

Oracle® Banking Originations

Functional Overview

Release 2.4.1.0.0

E70795-01

February 2016

Oracle Banking Originations Functional Overview, Release 2.4.1.0.0

E70795-01

Copyright © 2011, 2016, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Contents

Preface	vii
Audience	vii
Documentation Accessibility	vii
Related Documents	vii
Conventions	viii
1 Overview	
2 Capture Application	
2.1 Capture Application Steps.....	2-2
2.1.1 Step 1 Product	2-2
2.1.2 Step 2 Personal	2-3
2.1.3 Step 3 Bundles	2-3
2.1.4 Step 4 Collateral	2-4
2.1.5 Step 5 Funding	2-4
2.1.6 Step 6 Financial	2-6
2.1.7 Step 7 Configure.....	2-7
2.1.8 Step 8 Documents	2-7
2.1.9 Step 9 Review	2-8
2.2 Important Functions of Capture Application	2-8
2.2.1 Sourcing Entity Capture and Processing.....	2-8
2.2.2 Backdated Account Opening for CASA and TD Accounts	2-9
2.2.3 In-Principle Approval	2-10
2.2.4 Lenders Mortgage Insurance	2-11
2.2.5 Affiliates	2-11
2.2.6 Consumer Credit Insurance	2-12
2.2.7 Capture of Property Details	2-13
2.2.8 Internal Refinance	2-14
2.2.9 Joint Application Form	2-15
2.2.10 Miscellaneous Application Form Features	2-15
2.2.11 Pre Approved Limits.....	2-16
2.2.12 Retail vs. Business Banking Applications	2-17
2.2.13 Manual Identity Verification.....	2-18
2.2.14 Submission Level Price Approval	2-18

3 Financial Analysis

3.1	Party Statements.....	3-1
3.2	Debt Servicing Groups.....	3-2
3.3	Party Surplus.....	3-2
3.4	DSG Repayments.....	3-4

4 Credit Assessment

4.1	Manual Review of Credit Assessment.....	4-2
4.1.1	Landing Page.....	4-3
4.1.2	Panel Drawer.....	4-4
4.1.3	Credit Exposure.....	4-4
4.1.4	Financial Analysis.....	4-5
4.1.5	Interest Sensitivity Rate.....	4-6
4.1.6	Credit Worthiness.....	4-6
4.1.7	Collateral.....	4-7
4.1.8	Conditions and Covenant.....	4-9
4.1.9	Verification.....	4-10
4.1.10	Risk.....	4-10
4.1.11	Review and Renew.....	4-11
4.1.12	Credit Memorandum and Manual Decision.....	4-11
4.2	Timeout Scenario.....	4-12
4.3	Fraud Resolution.....	4-13

5 Verification

6 Valuation

7 Title Search

8 Structure Solution

8.1	Current and Savings Account Configuration.....	8-2
8.2	Term Deposit Account Configuration.....	8-3
8.3	Loan Account Configuration.....	8-3
8.4	Credit Card Account Configuration.....	8-4

9 Create Offer and Execute Documents

10 Create and Modify Accounts

11 Settlement Instructions

12 Collateral Perfection

13 Solution Highlights

13.1	Edit Submission.....	13-1
------	----------------------	------

13.2	Withdraw Submission.....	13-1
13.3	Conditions.....	13-2
13.4	Policy Deviation.....	13-3
13.5	Variation Outside Arrangement.....	13-4
13.5.1	Variation - Amend.....	13-4
13.5.2	Variation - Review and Renew.....	13-5
13.6	Capitalization of Fees and Interest.....	13-5
13.7	Workflow Concepts.....	13-6
13.8	Aggregator Support.....	13-7
13.9	Notes Capture.....	13-7
14	Monitoring and Tracking	
14.1	Application Tracker.....	14-1
14.2	Process Tracker.....	14-2
14.3	Monitoring Dashboards.....	14-2
15	Localization Features	
15.1	Australia Localization Features.....	15-1

Preface

Oracle Banking is a one-stop solution for a bank for its core banking operations, across retail and business banking operations. It is designed to help banks respond strategically to today's business challenges, while also transforming their business models and processes to reduce operating costs and improve productivity across both front and back offices.

Oracle Banking provides a unified yet scalable IT solution for a bank to manage its data and end-to-end business operations with an enriched user experience. It is a composed set of different modules wherein each of the modules is serviced by a set of services and other subsystems.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

Audience

This guide is intended for the users of Oracle Banking Originations.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

For more information, see the following documentation:

- For installation and configuration information, see the Oracle Banking Installation Guide - Silent Installation

- For a comprehensive overview of security for Oracle Banking, see the Oracle Banking Security Guide
- For the complete list of Oracle Banking licensed products and the Third Party licenses included with the license, see the Oracle Banking Licensing Guide
- For information related to setting up a bank or a branch, and other operational and administrative functions, see the Oracle Banking Administrator's Guide
- For information related to customization and extension of Oracle Banking, see the Oracle Banking Extensibility Guide

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.
<i>italic</i>	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.

Overview

An efficient account origination solution enables banks to offer suitable products and/or product bundles across the lines of business to the targeted number of customers and enhances sales opportunities. Oracle Banking offers a user-friendly account origination product which can help banks in process automation to achieve exceptional levels of user experience and performance efficiency thereby improving customer base and revenue growth.

Oracle Banking Originations is functionally rich and capable of maintaining complex information related to customers and various bank products and supports multiple applications of a customer in a single submission. The system supports different stages of the end-to-end life cycle for different product classes like lending (loans and overdrafts, secured and unsecured), liability (savings, term deposit), credit cards, bundle origination, variation (amend or review and renew) of existing facilities. It also supports In Principal Approval of Lending and Term Deposit products.

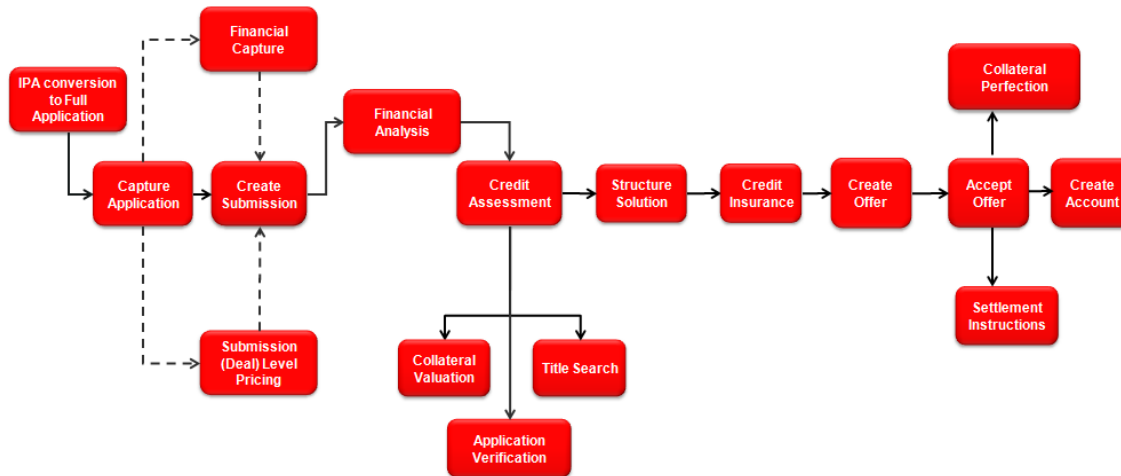
This account origination system helps banks to streamline and improve their account opening plans for Liability accounts as well as Lending accounts. In a single submission, multiple borrowers can apply for different products of the bank. In respect of lending applications, the solution has the ability to capture details, evaluate or provide a mechanism to evaluate critical attributes like Capital requirements, Credit worthiness of customer, Capacity of customer to repay and Collateral adequacy. Banks will not only be able to take appropriate credit decisions and accord approvals to most of the lending applications in real time but also can ensure meeting ever-increasing regulatory requirements.

