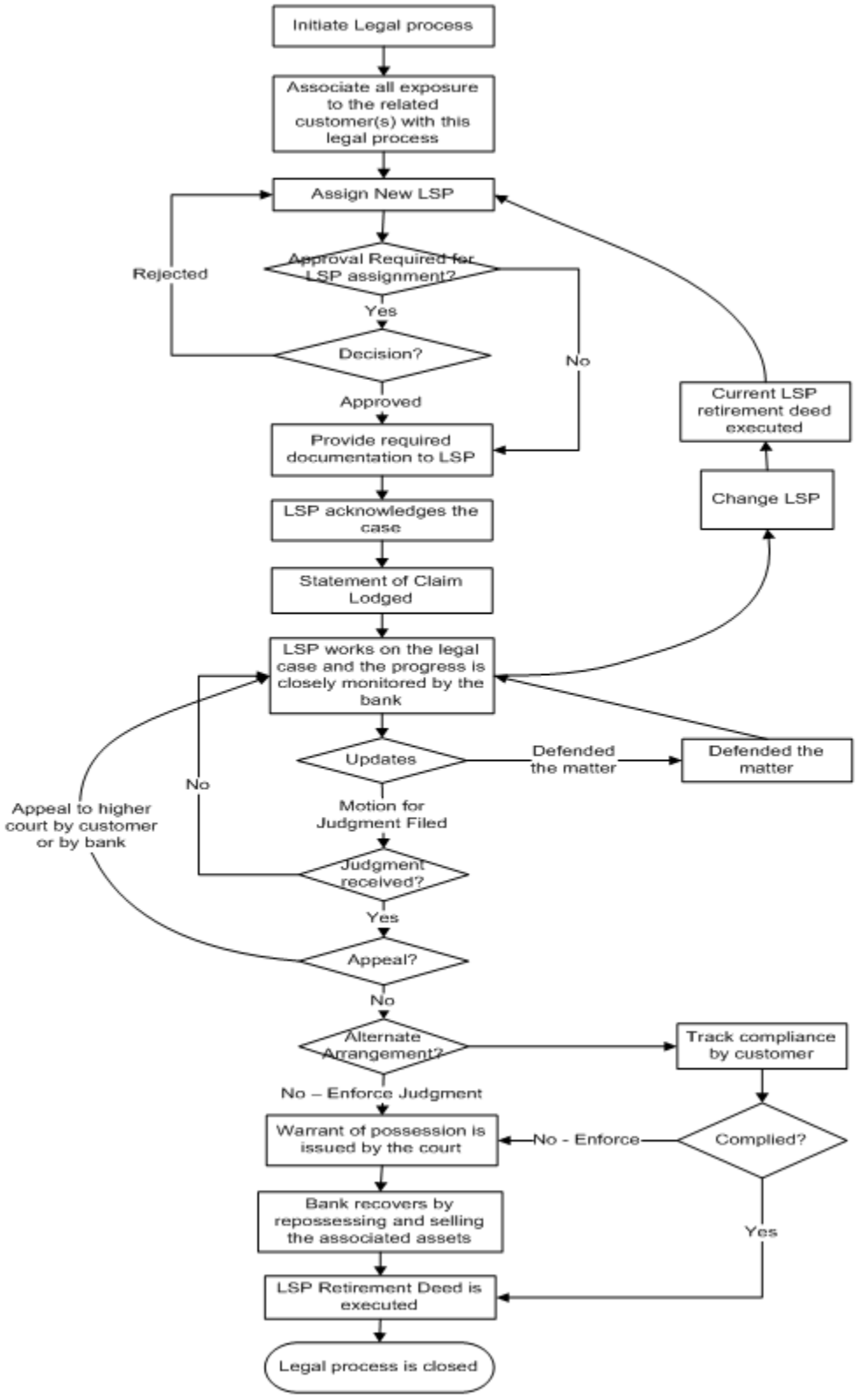
If recovery of overdue by reminders is not successful, bank may opt for engagement of third party Legal Service Providers (LSP) to execute legal actions against defaulting customers. High-level flow for the process is as follows:

- A default notice is sent to the customer specifying a date before which customer is required to pay all the dues.
- If expected payment is not received by the expiry of default notice, bank will engage the LSP to initiate a Legal action.
- LSP lodges the claim in the court and it is served to the customer.
- If customer accepts the claim or no response is received within specified time frame, LSP will file for a motion of judgment.
- In response to the claim, customer may opt for defending the matter in court. Both parties attending the court hearings will then manage this and judge will finally give a decision. Other parties can appeal this in the higher court.
- Judgment made by the court, if in favor of bank, will comprise of an amount, which the customer should pay to the bank, and interest rate indicating the interest bank can charge on amount owed since the date of judgment.
- Once a judgment is received, bank will check for possibility of alternative solution. For example, payment arrangement where the customer agrees to pay in compliance with the court judgment.
- If no alternative solution is agreed or the customer breaches an agreed arrangement, bank will ask the LSP to enforce the judgment. This may be repossession of security by the way of warrant of possession or filing for bankruptcy.

5.2 Process Flow

The following diagram describes the process flow of the legal proceedings.

Figure 5–1 Legal Proceedings



5.3 Roles and Responsibility

The following table provides the roles and responsibility details.

Table 5–1 Roles and Responsibility

Sr. No	Role	Responsibilities
1	Recovery Associate	Prepare Legal Case Review LSP assignments Prepare Required documents for LSP Follow-up with LSP on case progress Initiate repossession of Assets
2	Recovery Supervisor	Approve LSP assignments Manage "No Activity alerts" Monitoring and Tracking
3	Recovery Manager	Approve LSP assignments Manage "No Activity alerts" Monitoring and Tracking

Case Configuration

The following table describes the case configuration details:

Table 5–2 Case Configuration

Case Category	Legal Process
Manual Initiation	Yes By Profile: <<List of Profiles>>
Automated Initiation	Yes Rule ID:
Primary Entity	Account
Allow multiple Association	Yes
Account Association	Same Ownership
Adhoc Account Association	Yes
Account Validation	Account should not be associated with any other legal case. Account should not be associated with any case of same case category.
Non Delinquent Account Association	Yes
Customer Association	Financial Ownership
Adhoc Customer Association	Yes
Customer Validation	None
Automated association in Batch	Yes
Associated Queue	Legal Queue
Create Worklist for Queue	Yes

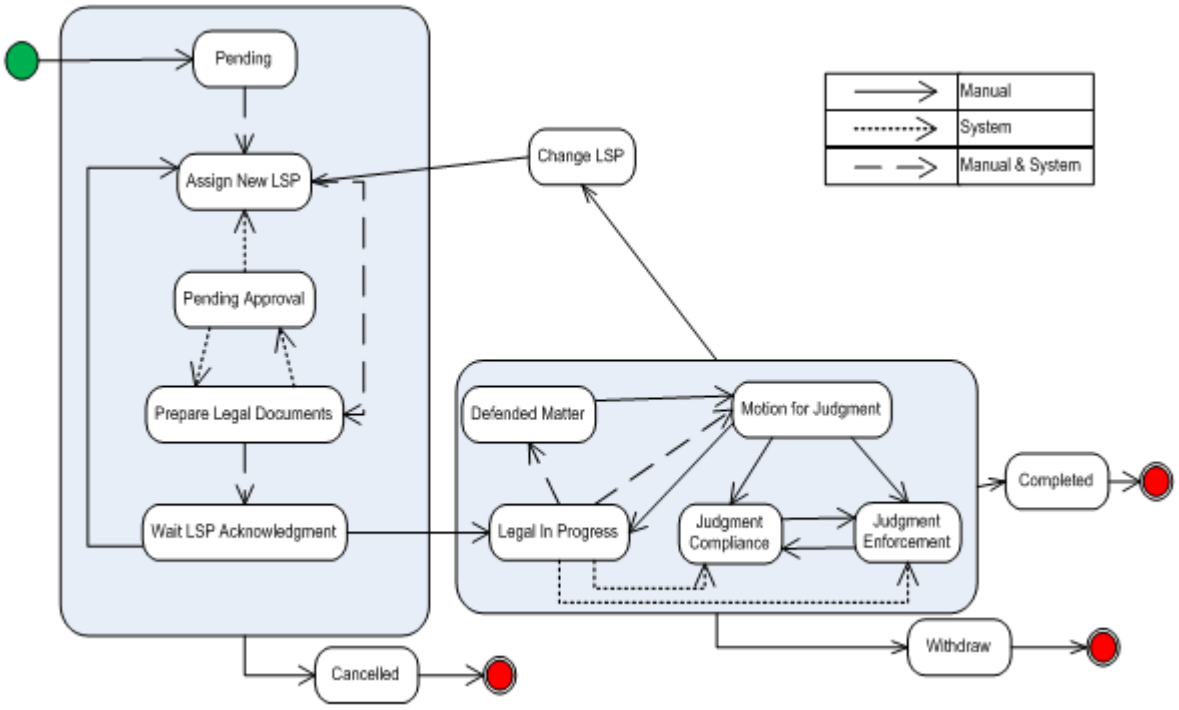
5.4 Case Life Cycle

This section describes the Case Life Cycle details.

5.4.1 State Diagram

The following figure is the flow chart representation of the State Diagram.

Figure 5–2 Case Life Cycle - State Diagram



5.4.2 About LSP Assignment Status

LSP Assignment Status manages the assignment of new LSP, approval of assignment and modifications to assignment.

Following are possible values of assignment status:

- **Pending Approval** – This is set as soon as a new LSP is assigned by the system or the user.
- **Approved** – This is set when the assignment is auto approved or approved by supervisor.
- **Rejected** – This is set when supervisor rejects the LSP assignment.
- **Closed** – This is set when:
  - Legal case is complete or withdrawn
  - New LSP is assigned by user or system and status of current assignment was 'Approved'
- **Cancelled** – This is set when:
  - Legal case is cancelled

– New LSP is assigned by user or system and status of current assignment was 'Pending Approval' or 'Rejected'

Following statuses are considered active assignment and only one LSP can be active at a time:

- Pending Approval
- Approved
- Rejected

5.4.3 Pending

This section describes the Pending status.

Table 5–3 Status: Pending

Actor	System / Recoveries Associate
Description	Case is created in this status. Primary system activities involve: ■ Default notice expiry check as per configuration ■ Automated association of entities as per configuration ■ Automated transition to next status if manual association review check is not required. ■ If association review is required, Worklist is created for the case Primary user activities involve: ■ Review accounts and customers associated with the case, if required ■ Case will appear in users Worklist and once the review is complete it can be manually transitioned to next status
Modify Association	Yes

Enter Processing Algorithm:

Table 5–4 Status: Pending - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG021	C1-CHKLGL	Check Legal Case	■ Case Category = Legal ■ Exception To-do = Legal Case Exception ■ Exception To-do Role = <<Leave Blank>>
2	LG020	C1-ASSOENTY	Associate related entities	None
3	LG002	C1-UPDRVWDT	Update Review Date for associated accounts	■ Update Type = Remove Review Date ■ Days Offset = <<Not Applicable>> ■ Override Flag = <<Not Applicable>>
4	LG001	C1-DEFNOEXP	Default Notice Expiry Check	■ Association Type = Primary ■ Validation Failure Option = Fail Case Creation ■ Validation Failure To-do Type = <<Blank>> ■ Validation Failure To-do Role = <<Blank>>
5	LG023	C1-ASORVCHK	Association Review Check	■ Association Review Required = No ■ Next Status = Assign New LSP

Transitions:

Table 5–5 Status: Pending - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Assign New LSP	System and User	Handled in LG023			Y	Y
2	Cancel	User				N	N

5.4.4 Assign New LSP

This section describes the Assign New LSP status.