The solution also supports application of credit policy and quick assessment of financial risk so that the bank can take measures for mitigation of financial risk at the right time.

The steps in the Origination flow differ based on the nature of product and the type of request selected. For example, the flow for asset products can be different from that of liability products.

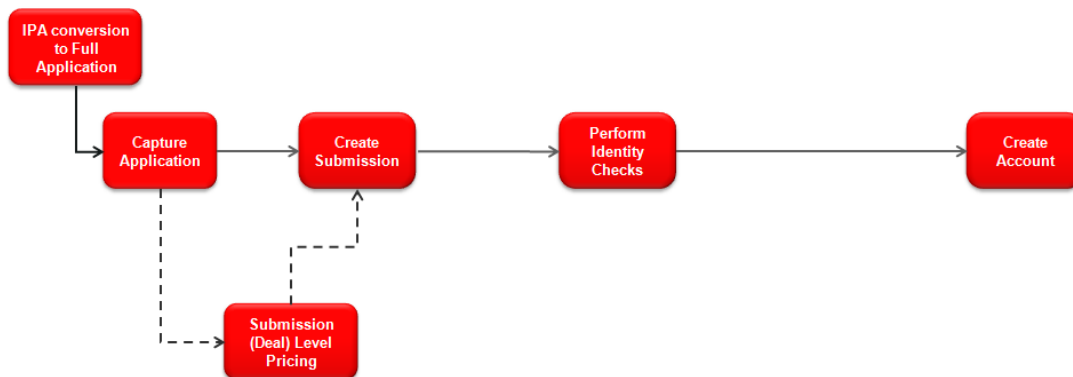
Origination Flow for Asset products

Figure 1-1 Asset Origination Flow



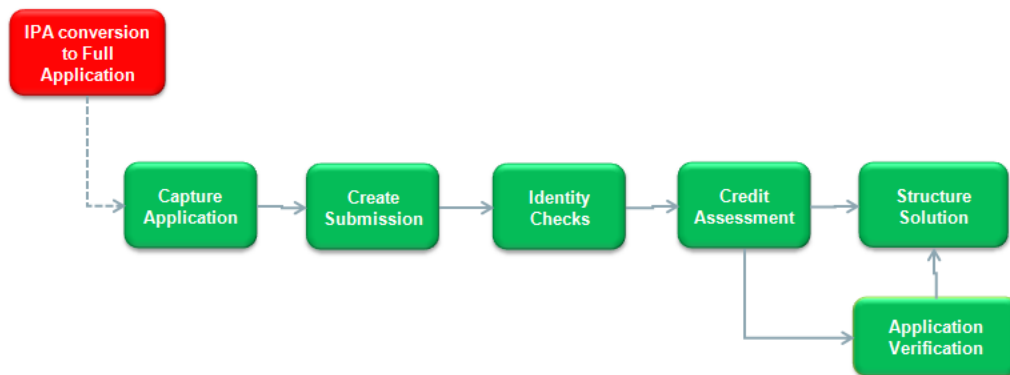
Origination Flow for Liability products

Figure 1-2 Liability Origination Flow



Origination Flow for Credit Cards

Figure 1–3 Credit Card Origination Flow



Some of the key features of the Oracle Banking Originations solution are explained in the following chapters.

Capture Application

The user can capture multiple types of applications within a single submission. The user can apply for a single product or a bundle. The request can be for a new product, variation of an existing product, review or renew of existing facility as well as an In Principle Approval. The application can be by a single applicant or by multiple applicants.

Amendment of existing facility or facilities within Oracle Banking Originations is commonly referred to as Variation outside Arrangement.

The following application types can be captured in the landing page of the application form:

- New Product:
 - Lending
 - Deposit
 - Credit Cards
 - Bundles
- Variations:
 - Lending
 - * Amend
 - * Review and Renew
 - Credit Cards
- In-Principle Approval:
 - Lending
 - Deposit
 - Bundles

The user can select one or more options based on certain validations within the system.

If other options of application type are chosen along with the Variation option, then the selected applicant has to be the primary applicant for the selected product groups. System does not allow new or variation application and in-principle approval request to be part of same submission.

Based on the selected application type, the system resolves the steps in the application form that have to be filled mandatorily or optionally based on the configuration. The

following table suggests the steps based on the type of product group selected. The following are the steps for the two distinct types of origination workflow behavior:

Table 2–1 Steps for Liability Origination Workflow Behavior

Serial#	Stage Name	Description
1	Product	Capture product details corresponding to product group and applicant details.
2	Personal	Capture or refresh personal details of the applicants associated with the product groups.
3	Bundles	View bundle recommendations and link new or existing account to new or existing bundles.
4	Configure	Perform account configuration for the offer selected within the product group. Mandatory for liability product groups as part of the application form.
5	Review	A consolidated view of the product groups applied in the submission.

Table 2–2 Steps for Lending Origination Workflow Behavior

Serial#	Stage Name	Description
1	Product	Capture product details corresponding to product group and applicant details. Basic details vary based on whether the product group is for Loan or Overdraft.
2	Personal	Capture or refresh personal details of the applicants associated with the product groups.
3	Bundles	View bundle recommendations and link new or existing account to new or existing bundles.
4	Collaterals	Link one or more collaterals to the applied facility. Link existing or new collaterals as part of the form. This step is enabled only when the product group is indicated as secured.
5	Funding	View, update and modify the outlay and funds sections for lending facilities applied, based on the configuration of funding template linked with product group and purpose type combination.
6	Financials	Capture and view financial information for the applicants and guarantors based on the template configured for the corresponding party type (and other logical entity, for example, employment type for Individual party type).
7	Configure	Perform account configuration for the offer selected within the product group. This step is optional as part of the application form for lending product groups.
8	Document	Process the document policies defined within the DMS module of Oracle Banking and display documents to be submitted by applicants and guarantors.
9	Review	A consolidated view of the product groups applied in the submission.

2.1 Capture Application Steps

A brief synopsis of the different steps mentioned above is as follows:

2.1.1 Step 1 Product

The summary of product details is as follows:

- Mechanism to capture product specific information based on the product group chosen from the landing page.
- Applicants applying for the respective product groups.
- Capture of guarantors, if required, in case of lending product groups.

- Ability to capture property details in case of lending product groups being applied based on purpose type chosen. If the same property is provided as collateral, then user can link the same from the property section. The system auto creates such property as collateral.
- Ability to select existing facilities for internal refinance based on purpose type chosen.

2.1.2 Step 2 Personal

The summary of personal details is as follows:

- Display of existing information, if any, for the applicants and guarantors (applicable for lending products) and update information, if any.
- Separate sets of information capture and update for various party types such as individual, organization, and trust.
- Logic for panels and fields being mandatory or optional based on the type of products being applied. For example, employment information is optional for capture in case of liability products being applied.
- Multiple business relationships capture between two parties is allowed.

2.1.3 Step 3 Bundles

As mentioned in application form capture, system provides mechanism to originate bundle applications. This covers capture of mandatory or optional offers in the bundle being applied. Some of the key areas in the logical stages are as follows:

- Bundles step in the application form presents recommendations for new and existing owned bundles. Bundles can be either fully or partially qualified.
- Mechanism to capture additional offer related information, in case of partially qualified bundle for mandatory offers in the bundle or for optional offers chosen from the bundle which is recommended.
- Mechanism to link existing or new accounts to a bundle through the application form.
- Bundle and Non Bundle related offers can be selected as part of a single product group in the submission. This is in addition to choosing additional application types to New Product Bundles option in the application form.
- Bundle Recommendation handling within Structure Solution as part of the application form.
- Bundle Recommendation handling within Structure Solution post credit assessment and handling of complex scenarios like multiple product groups applied for in the submission.
- Nomination for bundle maintenance fees and first account in the facility structure is nominated for bundle subscription fees.
- Indicator passed as part of account configuration so that the appropriate benefits defined for the bundle are displayed as part of the interaction with pricing within the Structure Solution stage.
- Specific handling in the Create Offer stage to print bundle related key details.

2.1.4 Step 4 Collateral

The summary of collaterals is as follows:

- Collaterals is enabled for Lending product groups in cases, where product group is configured as Secured and Collateral Required parameter in credit policy (linked to product group and business unit combination) is marked as Mandatory or Optional.
- Allows mechanism to link existing collaterals present in the system OR add new collateral and link to respective facility.
- System allows the user to link only those collaterals belonging to the allowed list of collateral type and category combinations.
- System allows the user to link more than one collateral to a facility being applied or amended as part of the submission.
- System allows the user to capture and upload collateral documents. Document policy needs to be pre-configured. The system resolves and shows the applicable document based on the policy. The user can capture and upload ad-hoc documents.
- Option of Manual allocation of Collaterals for LVR computation is available in this step and also in Manual Credit Decision (MCD). This is covered in detail in MCD section.

2.1.5 Step 5 Funding

The summary of funding is as follows:

- Applicable for lending product groups only.
- Prerequisites of Funding Parameters and Funding Template are essential.
- Displayed based on template linked to product group and purpose type combination. In case of product groups where fees and/or LMI are applicable, it is assumed that operationally the bank has ensured that there is a template defined with the appropriate parameters for LMI within the template.
- Feature to display the outlay and source of funds, which gives the customer and banker a holistic picture of the overall arrangement in terms of funds.
- Execution of rules related to Lenders Risk Management (LRM), if applicable, prior to display of funds table.
- Capability to display Lenders Mortgage Insurance (LMI) and Consumer Credit Insurance (CCI) quote amounts.
- Capability to manually capture LMI premium details.
- Ability to negotiate fees post the derivation from the price policy chart within Oracle Banking Relationship Pricing.
- Expression Builder related features in the Rules module of Oracle Banking to support Mathematical functions like ABSOLUTE, ROUNDDOWN, ROUNDUP, TRUNCATE for the BigDecimal and Money data types.

The features of funding are as follows:

- **Other Costs:** Mechanism to define one or more funding parameters within the template belonging to the funding type Other Costs. As part of the funding table capture, the system provides a mechanism to capture one or more instance of such funding parameters defined within the template. Additionally, there is a Remarks

column which can be used to capture information for each of the funding items of Other Costs funding type.

- **Ad hoc Fees:** The Price Definition (PD) defined within the Oracle Banking Relationship Pricing provides an option to classify the fees with purpose type as Ad hoc Fees defined with the domain category Origination. The PD maintenance can define a fee with zero amount. This is required to handle the requirement where only in certain scenarios, Ad hoc fees have to be charged as part of the application. To handle this requirement, as part of the funds table, the user is given an opportunity to modify the amount for the ad hoc fees evaluated from the origination fees PPC defined within Oracle Banking Relationship Pricing. Such fees are displayed in a separate panel called Ad hoc Fees within the Outlay section of the Funds Table.
- **Bundle Subscription Fees:** This panel appears within Funds Table corresponding to the product group under which a new account will be nominated for bundle subscription fees. The system will display the Capitalize indicator as checked within this panel, if the behavior of bundle subscription fees is defined as CAPITALIZE within the Fee Treatment Preferences of the respective product to which the nominated offer belongs.
- **Capitalization of Fees and LMI:** The Capitalize indicator is displayed as checked (if the particular component is capitalized) or unchecked (if the component is not capitalized). Fees is deemed as capitalized, if the user checks the option Capitalize Fees within the Product (step of the application form) for the respective product group. LMI is indicated as capitalized, if the Capitalize LMI option within the same step is checked in Product.

The user can override and un-capitalize certain origination fees only, if required, as part of the Funds Table. This option is available only against Origination fees and not against the Insurance components within Funds Table. The system supports negotiation for the respective origination fees (irrespective of whether they are capitalized or not) within this stage of the origination workflow. LMI premium can be negotiated.

- **Specific fees for amendment options as part of Amend Lending Facilities:** As part of the Amend Lending Facilities feature, the system has flags at facility level to know which of the following amendments have taken place. There are facts available, so that the bank can charge separate fees, if required.
 - Increase Amount
 - Decrease Amount
 - Increase Term
 - Decrease Term (applicable for revolving facility only)
 - Add Collateral (Existing or New collateral)
 - Remove Collateral
 - Add Borrower
 - Remove Borrower
- Default the value of Contract of Sale field captured as part of Collaterals step in the Application Form for a Residential Property collateral category in the Transfer of Land value field captured as part of the Calculate button within the Funds Table.

2.1.6 Step 6 Financial

The summary of financial details for Retail is as follows:

- Mandatory step applicable for lending product groups only.
- Feature to display and capture financial information for individual or organization or trust applicants.
- Capture of personal financial position and business income statement and balance sheet (for self employed kind of scenarios).
- Display of existing assets and liabilities within Oracle Banking as part of individual party's financial position.
- Capture is configured based on financial parameters and template.
- Mechanism to capture multiple active employments and link financials for each active employment. Integration with party financial templates and profile capture for the same.
- Ability to clone financials across applicants in the same submission where one or more applicant share the same employment detail in case of self employed employment detail. This is only from ease of data capture perspective and not linked as part of the storage of employment and linked financials.
- Ability to expire existing employment and capture new employment details.
- Integration with party module for financial template and profile capture for the following features:
 - Capture of mandatory financial parameters as defined in the template.
 - Financial Ratio are fixed list of ratios computed by the Party module in Oracle Banking. Derived or User Input ratios are supported.
 - Display of Net Customer Position based on the financial details captured.
 - Mechanism to capture salaried and self employed related financial detail information.
 - Mechanism to capture Current Position of assets and liabilities in case of organization and trust.
 - Additional Details capture supports user-maintained list based on nature of financial parameters. Supports character, numeric, and date type of fields.
 - Factory shipped templates for Individual (Salaried, Self Employed), Organization (Simple type) and Trust.
 - Capture of linked or associated asset-income-liability-expense financial parameters.
- Ability to read the rules maintained as part of Origination preferences and resolve the relevant financial template for Individuals only.
- Ability to resolve the highest priority template in case of the applicants applying for multiple product groups in the same submission.