Table 5–6 Status: Assign New LSP

Actor	Recoveries Associate/ System
Description	In this status, a legal service provider is associated with the case. Case is moved to this status in two possible scenarios: ■ New LSP assignment is required ■ Change in LSP assignment is required Primary System activities: ■ Check if automated LSP assignment is required. If yes, perform LSP assignment ■ Check if legal process was earlier initiated for any of the accounts linked to the case and if LSP assignment from that case needs to be retained (this will be done only for new LSP assignments) ■ Check if allocation review is required. If not required, transition the case to next status ■ If manual allocation is required, worklist is created for the user User Activities: ■ Review, update LSP assignment and manually transition status, if required
Modify Association	No

Enter Processing Algorithm:

Table 5–7 Status: Assign New LSP - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG003	C1-DEFNOEXP2	Default Notice Expiry	■ Association Type = All Delinquent account ■ Validation Failure Option = Fail Status Transition ■ Validation Failure To-do Type = <<Blank>> ■ Validation Failure To-do Role = <<Blank>>
2	LG004	C1-ASGNLSP	Assign New LSP	■ New LSP Allocation Option = Automated with Manual Review only if previous allocation was retained ■ Change LSP Allocation Options = Automated with Manual Review ■ Reset Document Submission Date = No ■ Previous allocation check = Yes ■ Next Status = Prepare Legal Document

Transitions:

Table 5–8 Status: Assign New LSP - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Prepare Legal Documents	System and User	Handled in LG004			N	Y
2	Cancel	User				N	N

5.4.5 Prepare Legal Document

This section describes the Prepare Legal Document status.

Table 5–9 Status: Prepare Legal Document

Actor	Recoveries Associate
Description	In this status, the user is expected to manually gather and prepare all relevant documents to be sent to the LSP. After manually sending the documents to the LSP, the user must update this case with the submission date and manually transition the case status to 'Wait for LSP Acknowledgement'. This step of document preparation is skipped if LSP is being changed and submission date is already present on the case.
Modify Association	No

Enter Processing Algorithm:

Table 5–10 Status: Prepare Legal Document - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG016	C1-APPRCHK	Check if approval is required	▪ Exposure Threshold = <<Blank>> ▪ Approval Request Status = Pending Approval

Transitions:

Table 5–11 Status: Prepare Legal Document - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Wait for LSP Acknowledgement	System	LG005	C1-CHKSUBDT1 Check Submission Date	Change Status = Yes Next Status = Wait for LSP Acknowledgement	N	Y
2	Pending Approval	System	Managed by enter processing algorithm LG016			N	N
3	Cancel	User				N	N

5.4.6 Pending For Approval

This section describes the Pending For Approval status.

Table 5–12 Status: Pending for Approval

Actor	Recoveries Supervisor
Description	In this status, the system will create an approval request in OPSS. As long as the approval is pending, user cannot update any case related data (UI Template and characteristics). If the case is approved, it will move to Prepare Legal documents status. If rejected, it is pushed back to "Assign LSP" status.
Modify Association	No

Approval Requirement

Table 5–13 Status: Pending for Approval - Approval Requirement

Sr. No.	Approval Parameters	If Approved	If Rejected
1	▪ System allocation override by user, that is the user has changed the LSP assigned by the system. ▪ Exposure that is, sum of balances for all accounts associated with the case.	Move to 'Prepare Legal Document' status Set LSP assignment status to 'Approved' System should store ID of the user approving the assignment	Move to 'Assign LSP' status Set LSP assignment status to 'Rejected' System should store ID of the user rejecting the assignment

Transitions:

Table 5–14 Status: Pending for Approval - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Prepare Legal Documents	System	Managed by approval process			N	N
2	Assign LSP	System	Managed by approval process			N	Y
3	Cancel	User				N	N
4	WTFRLSPACK	System	Managed by approval process			N	N

Exit Processing Algorithm:

Table 5–15 Status: Pending for Approval - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG024	C1-CANAPPR	Cancel Approval Request	

5.4.7 Wait For LSP Acknowledgement

This section describes the Wait For LSP Acknowledgement status.

Table 5–16 Status: Wait For LSP Acknowledgement

Actor	Recoveries Associate
Description	This status indicates that acknowledgment from LSP for the case is pending to be received. LSP will review the case and respond with acceptance or can reject taking up the case.
Modify Association	No

Enter Processing Algorithm:

Table 5–17 Status: Wait For LSP Acknowledgement - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG006	C1-SETDSPDT	Set display date	Offset days = 3

Transitions:

Table 5–18 Status: Wait For LSP Acknowledgement - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Legal In progress	User				Y	Y
2	Assign New LSP	User				N	N
3	Cancel	User				N	N

Exit Processing Algorithm:

Table 5–19 Status: Wait For LSP Acknowledgement - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG012	C1-CLSTODO	Close To-do's	■ To-do Type 1 = Legal No Activity – Level 1 ■ To-do Type 2 = Legal No Activity - Level 2 ■ To-do Type 3 = <<Blank>> ■ To-do Type 4 = <<Blank>> ■ To-do Type 5 = <<Blank>>

5.4.8 Legal In Progress

This section describes the Legal In Progress status.

Table 5–20 Status: Legal In Progress

Actor	Recoveries Supervisor / System
Description	This status indicates that litigation is in progress for the case. System activities in this status: ■ When the case enters this status, the system checks if this is re-entry due to change in LSP. ■ If so, the case will automatically transition to the status where the previous LSP left off. User activities in this status: ■ The user is responsible for updating the case in this status by adding actions and results (for example, follow-up information) relevant for this status. ■ Case can be manually transitioned to appropriate status based on outcomes of the litigation in progress
Modify Association	No

Enter Processing Algorithm:

Table 5–21 Status: Legal In Progress - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG008	C1-RESSTATUS	Resume status from previous LSP	None

Transitions:

Table 5–22 Status: Legal In Progress - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Defended Matter	User				N	N
2	Motion for Judgement Filed	User				Y	N
3	Judgement Enforcement	System				N	N
4	Judgement Compliance	System				N	N
5	Change or Retire LSP	User				N	N
6	Withdraw	User				N	N

Exit Processing Algorithm:

Table 5–23 Status: Legal In Progress - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG012	C1-CLSTODO	Close To-do's	■ To-do Type 1 = Legal No Activity - Level 1 ■ To-do Type 2 = Legal No Activity - Level 2 ■ To-do Type 3 = <<Blank>> ■ To-do Type 4 = <<Blank>> ■ To-do Type 5 = <<Blank>>

5.4.9 Defended Matter

This section describes the Defended Matter status.

Table 5–24 Status: Defended Matter

Actor	Recoveries Supervisor
Description	This status represents the event that the customer has defended the matter in court. User activities in this status: ■ The user is responsible for updating the case in this status by adding actions and results (for example, follow-up information) relevant for this status. ■ Case can be manually transitioned to appropriate status based on outcomes of the litigation in progress.
Modify Association	No

Transitions:

Table 5–25 Status: Defended Matter - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Motion for Judgement Filed	User				N	Y
2	Change LSP	User				N	N
3	Legal In progress	User				N	N
4	Withdraw	User				N	N

Exit Processing Algorithm:

Table 5–26 Status: Defended Matter - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG014	C1-CLSTODO	Close To-do's	■ To-do Type 1 = Legal No Activity – Level 1 ■ To-do Type 2 = Legal No Activity – Level 2 ■ To-do Type 3 = <<Blank>> ■ To-do Type 4 = <<Blank>> ■ To-do Type 5 = <<Blank>>

5.4.10 Motion For Judgement File

This section describes the Motion For Judgement File status.

Table 5–27 Status: Motion for judgment File

Actor	Recoveries Supervisor
Description	This status represents the event that bank has requested the court to provide a judgement on the claim. The court then gives a judgement. However, it is also possible that court may deny the judgement and the legal process may continue. The user is responsible for manually managing the case in this status by specifying actions and results representing the specific activities such as getting judgment and court order. Once the judgement has been made, below two options are possible: ■ Debtor can agree on some alternative resolution like a short term payment arrangement, refinance, and so on. Bank will not enforce the judgement received. ■ Bank can decide to enforce the judgement if no alternate solution has been agreed or debtor does not comply with the arrangement. Enforcement may lead to serving a warrant of possession or a garnishee order. Based on the status, case should be transitioned to appropriate status.
Modify Association	No

Transitions:

Table 5–28 Status: Motion for judgment File - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Enforcement	User				N	N
3	Judgement Compliance	User				N	N
4	Legal In progress	User				N	Y
5	Withdraw	User				N	N

Exit Processing Algorithm:

Table 5–29 Status: Motion for judgment File - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG015	C1-CLSTODO	Close To-do's	■ To-do Type 1 = Legal No Activity – Level 1 ■ To-do Type 2 = Legal No Activity – Level 2 ■ To-do Type 3 = <<Blank>> ■ To-do Type 4 = <<Blank>> ■ To-do Type 5 = <<Blank>>

5.4.11 Judgement Enforcement

This section describes the Judgement Enforcement status.

Table 5–30 Status: Judgment Enforcement

Actor	Recoveries Supervisor
Description	Bank will enforce the judgment to recover the debt: ■ If a court order of warrant of possession is granted, the user must update the case with the corresponding action and result. ■ The case will then automatically create the appropriate Asset Repossession and Sale (ARS) case. Creation of case is managed by the UI. ■ The case cannot move out of this status if any ARS case is still open.
Modify Association	No

Transitions:

Table 5–31 Status: Judgment Enforcement - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Compliance	User				N	Y
3	Complete	User				Y	N

Exit Processing Algorithm:

Table 5–32 Status: Judgment Enforcement - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG009	C1-CHKCASE	Check active cases	Case Category = Asset Repossession
2	LG015	C1-CLSTODO	Close To-do's	■ To-do Type 1 = Legal No Activity – Level 1 ■ To-do Type 2 = Legal No Activity – Level 2 ■ To-do Type 3 = <<Blank>> ■ To-do Type 4 = <<Blank>> ■ To-do Type 5 = <<Blank>>

5.4.12 Judgement Compliance

This section describes the Judgement Compliance status.