The same is applicable for Affiliates and Guarantors as well.

The summary of financial details for Business is as follows:

- Ability to support rule based financial templates based on facts such as party type and industry.
- Ability to support multiple statements like Balance Sheet, Profit and Loss, Cash Forecast and Business Plan.
- Ability to support multiple statement types and classification like audited, unaudited, projected and qualified, unqualified, Management, Accountant and Customer projected.
- Ability to capture and generate cash forecast using the business plan of the customer.
- Ability to define the number of years of statement required current, past and future.
- Ability to support item wise capture for a financial parameter and capture month wise data for the financial parameter.
- Ability to maintain average values for the benchmark ratios and allow comparison of the calculated values to the bench mark ratios.
- Ability to upload the financial statements in bulk and link and view them as part of respective statements.
- Ability to spawn off the financial capture as a task for the back office to complete.

2.1.7 Step 7 Configure

The summary of configure (structure solution) is as follows:

- Applicable for liability (mandatory step) and lending product groups (optional step).
- Offer selection and account configuration based on the product class – Savings and Overdrafts, Term Deposit, Loans or Credit Cards.
- Interaction with Oracle Banking Relationship Pricing to determine and display applicable interest rates, margins and fees.
- Capability to negotiate margins and fees, based on configuration within Oracle Banking Relationship Pricing.
- Feature to configure sub-lines and accounts under the respective sub-lines under the Facility Summary for lending product groups.

2.1.8 Step 8 Documents

The summary of document checklist is as follows:

- Interaction with the DMS module of Oracle Banking to execute the applicable document policy rules linked at the levels for application, product groups, and collateral.
- Display document status and link, if document is already received.
- Validate status of mandatory documents and disallow to move ahead unless mandatory documents are marked as received.
- Display status for all inbound documents expected from applicants and guarantors.
- Capability to display and upload ad-hoc documents.

2.1.9 Step 9 Review

The summary of review is as follows:

- Common step to display a summary of the product groups applied for by the applicants in a submission.
- Application form details are captured using the OR097 page based on the application type and other configuration such as, funding table template, credit policy, and so on. The system provides a mechanism to capture information which is used to process the product groups applied in a submission by the respective borrowers.

The following are supported as part of generation and printing of application forms:

- There is an option to generate the application form for each product group applied in the submission.
- A single template through the document type APPLICATION_FORM is used for liability and lending product groups.
- The user can generate the application form either through the Review and Submit step of the application form or subsequently through the Application Tracker using the Generate Document option. In case of subsequent generation, the system will use the state of the application form when it was submitted in the system for the generation of application form.
- The document is indexed with application and submission identifiers, and can be subsequently searched through the Content module option for document search and upload.
- Since the generation of documents is asynchronous, the system provides a Refresh hyperlink till the document is generated successfully.
- Once document is generated, the View Document option is automatically enabled. The user can use this to view the generated application through the IPM viewer directly.

2.2 Important Functions of Capture Application

Following are some of the main functionalities of Capture Application step.

2.2.1 Sourcing Entity Capture and Processing

Oracle Banking Originations supports application for accounts from Brokers or Introducers. In such cases, the agent (broker or introducer) gets commission (upfront or trail) for the income or customer generated for the bank. There are also cases where the broker or introducer is willing to forego a portion of his or her margin which in turn translates benefit (either discount or additional interest) to the customer's account (higher rate in case of deposit or lower rate in case of lending).

As part of the application creation process, user can specify the application as being broker or introducer sourced. This will be applicable as part of new, amend, review/renew and IPA in the Origination workflow.

The system checks the eligibility of the offers applied under the respective product group and displays only those offers which are eligible to be sourced by either broker or introducer based on the sourcing entity captured as part of the application header in the submission.

The system allows mapping of broker or introducer to business groups, which are in turn linked with product groups and offers. System validates whether the broker or introducer selected at submission is allowed to source or service such product group and offers. If such broker or introducer is not mapped for selected product group or offers, the system prompts the user to map.

System is also capable of sending an alert to a broker during origination life cycle when the submission is approved or when the offer letter is dispatched.

The following features have been incorporated and integrated in Oracle Banking Originations for the same:

- Capture of sourcing entity for applications – Broker or Introducer.
- Display of the broker or introducer details within the application.
- Validate whether the broker or introducer is allowed to source or service such product group or offers.
- Integration with offer selector to perform offer eligibility as part of the account configuration.
- Capture of Commission and Rebate Details within account configuration for new or amendments (there are rules in amendments based on original sourcing and amendment).
- Printing commission and rebate details of the broker or introducer within the offer letter.
- Stamping of the sourcing entity at the account level.
- Sending alert to broker or introducer during Origination life cycle.

2.2.2 Backdated Account Opening for CASA and TD Accounts

Oracle Banking Originations allows the opening of backdated CASA and Term Deposit accounts through the Origination process.

- Capture Submission Value Date as part of the application header. This field has to be manually entered as a backdated value to enable backdated opening of liability (savings and term deposit) accounts.
- Origination sends the value captured in submission value date field, in case of liability applications, to fetch the list of eligible offers as part of the Configure step of the application form.
- Offer Eligibility searches and fetches the list of offers which were valid as of the value date passed from Origination. It eliminates the offers where the expiry date (considering the value in the parameter Backdated Account opening allowed period (In Days) defined at the CASA Offer level) is less than the posting date in the system.
- This date is also used as part of the pricing interaction done by the module to fetch the interest rates and margins. Fees are applied based on the posting date on which the account configuration is being done.
- Origination validates the offer expiry in Configure step against the submission value date in the application form. In case of account opening, Origination sends the submission value date as the account opening date.
- There will be specific handling in case of incomplete submission being submitted after End of Day operations (EOD) for the date on which submission has been

captured are completed. In such a scenario, the system forces the user to re-configure the accounts within the Configure step of the application form.

- If the user captures a back value dated submission value date, the system will expect the user to apply for New Deposit type of product groups. There will be no backdated effect or processing for New Lending or New Credit Cards or Amend Lending Facilities or Amend Credit Card Limit types of application.
- In case of lending product groups, backdated handling will be done by processing of the same in Settlement Instruction.

2.2.3 In-Principle Approval

Customers usually prefer to obtain In-Principle Approval (IPA) from bank before committing for Loan, OD, or TD account. This helps them to know the offerings of different banks. Based on this, the customer can take the decision. Customer also tends to negotiate fees and rates during IPA process. IPA provided to a customer is valid for a certain period of time. If the customer returns to the bank within the stipulated time period to open an account, the bank retrieves the particular IPA request and applies it on customer's account.

IPA is an indication of loan eligibility but not a formal offer that is binding on the bank. This approval is not construed as a final approval from the bank. It only shows the inclination of the bank to take up a detailed proposal, based on the minimum requirements furnished by the customer or borrower. However, the bank can insist for certain information and documents which are required for taking up a detailed approval later on.

- Origination supports the IPA request for following products:
 - Lending
 - Term Deposit
 - Bundles (with above combinations)
- Capture application for IPA follows the same behavior as new application.
- System generates a term sheet for successful IPA request. Template for term sheet has to be pre-configured in system.
- No account opening process is triggered in IPA.
- System has the capability to define validity period for an IPA term sheet. If customer approaches the bank within the validity period and shows interest to avail the product, then banker can convert the erstwhile IPA request to new application through Application Tracker screen.
- Term sheet is generated at submission level for IPA request.
- For term deposit, term sheet is generated once the user confirms the Capture Application. For lending, term sheet is generated after Structure Solution.
- In case IPA request is declined by third party decision engine, then system has the capability to generate decline letter for IPA request.