Table 5–33 Status: Judgment Compliance

Actor	Recoveries Supervisor
Description	This status indicates that an alternative arrangement has been reached with the debtor. Case will stay in this status and compliance to the arrangement is tracked.
Modify Association	No

Transitions:

Table 5–34 Status: Judgment Compliance - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Enforcement	User				N	Y
3	Complete	User				Y	N

Exit Processing Algorithm:

Table 5–35 Status: Judgment Compliance - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG022	C1-CLSTODO	Close To-do's	▪ To-do Type 1 = Legal No Activity - Level 1 ▪ To-do Type 2 = Legal No Activity - Level 2 ▪ To-do Type 3 = <<Blank>> ▪ To-do Type 4 = <<Blank>> ▪ To-do Type 5 = <<Blank>>

5.4.13 Change LSP

This section describes the Change LSP status.

Table 5–36 Status: Change LSP

Actor	Recoveries Supervisor
Description	Case is moved to this status, if a change in LSP is required. Collector is expected to update the Date of retirement deed for the current LSP and move the case to Assign New LSP status.
Modify Association	No

Enter Processing Algorithm:

Table 5–37 Status: Change LSP - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-SAVPRESTA	Algorithm to save previous state	

Transitions:

Table 5–38 Status: Change LSP - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Assign New LSP	User				Y	Y
2	Withdraw	User				Y	N

5.4.14 Complete

This section describes the Complete status.

Table 5–39 Status: Complete

Actor	Not Applicable
Description	This status indicates that case has closed. No more activities can be done on the case. Case is available in history for reference.
Modify Association	No

Enter Processing Algorithm:

Table 5–40 Status: Complete - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG010	C1-UPDRVWDT	Update Review Date for associated accounts	▪ Update Type = Set Review Date ▪ Days Offset = 0 ▪ Override Flag = Y
2	LG019	C1-LSPSTATUS	Update LSP Assignment status	Status = Closed

5.4.15 Withdrawn

This section describes the Withdrawn status.

Table 5–41 Status: Withdrawn

Actor	Not Applicable
Description	This status represents the event that an LSP has started legal proceedings for the bank but the activity needs to cease for some reason. Withdraw Reason is supplied. This will close the case.
Modify Association	No

Enter Processing Algorithm:

Table 5–42 Status: Withdrawn - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG011	C1-UPDRVWDT	Update Review Date for associated accounts	▪ Update Type = Set Review Date ▪ Days Offset = 0 ▪ Override Flag = Y
2	LG017	C1-LSPSTATUS	Update LSP Assignment status	Status = Closed

5.4.16 Cancel

This section describes the Cancel status.

Table 5–43 Status: Cancel

Actor	Not Applicable
Description	This status represents the event that an LSP has not started legal proceedings for the bank and the activity needs to cease for some reason. Cancel Reason is supplied. This will close the case.
Modify Association	No

Enter Processing Algorithm:

Table 5–44 Status: Cancel - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG011	C1-UPDRVWDT	Update Review Date for associated accounts	▪ Update Type = Set Review Date ▪ Days Offset = 0 ▪ Override Flag = Y
2	LG018	C1-LSPSTATUS	Update LSP Assignment status	Status = Cancelled

6

Asset Repossession and Sale

This chapter describes the process of bank's repossession of the customer's assets and sale of the asset to recover the amount due.

6.1 Process Summary

The right for the bank to realize assets securing a customer's debt can only come about through either of the following:

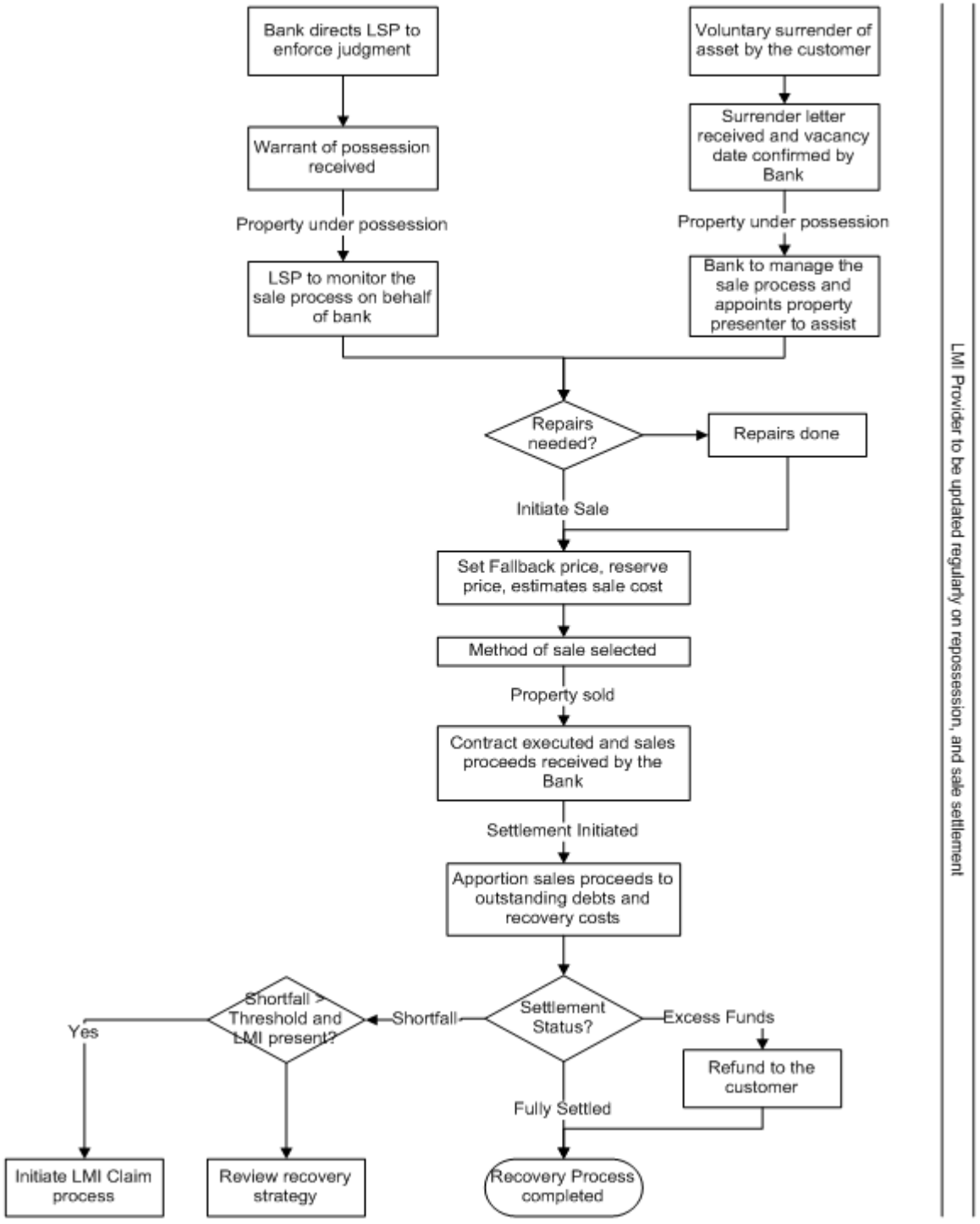
- The customer surrendering their legal rights of ownership (and tenancy) to the asset (that is, voluntary possession), OR
- As a result of the bank pursuing legal action through one of its Legal Service Providers (LSPs) against the customers that results in the court awarding the bank Warrant of Possession of the collateral asset(s).

In case LSP is involved, bank can instruct the same LSP to manage on its behalf the realization of repossessed assets including the related conveyance. However if LSP is not involved, bank will manage the repossession with help of a property presenter.

6.2 Process Flow

The following diagram describes the process flow of the asset repossession and sale of the asset to recover the amount due.

Figure 6–1 Asset Repossession and Sale



6.3 Roles and Responsibility

The following table provides the roles and responsibility details.

Table 6–1 Roles and Responsibility

Sr. No	Role	Responsibilities
1	Recovery Associate	In case LSP is managing the sale process, recovery associate will follow-up with LSP for updates on repossession and sale process. Also update LMI provider on sale progress. If process is managed by Bank, Recovery associate will directly manage the repossession and sale process.
2	Recovery Supervisor	Supervise repossession and sale operations. Ensure activities are completed within specified SLAs.
3	Recovery Manager	Supervise repossession and sale operations. Ensure activities are completed within specified SLAs.

Case Configuration

The following table describes the case configuration details:

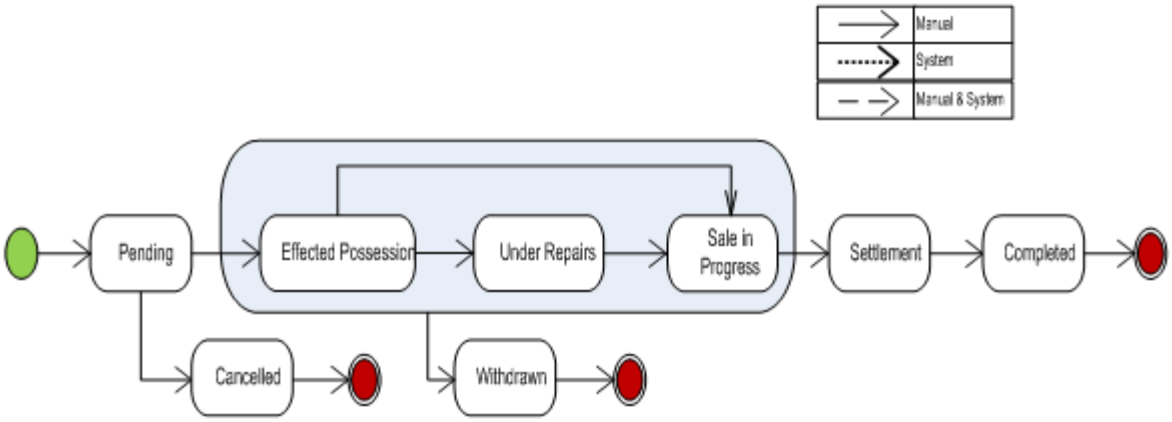
Table 6–2 Case Configuration

Case Category	Asset Repossession
Manual Initiation	Yes By Profile: <<List of Profiles>>
Automated Initiation by Strategy Monitor	No Rule ID: Not Applicable
Primary Entity	Account
Allow multiple Association	Yes
Account Association	Same Ownership
Adhoc Account Association	Yes
Account Validation	
Non Delinquent Account Association	Yes
Customer Association	Financial Ownership
Adhoc Customer Association	Yes
Customer Validation	None
Automated association in Batch	Not Applicable
Associated Queue	Repossession and Sale Queue
Create Worklist for Queue	Yes

6.4 Case Life Cycle

This section describes the Case Life Cycle details.

Figure 6–2 Case Life Cycle



6.4.1 Pending

This section describes the details of the Pending status.

Figure 6–3 Status: Pending

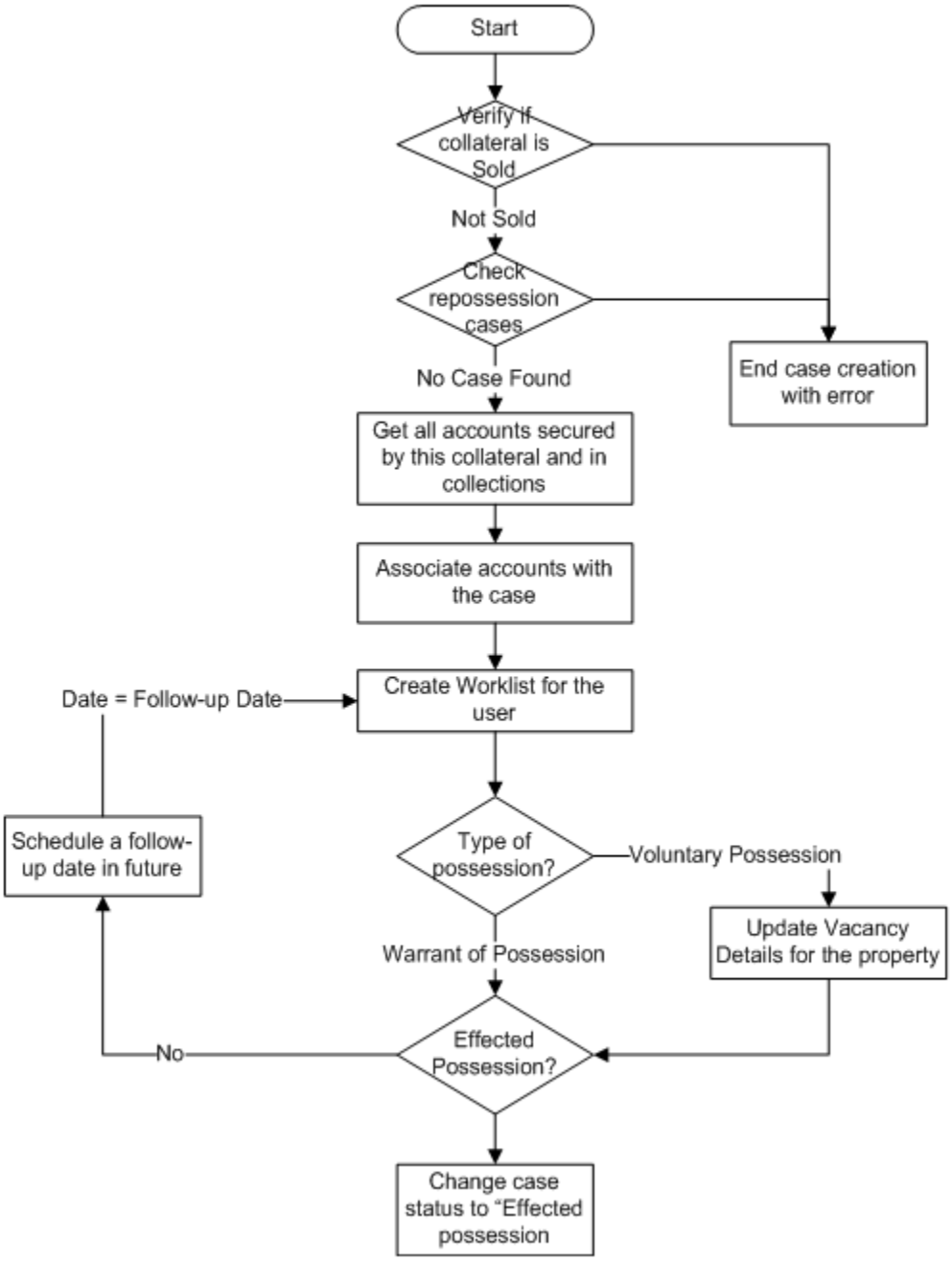


Table 6–3 Status: Pending

Actor	Recoveries Associate / System
Description	Case is created in this status. ■ System will verify that the collateral being associated is not sold OR another active repossession case is not running on the same. ■ All accounts secured by the collateral being repossessed are associated with the case. Only the accounts in collections are considered for this. ■ User will follow-up on the possession status of the asset. Once the asset has been repossessed case is moved to Effected possession status to initiate the sale process. ■ If the repossession is result of a legal case and LSP is involved, sale and realization process is managed by LSP. If LSP is not involved property presenter is engaged by the bank to manage the process.
Modify Association	Yes

Enter Processing

Table 6–4 Status: Pending - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR001	C1-VRFYCOLS	Collateral Verification	Case Category = Asset Repossession Collateral Type = Property
2	AR002	C1-ARSACCTS	Account association for asset repossession case	None
3	AR017	C1-ARSCUSTS	Customer association for asset repossession case	None
4	AR021	C1-UPCOLPROP	Update Collateral properties	UpdateCollateralProperty=SET

No Activity Monitoring

Table 6–5 Status: Pending - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

Mandatory Follow-up

Table 6–6 Status: Pending - Mandatory Follow-up

Sr. No.	Results
1	Possession complete

Transitions

Table 6–7 Status: Pending - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Effected Possession	User				Y	Y
2	Cancelled	User				N	N

Exit Processing

Table 6–8 Status: Pending - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR003	C1-CLSTODO	Close To-do's linked to the case	▪ To-Do Type 1 = ARS No Activity Level 1 ▪ To-Do Type 2 = ARS No Activity Level 1 ▪ To-Do Type 3 = <<Blank>> ▪ To-Do Type 4 = <<Blank>> ▪ To-Do Type 5 = <<Blank>>

6.4.2 Effected Possession

This section describes the details of the Effected Possession status.

Figure 6–4 Status: Effected Possession

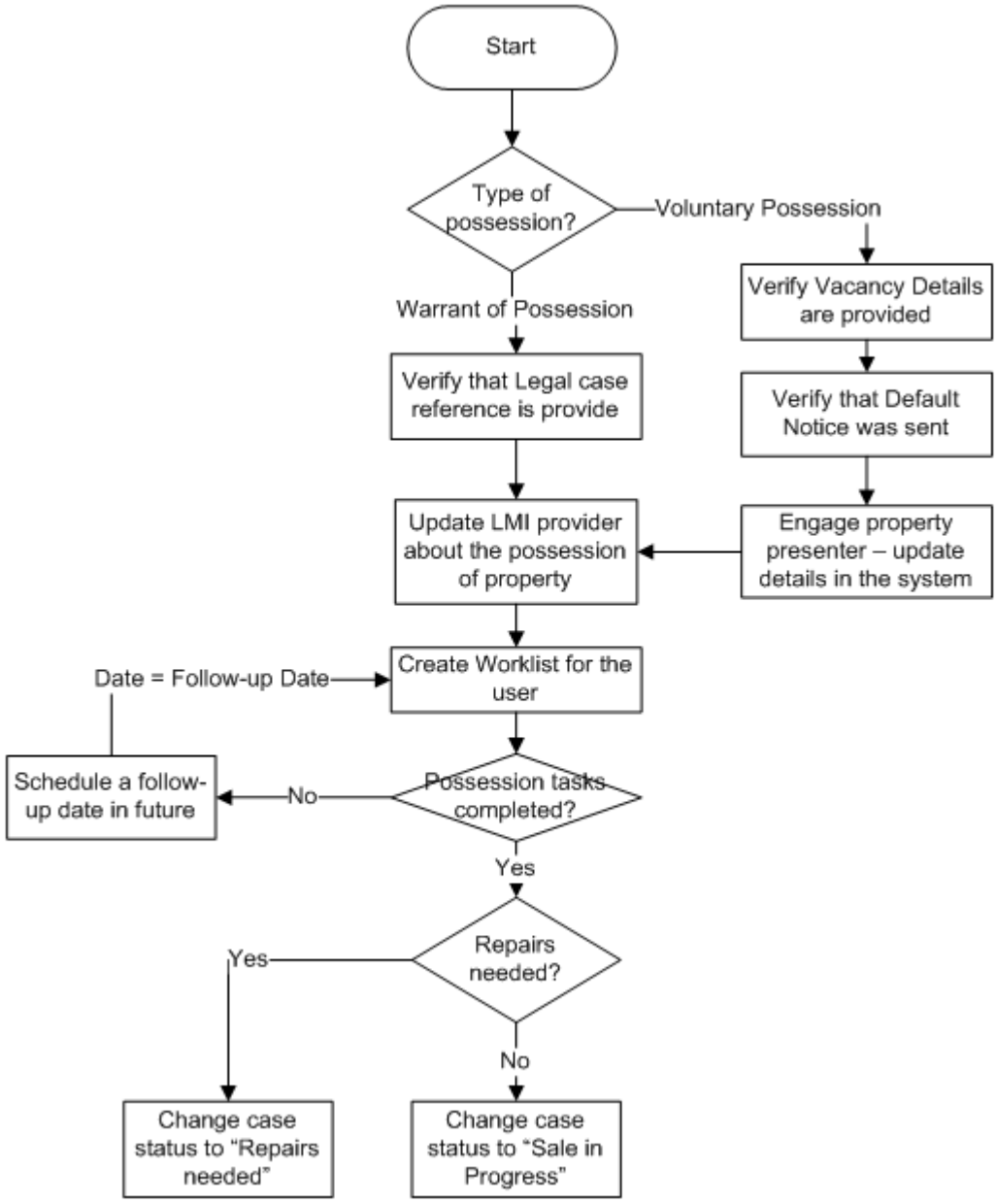


Table 6–9 Status: Effected Possession

Actor	Recovery Associate
Description	Case is manually transitioned, to this status. ▪ For Voluntary possession system validates that vacancy information has been provided. Recovery associate will then engage property presenter to assist in managing the sale. Also validate that default notice was sent. ▪ For Warrant of possession, verify that legal case reference is given. ▪ Associate will confirm if repairs are needed for the property.
Modify Association	Yes

Enter Processing

Table 6–10 Status: Effected Possession - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR004	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	■ Reference char type = Type of Possession ■ Reference char value = Voluntary Possession ■ Mandatory char type 1 = Vacancy Date ■ Mandatory char type 2 = Vacancy Possession Indemnity Policy Reference ■ Mandatory char type 3 = Vacancy Possession Indemnity Effective Date ■ Mandatory char type 4 = Property Surrender Letter Reference ■ Mandatory char type 5 = <<Blank>>
2	AR005	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	■ Reference char type = Type of Possession ■ Reference char value = Warrant of Possession ■ Mandatory char type 1 = Legal Case ID ■ Mandatory char type 2 = <<Blank>> ■ Mandatory char type 3 = <<Blank>> ■ Mandatory char type 4 = <<Blank>> ■ Mandatory char type 5 = <<Blank>>
3	AR007	C1-UPCOLLSTX	Update Collateral Status in the host	■ Collateral Status = Repossessed ■ Exception To-Do Type = Status update Failure ■ Exception To-Do Role = <<Blank>>

In State Processing

Table 6–11 Status: Effected Possession - In State Processing

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR008	C1-COLLVALX	Initiate collateral valuation	■ Assessment Expiry Days = 60 ■ To-do Type = Initiate Collateral Valuation ■ To-do Role = <<Blank>> ■ Days since closure of last To-do = 30

No Activity Monitoring

Table 6–12 Status: Effected Possession - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

Mandatory Follow-up

Table 6–13 Status: Effected Possession - Mandatory Follow-up

Sr. No.	Results
1	Confirmed Repossession / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)
2	Insurance Obtained / Not Required

Transitions

Table 6–14 Status: Effected Possession - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Sale in Progress	User				Y	Y
2	Under Repairs	User				Y	N
3	Withdrawn	User				N	N

Exit Processing

Table 6–15 Status: Effected Possession - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR009	C1-CLSTODO	Close To-do's linked to the case	■ To-Do Type 1 = ARS No Activity Level 11 ■ To-Do Type 2 = ARS No Activity Level 1 ■ To-Do Type 3 = <<Blank>> ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

6.4.3 Under Repairs

This section describes the details of assets in the Under Repairs status.