2.2.4 Lenders Mortgage Insurance

Oracle Banking Originations supports the functionality of lenders mortgage insurance which protects the lenders interest:

- Parameter to indicate if LMI can be configured through credit policy linked to product group.
- Rules for whether LRM is applicable, LRM provider, type of LRM request to be initiated are configured within Origination Preferences and executed just before the display of the Funds Table.
- Mechanism to handle as part of the credit assessment outcomes whether LRM is applicable at facility level.
- Also, handling of the same in case of manual review of the submission where the LRM condition can be manually added at the facility level.
- Human task called Mortgage Insurance is created to manage interaction with third party provider for creation of insurance policy within Oracle Banking.
- Processing along with activation of facility to move linked insurance policy from proposed to active stage. Handling of LMI premium amount to be collected as an arrear in the nominated account within the Settlement Instruction step of the origination workflow.
- Support Negotiation of LMI Estimate in Funds Table.
- Support manual capture of LMI information, in case system is not able to get the information from interface.
- Support Negotiation of LMI estimate in Structure Solution.
- Enable Approval matrix for the LMI estimate negotiation approvals.
- Process the Mortgage Insurance task automatically without creating the Human task, that is, managing the interaction with third party provider for creation of insurance policy.
- Provision to create Human task in case of any exceptions found as part of automatic processing.
- Provision to view the Existing Policies linked to the respective Facilities as part of the task.
- Provision to view the LMI negotiation details as part of the task.
- Provision to view the Mortgage Insurance task details as part of Application Tracker.
- In case the interface is not able to provide the LMI policy details, the user can manually capture the policy details.

2.2.5 Affiliates

Affiliates are parties associated to individual, organization and trust in owner or administrator capacity.

The directors of an organization and trustees of a trust (individual trust or corporate trust) are captured as applicants for the product groups applied as part of the submission. However, this may not be ideal since from lending perspective, this will make such entities also part of the borrowing entity.

The following features have been integrated as part of Oracle Banking Originations:

- Integration with Party Relationship Maintenance and Party to Party Relationship.
- Capture of Directors of Organization or Trustees of Trust within Applicant Details panel of application.
- Capture Personal Details page to add Administrator if any, for Individual Applicant. Enable Owner and Administrator capture for Organization and Trust applicants. Provide mechanism to upload specific ad hoc documents for such affiliates.
- Capture Party Relationships in Personal Details.
- Collaterals step links affiliates with collateral sharing turned on at the party to party relationship level.
- Financial Details allows financial capture for affiliates with financial sharing enabled.
- Supports Document checklist for affiliate in Document step of the application form for inbound documents.
- Supports affiliate handling within the account configuration step for the respective modules - CASA, Term Deposit, or Loans - like linkage of affiliates to account and account holder preferences capture.
- Supports generation of outbound documents for affiliates.
- Creation of party to party relationships based on application form capture and party to account relationships based on affiliates linked to account.

2.2.6 Consumer Credit Insurance

Consumer Credit Insurance (CCI) is a mechanism for the borrowers to get protection for their loan which they are applying for with the bank. In case of one or more events which are covered by the insurance policy like death or disability, the insurance provider will take over the responsibility of making the repayments on behalf of the customer. To apply for this protection, the borrowers have to pay for the additional premium as a one-time charge which can be capitalized to the loan account within Oracle Banking.

Following are the prerequisites to be performed in Oracle Banking, before the same can be processed through Oracle Banking Originations:

- Eligibility rule for CCI to be defined using Rule Author with domain category EL (for LCM module).
- Linkage of CCI eligibility rule in the Insurance Policy Maintenance in Oracle Banking Limits and Collateral Management. Enable the linkage of product groups as part of Insurance plan maintenance.
- Enhance Credit Policy Definition to indicate if CCI applicable for credit policy defined for Loans or CASA product class.

The following changes are performed to support this feature as part of Oracle Banking Originations for Loan product groups (for Loans product class):

- **Product step in the application form:** There is no option to select CCI as part of Product details.
- **Structure Solution:** Option to select CCI and capturing the CCI request information such as, plan, premium payment frequency, premium payment option, premium term, cover type, running the eligibility rules, retrieving the relevant premiums and so on. It is performed as part of account configuration.

- It supports both periodic and one time premium payments.
- Nomination of one account mandatory under a facility hierarchy in structure solution. In case of Bank Funded (to be capitalized) CCI, the CCI premium amount will be added to the sanctioned amount of the nominated account.
- Special handling for DSO calculation in credit assessment for the cases where CCI periodic premiums are Capitalized.
- Option to opt out from selected CCI.
- CCI functionality is enabled for Loans, Overdraft.
- CCI functionality is also supported in case of amendment of existing facilities.
- **Consumer Credit Insurance human task:** Task for interaction with third party system for creation of CCI related policies. Task is created at application level and handles calls for the product groups applied for (along with CCI) in the particular application. This task is automated, that is human task is created only when an exception occurs as part of automatic processing. View of CCI task details is available as part of Application Tracker.
- **Create Offer:** Information related to CCI applied for by the borrower will be printed in the offer letter in the appropriate application. Also, CCI welcome letter generated per borrower, who has applied for CCI (in the respective facility) as part of this stage.
- **Create Account or Settlement Instruction:** If CCI is capitalized, the same is to be handled as part of the interaction between Origination and Loans as part of settlement processing. During the confirmation of settlement instruction or account opening, creation of the active insurance policies to be done at this stage. Alignment of the start date and end date of the CCI policy will be done as part of the loan disbursement.
- Handling of change in premium amount as per the CCI premium estimate that is, quote or rejected CCI policy is handled within the Oracle Banking Originations workflow.

The following changes are done to support this feature as part of Oracle Banking Originations for Credit Card product groups (for Credit Cards product class):

- **Product step in the application form:** There is no selection pertaining to CCI as part of product details.
- **Credit Card Account Opening Interaction:** The CCI indicator is available as part of Credit Card account configuration which is selected by the user. This is provisioned to be passed to third party systems to indicate if the applicant has applied for CCI along with the credit card.

2.2.7 Capture of Property Details

Property Details indicate the details of the property that the borrowers intend to purchase in the context of the lending facilities that they are applying for with the bank. Typically, the borrowers have to pay stamp duty fees and registration fees based on the property being purchased. There could be additional fees levied or benefits provided (for example, subsidy or grant from the federal or state government) based on the purpose for which the property is being procured.

A panel to capture property details is available in the Product step of Application Form. The actual property being purchased is added here and the property being mortgaged for loan is captured in Collateral step of Application Form.