Figure 6–5 Status: Under Repairs

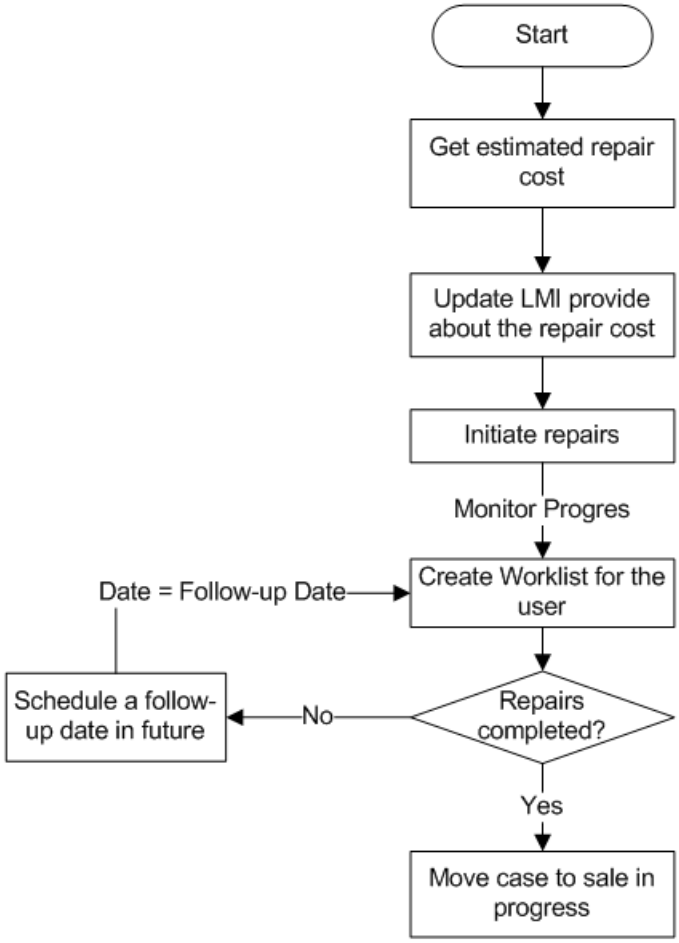


Table 6–16 Status: Under Repairs

Actor	Recovery Associate
Description	Case is moved to this status, if property needs to be repaired. Cost of repair needs to be informed to LMI provider if the property has LMI insurance. Case will then be moved to Sale In Progress status.
Modify Association	Yes

In State Processing

Table 6–17 Status: Under Repairs - In State Processing

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR010	C1-COLLVALX	Initiate collateral valuation	▪ Assessment Expiry Days = 60 ▪ To-do Type = Initiate Collateral Valuation ▪ To-do Role = <<Blank>> ▪ Days since closure of last To-do = 30

No Activity Monitoring

Table 6–18 Status: Under Repairs - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

Mandatory Follow-up

Table 6–19 Status: Under Repairs - Mandatory Follow-up

Sr. No.	Results
1	Confirmed Repairs / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)

Transitions

Table 6–20 Status: Under Repairs - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Sale in Progress	User				Y	Y
2	Withdrawn	User				N	N

Exit Processing

Table 6–21 Status: Under Repairs - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR011	C1-CLSTODO	Close To-do's linked to the case	■ To-Do Type 1 = ARS No Activity Level 1 ■ To-Do Type 2 = ARS No Activity Level 1 ■ To-Do Type 3 = <<Blank>> ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

6.4.4 Sale In Progress

This section describes the details of assets which are in the Sale In Progress status.

Figure 6–6 Status: Sale In Progress

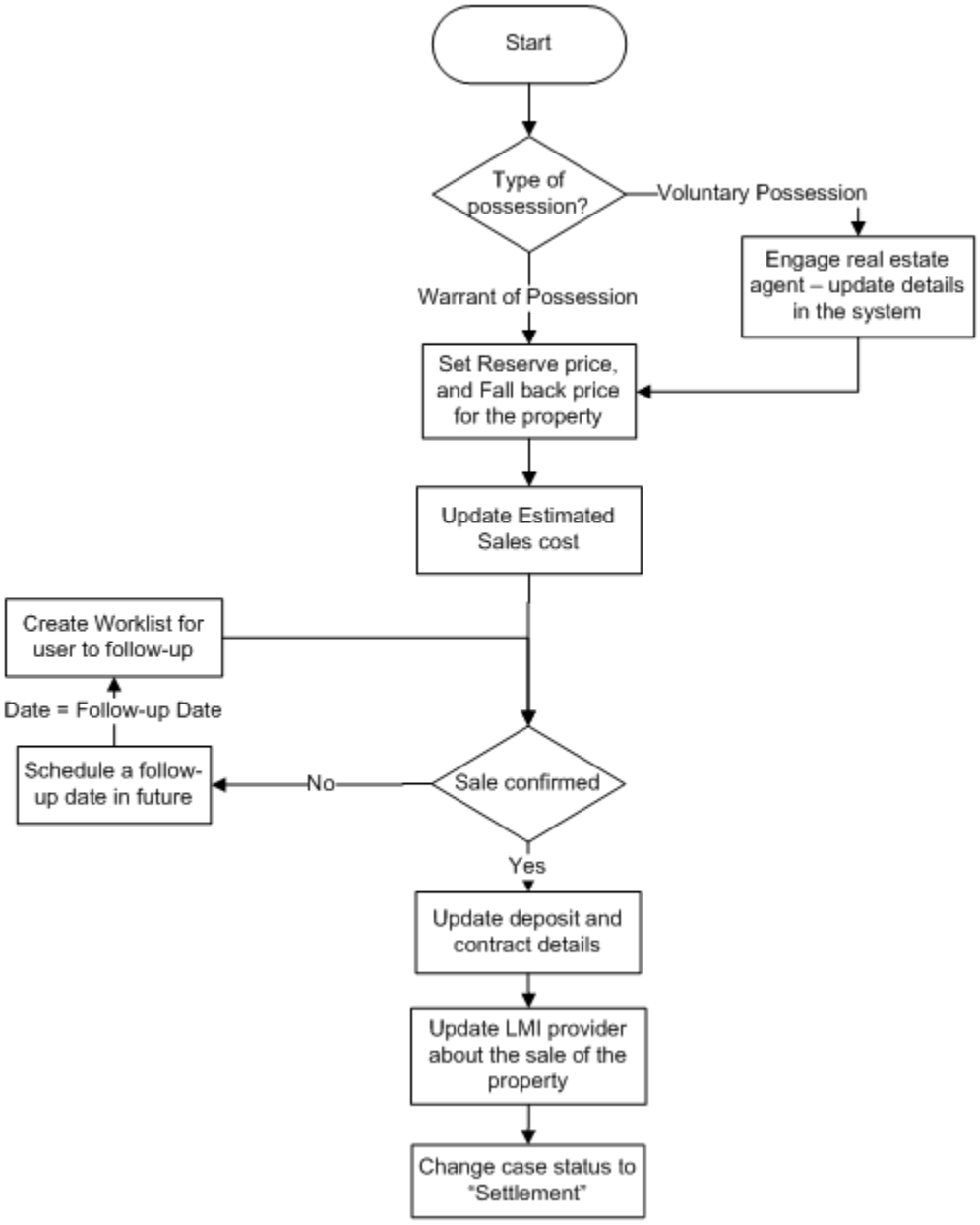


Table 6–22 Status: Sale In Progress

Actor	Recovery Associate
Description	For Voluntary possession of property, bank will appoint a real estate agent to manage the sale process. In other case LSP will manage the process. Reserve price, Fall back price, Estimated cost of sale is updated by the user. Once the sale is confirmed, deposit and contract details are captured in the system. LMI provider is updated about the sale of the property.
Modify Association	Yes

In State Processing

Table 6–23 Status: Sale In Progress - In State Processing

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR012	C1-COLLVALX	Initiate collateral valuation	■ Assessment Expiry Days = 60 ■ To-do Type = Initiate Collateral Valuation ■ To-do Role = <<Blank>> ■ Days since closure of last To-do = 30

No Activity Monitoring

Table 6–24 Status: Sale In Progress - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

Mandatory Follow-up

Table 6–25 Status: Sale In Progress - Mandatory Follow-up

Sr. No.	Results
1	Confirmed Collateral Sold / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)

Transitions

Table 6–26 Status: Sale In Progress - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Settlement	User				Y	Y
2	Withdrawn	User				N	N

Exit Processing

Table 6–27 Status: Sale In Progress - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR013	C1-CLSTODO	Close To-do's linked to the case	■ To-Do Type 1 = ARS No Activity Level 1 ■ To-Do Type 2 = ARS No Activity Level 1 ■ To-Do Type 3 = Initiate Collateral Valuation ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

6.4.5 Settlement

This section describes the details of assets in Settlement status.