The property details panel is enabled in the scenario of New or Amend type of option being selected for lending facilities. The user can capture multiple properties as well. The properties captured as part of one product will be available as part of other products in the submission and the same can be selected as well. A button Fetch Properties is available for fetching the properties selected as part of other products in the Submission. The information details to be captured are as follows:

- Property ID and Property Description
- Purchase price of the property
- Address details of the property: Details like the state, city, zip (also known as postal code) are used as determinants in computation of stamp duty.
- Primary place of residence: Indicator whether the borrower intends to use this property as a primary place of residence.
- An indicator called as Will this Property be considered for Fees is available. Based on this flag, the properties are sent to Pricing for the relevant fee evaluation.
- The information captured within the Property Details is used for the computation of fees like stamp duty fees and registration fees. It is passed by Origination in the call to Oracle Banking Relationship Pricing for the evaluation of the Origination Fees Price Policy Chart (PPC) as part of the processing performed prior to the display of fees within the Funding step of the application form. While displaying the fees, the Fee name is concatenated with the Property Description.
- Transfer of Land Value Amount: This is same as purchase price and in some exception cases, it might defer. This can also be used as one of the input in the fee computation.
- Add as Collateral: This check box indicates whether the property should to be converted as a Collateral or not.
- Type and Sub type: Categories and Sub categories of the property.
- Owners: Owners of the property.

2.2.8 Internal Refinance

The term Internal Refinance means that with the proceeds of new loans, the customer wants to square off the existing loans liabilities (either partially or fully). It is important to capture the internal refinance details to derive the correct Loan To Value (LTV) ratio. The amount of internal refinance has to be adjusted while computing the LTV. Besides, it is also important from settlement process to settle the exiting liabilities which are selected as part of internal refinance application.

- Origination provides a purpose code called as Refinance (Internal).
- If the banker selects the purpose code as refinance (internal), the system fetches the existing liabilities of customer.
- System only fetches the existing loans. System displays the account number, facility ID, borrowing entity, and principal outstanding amount.
- Banker can select the accounts which are to be included as part of internal refinance. Once the banker selects the account, the system provides the option to fetch the Early and Final Settlement amount for each selected account.
- Origination sends the internal refinance amount to Limits module for correct calculation of LTV.

- At structure solution stage, the system mandates the user to configure at least one account with internal refinance amount.
- At settlement screen, the account number selected as part of internal refinance is defaulted so that it can be settled.
- Origination passes the information to Loan module for effecting the credit in respective loan account which are captured for internal refinance.

2.2.9 Joint Application Form

Joint Application Form is the functionality within Oracle Banking Originations to capture details of an applicant marked as Not Present, to link such a not present individual to the account and to fulfill the request. Note that an applicant can be marked as Not Present via the application form capture. This option is available for new individual applicants only while applying for liability products.

Following are the features of Joint Applications Form:

- Handling of Not Present functionality for affiliates (for example: Directors of a Organization or Individual type of trustees for a Trust).
- Distinction between affiliate and applicant in search results. Appropriate handling of capture of information in structure solution step based on whether affiliate or applicant is being marked as present.

2.2.10 Miscellaneous Application Form Features

The following are the other miscellaneous features:

- Capture Email ID optional as part of the Applicant Details capture during the Product stage.
- Capture of Solicitor Details and Referee Details as part of the application form.
- Cancel Application option available in the application form.
- Display of party identifiers in the Outcome page of the application form.
- Capture Mobile number and Email identifier made optional for Individual applicant in Personal stage of the application form.
- Integration for support of additional collateral types and categories within Collaterals stage of the application form.
- Capture Current Work Address details in Personal stage for Individual applicant.
- Party module KYC rule integration and display or capture of KYC mode, if applicable, within Personal stage of the application form.
- Facility Level Fees integration in Configure stage for lending product groups.
- First date of disbursement – Logic for validation and approvals in Create account or Settlement Instruction human tasks within Oracle Banking Originations.
- Modification of address and ownership details of collateral via the origination workflow.
- Regulated Loan handling within the account configuration for Loans and Overdrafts.
- Integration for Proposed Term Deposit as collateral.
- Handling of expiry of recurring documents in the Document stage of the application form capture.

- Integration with approvals for negotiation of fees and User Defined Margins (UDM) in Configure stage for lending product groups.
- Current Approval matrix used for triggering MCD approvals is enabled across all the stages of Origination.

2.2.11 Pre Approved Limits

Based on details available publicly or proprietary information such as Credit Rating report of an individual, a bank may grant individuals an approved limit for a specific product. The basis on which the approval is performed and the amount is approved, is specific and internal to the bank. The bank may or may not convey the same to the customer as part of the offer.

A pre-approved limit for an individual which may or may not be an existing customer of the bank conveys that, if the individual wishes to choose the specific product from the bank which has granted the pre-approved limit, then the bank confirms that he or she is eligible to opt for that product and will be granted the product.

For customer, it may seem that there is no processing required from the bank to grant the loan. In reality, this is just a pre-qualification from a bank's perspective. The bank will still do the required credit assessment to finally approve the limit.

In summary a pre approved limit may not give an assurance for or a guarantee that the customer will be approved for the selected product. However, it assists in defining the details required from the customer. It is an important factor while performing assessment of the customer.

As part of Origination, following features have been provided to support the pre-approved limits:

- As part of Product step, there is a provision to interact with the external system in order to find out whether the Product Group applied by the Customer along with the details like requested amount is pre-approved or not. A flag is introduced within Oracle Banking termed as pre-approved with values as Y or N. The pre-approved flag will be stored against the Product group that is applied. Finally, once the account is successfully created in Oracle Banking, then there will be a provision to interact with the external system in order to confirm the external system about the utilization of the pre-approved limit.
- Additionally, this pre-approved flag should be available as a fact for the rules that are defined to decide the financial template that needs to be used for the selected product group. This flag value will enable a bank to define a simple financial template in case the bank policy requires capturing minimum financial details for a pre-approved application.
- If there are requests for Cancel Application or Withdraw Submission, there is a provision to interact with the External System in order to confirm about the cancellation of the pre-approved limit.
- If there are requests for Edit Submission as part of any stage in Origination, there is a provision to interact with the External System in order to get the latest value for the changed product details.
- In case of the Decline offer task or Reject Offer (Accept Offer task), there is a provision to interact with the External System in order to confirm about the cancellation of the pre-approved limit.

2.2.12 Retail vs. Business Banking Applications

Origination capability supports retail and business banking application. To derive the respective path of retail and business, system has the capability to define rule in origination preferences. Difference in flow is required since business banking origination has more complex and detailed analysis required which a retail origination does not require.

- Define Origination Preferences (Fast Path: ORM20) page is enhanced to attach the rule to determine what should be system flow for due diligence.
- Define Origination Preferences (Fast Path: ORM20) page is enhanced to attach the rule to determine whether submission qualifies for retail workflow or business banking workflow
- Rules framework is used to resolve the flow for origination. Difference in flow is required since business banking origination has more complex and detailed analysis required which a retail origination does not requires like financial spreading and detailed manual credit assessment.
- Following are some of the facts which can be used to determine the flow (below list is sample not exhaustive):
 - Product Group
 - Purpose Type
 - Party Type
 - Constitution
 - Amount
- Following is sample rule:

Table 2–3 Sample Rule for determining Retail or Business Banking Workflow

Product Group	Purpose Type	Party Type	Constitution	Amount	Flow Type
Home Loan	Construction	Individual	Any	Any	Retail
Home Loan	Investment	Organization	Private Limited	Any	Business
Home Loan	Investment	Organization	Proprietorship	Any	Retail
Agri Term Loan	Crop Loan	All	All	Any	Business
Term Loan - Machinery	Purchase of Machinery	All	All	Any	Business

- Once the personal step in capture application flow is completed then system would resolve and identify if submission is for retail or business banking origination.
- In case of multiple applications in submission, if one application is determined as business banking flow, then entire submission will be qualified for business banking flow.