Figure 6–7 Status: Settlement

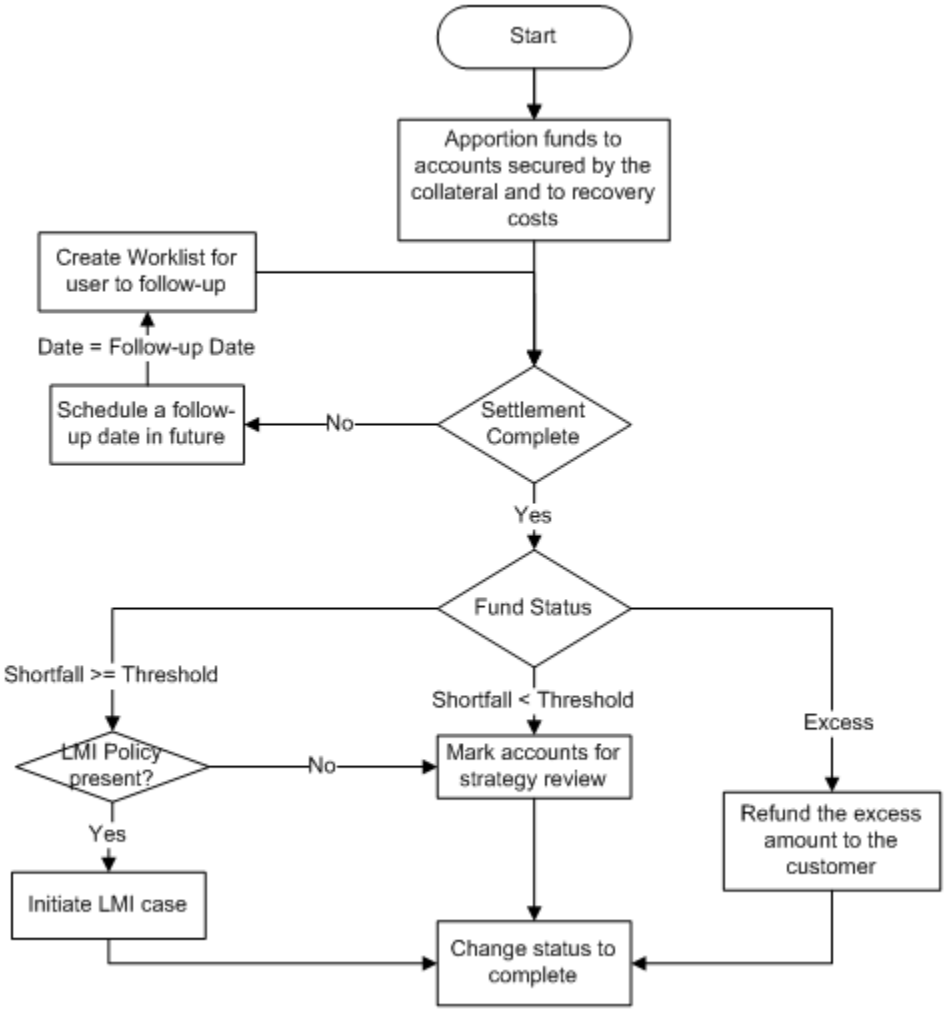


Table 6–28 Status: Settlement

Actor	Recovery Associate
Description	Case is moved to this status when the sale process is complete that is, property is sold and settlement is due. Sale proceeds are apportioned to the secured accounts and recovery costs. Post apportionment below scenarios are possible: ■ There is a shortfall more than a specific threshold amount: - If LMI policy is associated with facility of the account, initiate a case to create a LMI claim. - If LMI Policy is not associated, mark account for strategy review. ■ Shortfall is less than threshold amount or funds are fully settled: - If LMI Policy is not associated, mark account for strategy review. - These accounts should be cured by cure monitor. - This will however depend on cure monitor configuration.
Modify Association	Yes

Enter Processing

Table 6–29 Status: Settlement - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR014	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	■ Reference char type = Type of Possession ■ Reference char value = Voluntary Possession ■ Mandatory char type 1 = Contractor Details ■ Mandatory char type 2 = Conveyance Details ■ Mandatory char type 3 ■ Mandatory char type 4 ■ Mandatory char type 5
2	AR015	C1-UPCOLLSTX	Update Collateral Status in the host	■ Collateral Status = Sold ■ Exception To-Do Type = Status update Failure ■ Exception To-Do Role = <<Blank>>

No Activity Monitoring

Table 6–30 Status: Settlement - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

Mandatory Follow-up

Table 6–31 Status: Settlement - Mandatory Follow-up

Sr. No.	Results
1	LMI Provider Update done / Not Required
2	Refund Processed / Not Required

Transitions

Table 6–32 Status: Settlement - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Completed	User				Y	Y

Exit Processing

Table 6–33 Status: Settlement - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR016	C1-VALSET	Validate Settlement	None
	AR019	C1-INITLMI	Initiate LMI	▪ Balance Threshold = $1000 ▪ LMI Case Type = LMICASE ▪ Initiate LMI Options - Initiate LMI with highest insured amount ▪ LMI insurer code ▪ No LMI Option - Mark primary account for strategy review
3	AR018	C1-CLSTODO	Close To-do's linked to the case	▪ To-Do Type 1 = ARS No Activity Level 1 ▪ To-Do Type 2 = ARS No Activity Level 1 ▪ To-Do Type 3 = <<Blank>> ▪ To-Do Type 4 = <<Blank>> ▪ To-Do Type 5 = <<Blank>>

6.4.6 Completed

This section describes the details of assets in Completed status.

Table 6–34 Status: Completed

Actor	Not Applicable
Description	This status marks the completion of the asset repossession and sale process.
Modify Association	No

6.4.7 Cancelled

This section describes the details of assets in Cancelled status.

Table 6–35 Status: Cancelled

Actor	Not Applicable
Description	This status marks the cancellation of the repossession and sale of an asset. This status is only available before actual possession (eviction or voluntary surrender) of a property.
Modify Association	No

Enter Processing

Table 6–36 Status: Cancelled - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-UPCOLPROP	Update Collateral Property	UpdateCollateralProperty

6.4.8 Withdrawn

This section describes the details of assets in Withdrawn status.

Table 6–37 Status: Withdrawn

Actor	Not Applicable
Description	This status marks the withdrawal of the repossession and sale of an asset after actual possession (eviction or voluntary surrender) or during sale of a property.
Modify Association	No

Enter Processing

Table 6–38 Status: Withdrawn - Enter Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR020	C1-UPCOLLSTX	Update Collateral Status in the host	■ Collateral Status = "With the Customer" ■ Exception To-Do Type = Status update Failure ■ Exception To-Do Role = <<Blank>>
2	AR022	C1-UPCOLPROP	Update Collateral properties	UpdateCollateralProperty=RESET

Case Characteristics

Table 6–39 Case Characteristics

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
COLATTCD	Collateral ID	Text Box - User to enter the collateral ID for which repossession case is being initiated	This cannot be edited once the case is created	For Entry into ■ Pending	None
COLLDESC	Collateral Description	System should set this characteristics to the description of the collateral based on the collateral ID of the case	This cannot be edited by the user	For Entry into ■ Pending	None
TPOFPOSS	Type of Possession	List of Values ■ Warrant of Possession ■ Voluntary Possession	■ Pending	For Entry into ■ Pending	None
EXPOSDT	Expected Possession Date	Date	■ Pending	For Entry into ■ Pending	Hidden in all statuses except Pending
ACPOSDT	Actual Possession Date	Date	■ Pending ■ Effected Possession	For Entry into ■ Sale in Progress ■ Under repairs	None
TYOFOCC	Type of Occupancy	List of Values ■ Not Occupied ■ On Lease ■ Rented ■ Self Occupied ■ Not Known	■ Pending	Not Mandatory	None
LEGPROID	Legal Process ID	Text Box - Value to be provided by legal case originating the process or by the user Validation - there should be active case in system with this ID	■ Pending	Not Mandatory	None
VACANCYD	Vacancy Date	Text Box Validation - should be a valid date	Can be edited in any status	Not Mandatory	None
VAPOIDPR	Vacancy Possession Indemnity Policy Reference	Text Box	Can be edited in any status	Not Mandatory	None

Table 6–39 (Cont.) Case Characteristics

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
VAPOIEFD	Vacancy Possession Indemnity Effective Date	Text Box Validation - should be a valid date	Can be edited in any status	Not Mandatory	None
PROSUREF	Property Surrender Letter Reference	Text Box	Can be edited in any status	Not Mandatory	None
PROPPRES	Property Presenter	List of Values - This should display all vendors from the vendor management module where service type is "property presenter"	Can be edited in any status	Not Mandatory	Hidden in Pending status
PROPPRCO	Property Presenter Contact Person	Text	Can be edited in any status	Not Mandatory	Hidden in Pending status
PROPPRCN	Property Presenter Contact Number	Number	Can be edited in any status	Not Mandatory	Hidden in Pending status
REALESAG	Real Estate Agency	List of Values - This should display all vendors from the vendor management module where service type is "Real Estate Agent"	Can be edited in any status	Not Mandatory	Hidden in Pending status
ESTRECOS	Estimated Repair Cost		Can be edited in any status. Should be >= 0	For Entry into Status ■ Under Repairs ■ Sale In Progress	Hidden in Pending status
METHOSAL	Method of Sale	List of Values ■ Auction ■ Expression of Interest ■ Tender ■ Private Treaty Sale ■ Other	■ Effected possession ■ Under Repairs ■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending status
RESEPRIC	Reserve Price	Number	■ Effected possession ■ Under Repairs ■ Sale in Progress	For Entry into Status ■ Sale in Progress	Hidden in Pending status

Table 6–39 (Cont.) Case Characteristics

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
HOSTID	HOSTID	Number	■ Pending	For Entry into Status ■ Pending	
SALCONTY	Sale Contract Type	List of values ■ Conditional ■ Unconditional	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
CONSAPRI	Contract Sale Price	Number	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
CONTDETA	Contractor Details	Date	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
CONVDETA	Conveyancer Details	Text	■ Sale in Progress		Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
DEPOAMOU	Deposit Amount	Number	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
DEPECEDT	Deposit Receipt Date	Number	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
SETDUEDT	Settlement Due Date	Number	■ Sale in Progress	For Entry into Status ■ Settlement	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status

Table 6–39 (Cont.) Case Characteristics

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
SETAMOUN	Settlement Amount	Number	■ Settlement	For Entry into Status ■ Completed	Hidden in Pending, Sale In Progress, Effected Possession, Under Repairs and Sale In Progress status
WITHREAS	Withdraw Reason	List of Values ■ Collateral Redeemed by customer ■ Not commercial to pursue ■ Other	All Status	For Entry into Status ■ Withdraw	None
CANCREAS	Cancel Reason	List of Values ■ Collateral Redeemed by customer ■ Not commercial to pursue ■ Other	All Status	For Entry into Status ■ Cancelled	None

7

Right of Set-off

This chapter describes the process of bank’s right to set-off the unpaid arrears after a series of reminders and recover all or a portion of arrears.