2.2.13 Manual Identity Verification

Manual identity verification is available as a separate step in Origination to cater to business scenarios where it is required to manually verify the customer. As part of Manual Identity Verification task, the user can perform the following actions:

- View the various Due Diligence Statuses of all the applicable parties.
- Get a detailed view of identity verification pertaining to respective due diligence type.
- Perform various actions like manual verifications, reinitiating due diligence checks, cancelling the ongoing due diligence checks.
- Take the appropriate decision in case of any exceptions
- Trigger approval process in case of overriding the exceptions

2.2.14 Submission Level Price Approval

Over a period of time, pricing for Banking Products has become very competitive. Customers look for the best rates and bankers look to provide an optimal rate, so as to not lose out on business as well as maintain profitability. In order to enable banks to take calculated decisions regarding pricing, it is required that a holistic view (total expected business and discount being offered) of the submission (list of products applied) is provided.

For example, a customer who is applying for a Home Loan and Personal Loan, may negotiate with the banker for a better rate on the Personal Loan. The banker may offer a better rate for the personal loan, as the bank may gain significant income from the home loan and if a better rate is not offered, the bank risks losing business from the customer. Thus to enable the pricing user to take a calculated decision on the fees and interest rates offered to the customer, a Submission Level Pricing Task is required.

Submission Level Task Creation

This task is created in the following cases:

- Submission Level Pricing Task will be created only if in capture application there has been some pricing negotiation (even if it is for one of the product groups).
- The task is created even if there is a single product group in the submission but negotiation has been done.
- The task is created after Review and Submit (Capture Application) provided they have been some pricing negotiation done in the product. The user cannot manually override or suppress the task creation.
- The below table illustrates that submission level task is created whenever price has been negotiated and does not depend on whether structures solution is mandatory or not. (It is assumed that the rule for submission level pricing task resolves - Yes)

Table 2-4 Submission Level Task Creation Scenarios

Structure Solution Mandatory	Price Negotiated	Submission Level Pricing Task
Yes	Yes	Yes
Yes	No	No
No	Yes	Yes
No	No	No

- There is a provision at system level to switch on/off the submission level pricing approval task based on rules:
 - Yes: Submission is sent for a price approval.
 - No: Submission level price approval will not be sought even if pricing negotiation has been done.

Submission Level Pricing Approval Task

The details of the submission level pricing approval task are as follows:

- A single human task is created for the submission.
- The task is an aggregation of Structure Solution across multiple products (Read Only). Approver can view the interest details, fees, LMI negotiations. The approver can input comments and then either approve or reject the pricing.
 - **Approved:** In case of approval, the flow continues to the next step, that is, create account for liability products and Credit assessment for Asset products.
 - **Reject:** Capture Application is created again (application form human task) so that the user can modify pricing details and resubmit for approval. The comments entered by the approver are also displayed. The application form task is accessible from Application Tracker also.
- The submission level pricing approval is applicable only for pre assessment structure solution and not for post assessment structure solution. After assessment, the Structure Solution process will have no changes and if the user changes any negotiation in pricing approved earlier, origination will check if the facility amount getting changed is within the cushion limit or not. If outside cushion, then the system will enforce edit submission.

Financial Analysis

This task is applicable for Business Banking applications.

Financial Analysis is the process of evaluating businesses, projects, budgets and other finance-related entities to determine their suitability for investment. Typically, financial analysis is used to analyze whether an entity is stable, solvent, liquid, or profitable enough to be invested in. For a banker, it would mean to analyze a customer's financials to ensure that the customer is financially stable and will be in a position to generate sufficient income and repay the loan if a loan is sanctioned. The financial analysis is also the analysis of capacity of the borrower to repay the loan.

The entire Financial Analysis is divided into four main steps. These steps and their features are explained in detailed in the following sections:

3.1 Party Statements

The party statements step contains the summary of all parties and their statements which has been captured in the application. The summary appears as a tile for each party, borrowing entity or guarantor with the relevant statement captured against the party

- The banker can add more parties who have a financial profile (employment in case of individual) from the group for assessment. In case the submission is not a group submission, then the banker cannot add more parties for assessment.
- The banker can also consolidate the statement of two or more parties who have been identified for assessment by giving percentages for consolidation. Consolidation is mainly done to eliminate inter-company transactions.
- The banker can view the details of the statements captured for the party including remarks and additional details.
- The banker can view the document linked to the statements, which was used to capture the financials.
- The statements that the banker can view include Balance Sheet, Profit and Loss, ratios, Statement of Equity for a party and Cash Forecast for Borrowing entity or Guarantor.
- The banker can create statement of equities in case the same is not generated or for the consolidated statements which are created.
- The banker can add more statements to the analysis using the historical statements.
- The banker can create additional projections using banker projections with any of the existing statements as a base statement.

- The banker can create sensitized statement using the sensitivity analysis and use such statements in further analysis.

3.2 Debt Servicing Groups

Debt Service is the cash that is required for a particular time period to cover the repayment of interest and principal on a loan. Debt service is often calculated on a monthly basis for retail loans like mortgages and on a yearly or half yearly or quarterly basis for business loans based on cash flows. As part of debt servicing, the total income and expenses of the applicant and guarantors are taken into account to assess whether the applicant has sufficient surplus to repay the loan over its tenure.

Debt Servicing Groups is the second train stop in the financial analysis task. It is displayed, when Next is clicked from the Party Statements summary page or when previous is clicked from Party Surplus landing page.

- The debt servicing group is formed based on the entities who are supposed to repay the loan. By default, system creates debt servicing groups based on the borrowing entities (Entities who are supposed to repay the loan).
- In each of the debt servicing groups, system displays the parties, borrowing entities and the consolidated parties in the debt servicing groups.
- A party can be part of multiple debt servicing groups.
- The banker can add more parties into a debt servicing group. These parties have to be either affiliates or additional members added from the group for analysis purpose.
- The banker can create new debt servicing groups by adding parties from analysis. System validates that such groups contain at least one borrowing entity.
- The banker can modify a debt servicing group to add or remove parties but the system always validates that there is a borrowing entity in each of the debt servicing group.
- The system also validates that all the borrowing entities of the submission is part of at least one debt servicing group to ensure that all the parties of the submission are taken into consideration while doing the financial analysis.
- In case the parties are consolidated across the borrowing entities, then in such cases both the parties are visible across both the debt servicing of groups. Removal of one of the consolidated party automatically removes the other consolidated party from the group.

3.3 Party Surplus

Once debt servicing groups have been created through Debt Servicing Groups page, banker is required to select statements for each DSG so that surplus can be calculated. This is done through Party Surplus step. Party Surplus is the third train stop in the financial analysis task, displayed when Next is clicked from the Debt Servicing Groups landing page or when previous is clicked from DSG Repayments landing page.

- Party Surplus is to be performed for each DSG. It involves selecting Party Surplus consisting of set up and debt servicing.
- Each debt servicing group name is displayed on top in a tile. An Edit button is provided in the tile. This option is not available when the DSG is visited for the first time. If user moves to the next DSG and from there uses the Previous button,

then the DSGs prior to this one appear with Edit button which has to be used in case user wishes to make any change in the setup.