7.1 Process Summary

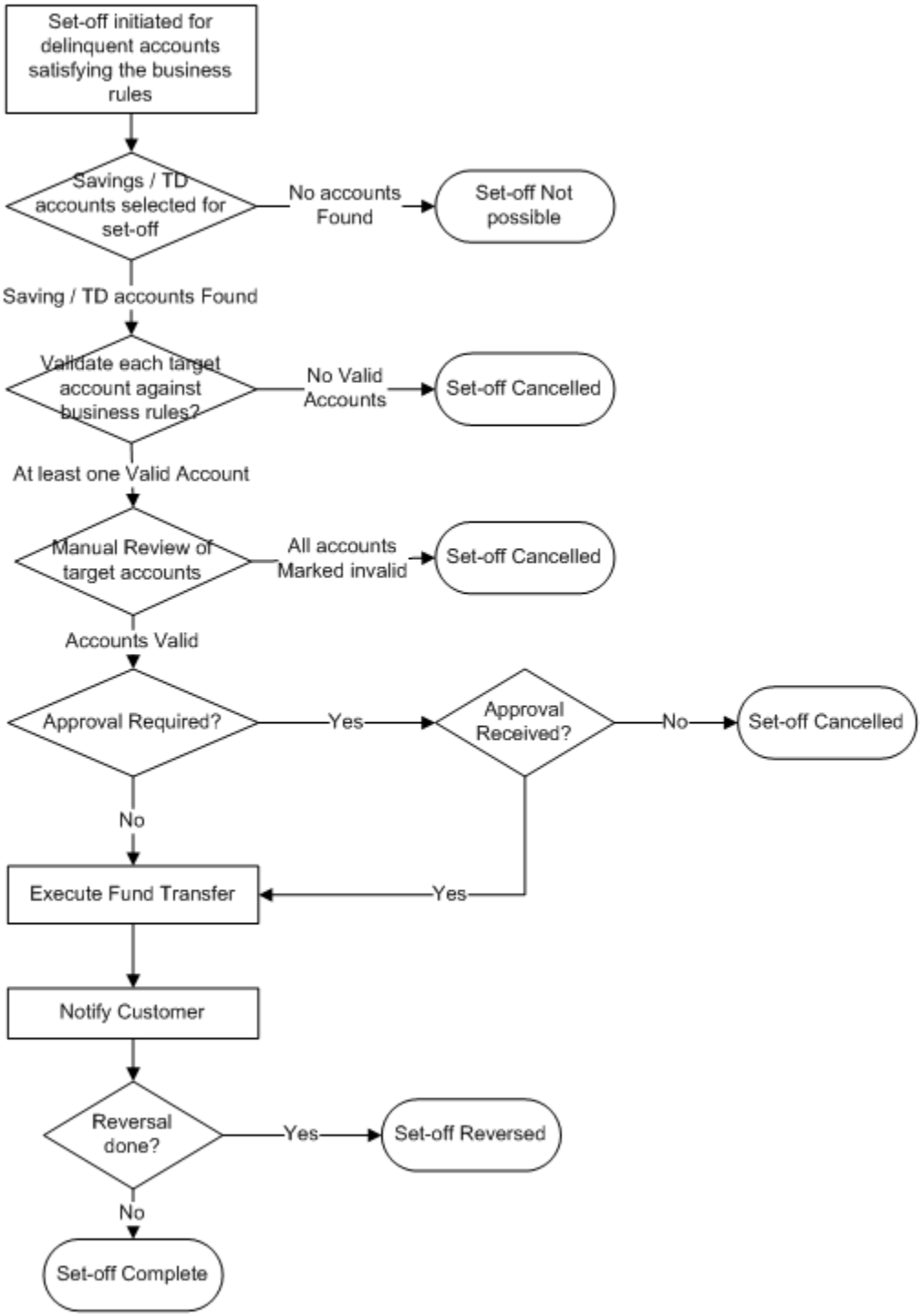
If arrears remain unpaid after a series of reminders, Bank may exercise its right to set-off. Under this, the Bank can use available funds from a Customer's Savings Accounts and/or Term Deposits to clear all or a portion of arrears on that same customer's personal loan, home loans, unsecured mortgage shortfall, business and transaction account.

Right of set-off process will facilitate execution of right of set-off.

7.2 Process Flow

The following diagram describes the process flow of right to set-off the unpaid arrears and recover all or a portion of arrears.

Figure 7–1 Right of Set-off



7.3 Roles and Responsibility

The following table provides the roles and responsibility details.

Table 7–1 Roles and Responsibility

Sr. No	Role	Responsibilities
1	Collections Associate	Review ROSO case. Manual review of selected target accounts. Confirm ROSO transactions.
2	Collections Supervisor	Approve ROSO transactions. Monitor ROSO cases. Manage Level 1 Alerts for no activity.
3	Collections Manger	Approve ROSO transactions. Monitor ROSO cases. Manage Level 1 Alerts for no activity.

Case Configuration

The following table describes the case configuration details:

Table 7–2 Case Configuration

Case Category	ROSO
Manual Initiation	By Profile: <<List of Profiles>>
Automated Initiation by Strategy Monitor	Rule ID: Not Applicable
Primary Entity	
Allow multiple Association	
Account Association	
Adhoc Account Association	
Account Validation	
Non Delinquent Account Association	
Customer Association	
Adhoc Customer Association	
Customer Validation	None
Automated association in Batch	
Associated Queue	ROSO Queue
Create Worklist for Queue	Yes

Additional Configuration

This case will be created during the batch based on condition specified in Event Manager. Parameters required to initiate the case are:

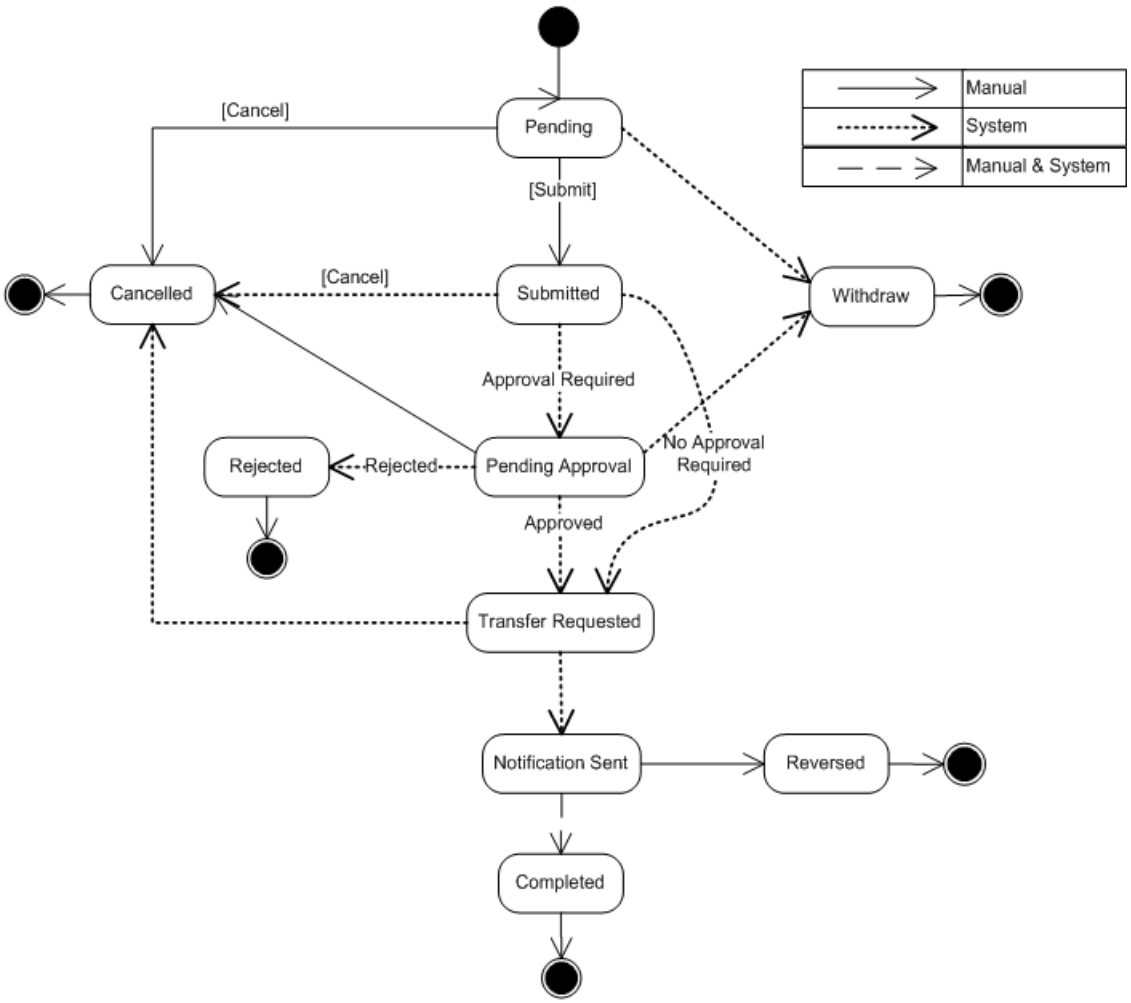
- Account Level parameters:
  - Product Group
  - Overdue Amount
  - Outstanding Amount
  - Day past due
  - Asset classification code
  - Accrual status

  - Set-off exclusion date (see description for this in case life section. If no value is present in this field, it should be considered as current business date)
  - Last set-off date
  - Default Notice sent Y/N
- Customer Level parameters (only for primary customer for the account):
  - Customer warning indicators
  - Customer Type
  - Customer Class
  - VIP Flag
- Event Manager Configuration is also required to "withdraw" the ROSO case, if payment is received or PTP is taken for the account. Follow-up should be captured on account to indicate a PTP being taken. Event will be triggered on capture of follow-up.
- Rules have to be set up in Rule engine for validation of target accounts. Following parameters are used for validation:
  - Target account Product Class
  - Target account Product Group
  - Target account Product Code
  - Target account Balance
- Following lookups should be maintained in the system:
  - List of conflicting case categories
  - Offset days for each target account based on reason code
  - Offset days for each set-off cancel Reason

7.4 Case Life Cycle

This section describes the Case Life Cycle details.

Figure 7–2 Case Life Cycle



7.4.1 Pending

This section describes the details of the Pending status.

Enter Processing

Table 7–3 Status: Pending - Enter Processing Algorithm

Sr. No.	Algorithm	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	Validation Failure Option = FAIL_CASE_CREATION (Fail case creation) Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters) Cancel Reason Char Type = Configured characteristic type for cancel reason. Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.
2	C1-CHKCUST	Check customer eligibility	Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner, then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or PRIMARY (If ownership type parameter is set to primary, then system would call the rule engine to check for primary customers eligibility) Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false. Validation Failure Option = FAIL_CASE_CREATION (Fail case creation) Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters) Cancel Reason Char Type = Configured characteristic type for cancel reason. Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.

Table 7–3 (Cont.) Status: Pending - Enter Processing Algorithm

Sr. No.	Algorithm	Description	Parameters
3	C1-CHKCNT	Check customer contacts for the account	Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process. Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success. Contact Class 1 = Contact class Contact Class 2 = Contact class Contact Class 3 = Contact class Contact Class 4 = Contact class Contact Class 5 = Contact class Validation Failure Option = FAIL_CASE_CREATION (Fail case creation) or Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters) Cancel Reason Char Type = Configured characteristic type for cancel reason. Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.
4	C1-GETTRGT	Get Target Accounts	Validation Failure Transition Status = T TRANSITION_STATUS (Transition case to next specified status). Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters) Cancel Reason Char Type = Configured characteristic type for cancel reason. Cancel Reason Char Value = Cancel reason value to set in configured characteristic type. Casa Account Type Identifier List = Comma separated CASA account identifiers (for example, CASA, CS, CSA). Td Account Type Identifier List = Comma separated Term Deposit account identifiers (for example, TD,TRD) Casa Account Exclude Status List = Comma separated CASA account status to be excluded while fetching account (for example, Closed, Unclaimed, WrittenOff, Inactive) Td Account Exclude Status List = Comma separated Term Deposit account status to be excluded while fetching account (for example, Closed, DebitBlock) Exclude Blocked Td Account = Flag to exclude blocked Term Deposit account. Exclude Blocked Deposit = Flag to exclude blocked Deposit's.

No Activity Monitoring

Table 7–4 Status: Pending - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
1	ROSO No Activity Level 1			
2	ROSO No Activity Level 2			

Exit Processing

Table 7–5 Status: Pending - Exit Processing Algorithm

Sr. No.	Algorithm	Description	Parameters
1	C1-CLSTODO	Close To-do's linked to the case	▪ To-Do Type 1 = ROSO No Activity Level 1 ▪ To-Do Type 2 = ROSO No Activity Level 2 ▪ To-Do Type 3 = <<Blank>> ▪ To-Do Type 4 = <<Blank>> ▪ To-Do Type 5 = <<Blank>>

Transitions

Table 7–6 Status: Pending - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	SUBMITTED	User				Y	Y
2	CANCELLED	User				N	N
3	WITHDRAWN	System	Managed by Event Manager			N	N

7.4.2 SUBMITTED - Submitted

This section describes the details of the Submitted status.

Enter Processing

Table 7–7 Status: Submitted - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	■ Validation Failure Option = TRANSITION_STATUS (Transition Case Status) ■ Validation Failure Transition Status = CANCELLED Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Delinquent Account Not Eligible
2	C1-CHKCUST	Check customer eligibility	■ Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or PRIMARY (If ownership type parameter is set to primary then system would call the rule engine to check for primary customers eligibility) ■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false. ■ Validation Failure Option = Transition Case Status ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Customer Not Eligible

Table 7–7 (Cont.) Status: Submitted - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
3	C1-CHKCNT	Check customer contacts for the account	■ Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process. ■ Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success. ■ Contact Class 1 = Contact class ■ Contact Class 2 = Contact class ■ Contact Class 3 = Contact class ■ Contact Class 4 = Contact class ■ Contact Class 5 = Contact class ■ Validation Failure Option = Transition Case Status ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Delinquent Account Not Eligible
4	C1-REVALTRGT	Revalidate Target Account	■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false. ■ Minimum residual amount = Minimum residual amount that cannot be debited from account. ■ Excess Debit Option = ADJUST_DEBIT_AMOUNTS (if excess debit option is ADJUST_DEBIT_AMOUNTS then debit amount would be adjusted) or CANCEL_SETOFF (if excess debit option is CANCEL_SETOFF then case would be moved to cancel status and cancel reason char updated) ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Target Accounts Not Eligible ■ Casa Account Type Identifier List = Comma separated CASA account identifiers (for example, CASA, CS, CSA). ■ Td Account Type Identifier List = Comma separated Term Deposit account identifiers (for example, TD,TRD)
5	C1-ROSOAPPR	Approval check for set-off	■ Asset classification code = Asset classification code value (for example, Impaired asset code) ■ Accrual status Flag = Accrual status Flag Y/N For example, Non accrual (N) ■ Total Debit Amount Threshold = Total Debit Amount Threshold (Sum of Debit Amounts for all target accounts >= Specified threshold, then create work item and transition case to approval required status) ■ Approval Required Status = PENDINGAPPR ■ No Approval Status = TRANSFERREQ

Transitions

Table 7–8 Status: Effected Possession - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	PENDINGAPPR	System	Managed by enter processing algorithm			Y	Y
2	TRANSFERREQ	System	Managed by enter processing algorithm			Y	N
3	CANCELLED	System	Managed by enter processing algorithm			N	N

7.4.3 PENDINGAPPR - Pending Approval

This section describes the details of the Pending Approval status.

Approval Requirements

Table 7–9 Status: Pending Approval - Approval Requirements

Sr. No.	Approval Parameters	If Approved	If Rejected
1	■ Asset classification code ■ Accrual status Flag ■ Total Debit Amount	Transition case to 'Transfer Requested' status	Transition case to 'Rejected' status

No Activity Monitoring

Table 7–10 Status: Pending Approval - No Activity Monitoring

Days	To-Do	Reallocate	Worklist	Change Status
1	ROSO No Activity Level 1			
2	ROSO No Activity Level 2			

Exit Processing

Table 7–11 Status: Pending Approval - Exit Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-ABORTAPP	Abort ROSO approval work item	■ Composite Name = com.ofss.fc.workflow.process.ROSOProcessForApproval ■ Instance Title = ROSO_CASE_ ■ Case Status Exclusion List = TRANSFERREQ,REJECTED
2	C1-CLSTODO	Close To-do's linked to the case	■ To-Do Type 1 = ROSO No Activity Level 1 ■ To-Do Type 2 = ROSO No Activity Level 2 ■ To-Do Type 3 = <<Blank>> ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

Transitions

Table 7–12 Status: Pending Approval - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	TRANSFERREQ	System	Based on approval request outcome			N	Y
2	REJECTED	System	Based on approval request outcome			N	N
3	CANCELLED	User				N	N
4	WITHDRAWN	System	Managed by Event Manager			N	N

7.4.4 TRANSFERREQ - Transfer Requested

This section describes the details of the Transfer Requested status.

Enter Processing

Table 7–13 Status: Transfer Requested - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	■ Validation Failure Option = TRANSITION_STATUS (Transition Case Status) ■ Validation Failure Transition Status = CANCELLED Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Delinquent Account Not Eligible
2	C1-CHKCUST	Check customer eligibility	■ Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or ■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false. ■ Validation Failure Option = Transition Case Status ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Customer Not Eligible

Table 7–13 (Cont.) Status: Transfer Requested - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
3	C1-CHKCNT	Check customer contacts for the account	■ Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process. ■ Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success. ■ Contact Class 1 = Contact class ■ Contact Class 2 = Contact class ■ Contact Class 3 = Contact class ■ Contact Class 4 = Contact class ■ Contact Class 5 = Contact class ■ Validation Failure Option = Transition Case Status ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Delinquent Account Not Eligible
4	C1-REVALTRGT	Revalidate Target Account	■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false. ■ Minimum residual amount = Minimum residual amount that cannot be debited from account. ■ Excess Debit Option = ADJUST_DEBIT_AMOUNTS (if excess debit option is ADJUST_DEBIT_AMOUNTS then debit amount would be adjusted) or CANCEL_SETOFF (if excess debit option is CANCEL_SETOFF then case would be moved to cancel status and cancel reason char updated) ■ Validation Failure Transition Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Target Accounts Not Eligible ■ Casa Account Type Identifier List = Comma separated CASA account identifiers (e.g.for example, CASA, CS, CSA). ■ Td Account Type Identifier List = Comma separated Term Deposit account identifiers (e.g.for example, TD,TRD)
5	C1-FUNDTRFR	Execute Funds Transfer	■ Execution Success Status = NOTIFY (Notification Sent) ■ Execution Failure Status = Cancelled ■ Cancel Reason Char Type = Cancel Reason ■ Cancel Reason Char Value = Transfer Failed ■ Successful Fund Transfer Transaction Status = 0

Transitions

Table 7–14 Status: Transfer Requested - Transitions

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	NOTIFY	System				N	Y
2	CANCELLED	System				N	N

7.4.5 NOTIFY - Notification Sent

This section describes the details of the Notification Sent status.

Monitoring

Table 7–15 Status: Notification Sent - Monitoring

Sr. No.	Algorithm Type	Description	Parameters
1	CS-MONITOR	Algorithm for Monitoring after N days	▪ **Seq:** 10 **Parameter Name:** Next Status **Value:** COMPLETED ▪ **Seq:** 20 **Parameter Name:** Work List **Value:** - ▪ **Seq:** 30 **Parameter Name:** Reallocate Switch **Value:** - ▪ **Seq:** 40 **Parameter Name:** To Do Type **Value:** - ▪ **Seq:** 50 **Parameter Name:** No Of Days **Value:** 1

Enter Processing

Table 7–16 Status: Notification Sent - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CCCREATE	Generate Customer Contact	▪ Contact Type = <<To be defined based on letters configuration>> ▪ Customer Contact Class = << Customer Contact Class value>> ▪ Preferred Contact Method = << Preferred Contact Method >>

Transitions

Table 7–17 Status: Settlement - Transitions

Sr. No.	Next Status	Transition Type	Validate Follow-up	Use as Default
1	COMPLETED	System and User	N	Y
2	REVERSED	User	N	N

Exit Processing

Table 7–18 Status: Settlement - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-CLSTODO	Close To-do's linked to the case	■ To-Do Type 1 = ROSO Completion Failed ■ To-Do Type 2 = <<Blank>> ■ To-Do Type 3 = <<Blank>> ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

7.4.6 COMPLETED - Completed

This section describes the details of the Completed status.

Enter Processing

Table 7–19 Status: Completed - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-REVROSO	GReverse set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	■ Cancel Reason Char Type = <Blank> ■ Reason code = Reversed ■ Default Offset = Number of days to be added to set-off exclusion date.

7.4.7 REJECTED - Rejected

This section describes the details of the Rejected status.

Enter Processing

Table 7–20 Status: Rejected - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	■ Cancel Reason Char Type = <Blank> ■ Reason code = Rejected ■ Default Offset = Number of days to be added to set-off exclusion date.

7.4.8 CANCELLED - Cancelled

This section describes the details of the Cancelled status.

Enter Processing

Table 7–21 Status: Cancelled - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	■ Cancel Reason Char Type = Cancel Reason ■ Reason code = <Blank> ■ Default Offset = Number of days to be added to set-off exclusion date.

7.4.9 WITHDRAWN - Withdrawn

This section describes the details of the Withdrawn status.

Enter Processing

Table 7–22 Status: Withdrawn - Enter Processing Algorithm

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	■ Cancel Reason Char Type = <Blank> ■ Reason code = Withdrawn ■ Default Offset = Number of days to be added to set-off exclusion date.

Feature Configuration

Table 7–23 Feature Configuration

Feature Name	Description
C1-STORC	Right to Set-off offset days based on reason code.
C1-STOCR	Right to Set-off offset days based on cancel reason char.
C1-ROSO	Right to Set-off constants. It holds valid constant value for TD and CASA account types, GL distribution code.

Lookups

Table 7–24 Lookups

Feature Name	Description
STOR_OPT_TYP_FLG	Options for Right to Set-off offset days based on reason code.
STOC_OPT_TYP_FLG	Options for Right to Set-off offset days based on cancel reason char.
SET_OFF_STATUS_FLG	Set off status flag
ROSO_CONFLICT_CASE_CATEGORY	List of conflicting case categories
ROSO_OPT_TYP_FLG	Options for Right to Set-off constants.

7.5 Ledger Account Creation

Ledger account is created for Collections. It is used to transfer funds from Term Deposit account to delinquent Term Loan account. First, the funds are transferred from TD to Ledger account and then from Ledger to Loans account.

Following are the steps to create Ledger account for Collections ROSO process:

1. Log on to Oracle Banking Platform and open the screen **Product Ledger Summary (Fast path: PLS008)**.
2. Create Ledger account with Product Ledger Level as Node. Enter the following values:

Field	Value
Ledger Account Code	2222222222 (configure account code as per requirement)
Ledger Account Description	Collections Miscellaneous Ledger
Product Ledger Level	Node
Product Ledger Category	Liability
Product Ledger Type:	Internal PL
Product Ledger Subtype	Normal

3. Create Ledger account with Product Ledger Level as Leaf. Enter the following values:

Field	Value
Ledger Account Code	444444444 (configure account code as per requirement)
Ledger Account Description	Collections Ledger account for ROSO
Product Ledger Level	Leaf
Product Ledger Type:	Internal PL
Product Ledger Subtype	Normal
Parent Ledger Code	2222222222 (Enter account code configured in step 2)

4. Set Ledger account with Product Level Leaf created in **Step 3** in feature configuration C1-ROSO against property GL Distribution Code.