- By default, the Setup tab is displayed for each DSG and first DSG is displayed. A separate section sub-group is shown for each entity (party/borrowing entities/parties in consolidation) in a DSG based on how the parties are related in a DSG. Name of the entity is displayed at the top of each section.
- The following logic is applied for sub grouping of entities within the DSG. System identifies each borrowing entities within the DSG. For each Borrowing entity, system identifies the parties involved. In case these parties are part of another borrowing entity within the same DSG, then such parties are also fetched. System also checks if such parties are part of any consolidation and in case they are, then such parties are also fetched. The same is repeated for each borrowing entity but by ensuring that no duplication occurs. Any other parties who are part of group but don't fit the above logic also appear as a separate sub group.
- For each entity in a DSG, banker is required to select the statements using which debt servicing scenarios are to be made. Compute Party Surplus On is an option button with values - Profit and Loss Account and Cash Forecast. For an entity for which both statement types are applicable, the option button is enabled. In case for an entity only one statement type is applicable, then the option button is disabled and the details of the applicable statement type are displayed by default.
- For a DSG and party combination, debt servicing scenario can be made either using Profit and Loss or cash forecast statements. So, if user selects Profit and Loss statements and then chooses the cash forecast option button and selects cash forecast statement, the selections made in Profit and Loss tab are discarded by system.
- For a period and party combination, only one statement type and classification can be selected within or across DSGs. For example, for party A, banker projected and customer projected statements are available for 2015 and 2016. Party A is present in two DSGs: DSG1 and DSG2. If user selects customer projected statement for 2015 in DSG1, then user cannot select banker projected statement for 2015 in DSG2. In DSG1, user selects banker projected statement for 2015, also for DSG2 user selects banker projected statement for 2015. Now in case user wishes to change this to customer projected statement for 2015, then user will have to uncheck the banker projected statement check box first at DSG2, then use the Previous button and go to DSG1. Here, user will have to uncheck banker projected statement check box and select customer projected statement check box at DSG1 then go to DSG2 and select customer projected check box at DSG2 at both DSGs and only then make a new selection.
- Details of Profit and Loss statements are displayed by default wherever both statement types are applicable. P&L includes P&L statements of all type and classification included for the party.
- Once the banker selects the statements for all the entities, then the system allows moving forward to debt servicing. All details are displayed in branch currency; this is because financials are captured in branch currency.
- Particulars like name of the party, borrowing entity or parties in consolidation in the debt servicing group are displayed in separate sections within the table. Gross surplus is calculated for each entity separately.
- Based on the debt servicing template, parameters like Net profit, Depreciation, Provisions are displayed. These parameters are income and expense type parameters which are marked as Include for DSO and defined in the DS statement template. These are input type parameters, so the value captured for them during

financial capture is displayed here. Total Income and Expense are parameters defined specifically for base type Debt Servicing (marked as Include for DSO). These are of value type Expression and hence are calculated and displayed here.

- Gross Surplus is calculated per entity for each debt servicing group.
- Debt servicing calculation can be done on historical/projected P&L and cash forecast.
- In case consolidated parties are part of the debt servicing group then only consolidated statements are used for debt servicing.
- In case of an individual salaried party, salary may have to be extrapolated to yearly/half yearly as salary details are for a month/quarter and are not for a particular period, whereas for debt servicing details for a specified period are needed.
- Gross surplus also is a parameter defined specifically for base type Debt Servicing (marked as Include for DSO). Value type is Expression and is calculated and displayed here.
- Average values of the fields across periods is calculated and displayed here.
- The Next Debt Servicing Group button is available, on click of Next. If the current Party Surplus view is for the last DSG, then clicking Next takes the user to the DSG Repayments (last train stop) landing page. If the current Party Surplus view is for any other DSG, then clicking Next displays the Setup tab of the next DSG.
- Surplus computation has to be done necessarily for all the parties of the group.

3.4 DSG Repayments

Once surplus for each party in all DSGs has been calculated through Party Surplus page, banker is required to allocate the surplus across DSGs to analyze repayment capacity. This is done through DSG Repayments page. DSG Repayments is the last train stop in the financial analysis task. It is displayed when Next is clicked from the Party Surplus train stop. Page header displays DSG Repayment and the details are displayed in below two tabs, Statement of Outstanding tab is displayed by default which is followed by Repayments.

- Statement of outstanding shows existing obligations for each party in the submission. Obligations are displayed for actual payments, sensitized actual payment and sensitized principal and interest.
- Statement of outstanding derives from Current Position and all details are displayed in branch currency; this is because financials are captured in branch currency which may be different from submission currency.
- Statement of outstanding displays the Liabilities for a party and includes all parties in the submission and obligation details are shown for each party.
- The Add Liability button is available in case banker wishes to add more liabilities for the party.
- All Overdraft and Loan accounts in which the party is an account holder (either sole owner/joint owner) are fetched and displayed in separate rows.
- The repayments made by the borrower are classified into 3 types:
 - Actual Payment: This is the actual payment made by the customer at the above given frequency.

- Sensitized Actual Payment: In case the banker wants to do a sensitivity on the actual payment then the same is done as part of sensitized actual payment.
- Sensitized Principal and Interest: Sensitized principal and interest payment is calculated using the interest sensitivity rate considering principal and interest repayment.
- The banker can view, edit, and delete liabilities as part of the statement of outstanding.
- Since there are three ways in which existing obligations are calculated and displayed, banker is given an option to specify which one or more than one calculated values are to be used for debt servicing. Perform debt servicing on is a mandatory field and banker is required to select at least one option of the following, multiple options can be selected.
 - Actual Payment
 - Sensitized Actual Payment
 - Sensitized Principal and Interest
- The Next Step button is available, on click of which details of Repayments tab is displayed based on the selections made in the Perform debt servicing on field.
- The first section in the Repayments grid displays gross surplus details for each party, borrowing entity and parties in consolidation. In case there are multiple surplus details for the same entity, then to distinguish between different rows the statement type for which surplus is displayed for the entity is indicated.
- All statement periods selected in Party Surplus setup across parties and DSGs are shown in separate columns.
- The surplus calculated for the entity in Party Surplus train stop for a particular period across DSGs is added and displayed here. In case a statement period (column) does not apply to a particular party or DSG, then for that party/DSG blank is shown under the column. The average gross surplus across periods is calculated and displayed in the column Average.
- In the second section of the Repayment grid, surplus is allocated across DSGs, the unallocated surplus value for a period and party combination is displayed in different rows called Available in the first section. This value cannot go below zero.
- Debt Servicing Group is the second section in the grid and displays details for each debt servicing group. The banker is required to allocate surplus for all parties, borrowing entities, and parties in consolidation in all DSGs.
- Party, borrowing entity, and parties in consolidation for which gross surplus has been calculated are identified and displayed in separate rows in each DSG.
- In case a party is in more than one group, then that party's surplus is required to be appropriated across all the groups. By default, system allocates the surplus equally between all DSGs. If party is present in only one DSG for a period then the entire surplus is allocated by default to that one DSG.
- Banker is allowed to modify the income of a group by allocating more to any one group.
- If P&L statements have been used to calculate gross surplus then party names are displayed in separate rows. In case cash forecast statement is used then borrowing entity name is displayed. In case of a consolidated entity the party names are

always displayed together irrespective of statement type used to calculate gross surplus.

- Total Gross Surplus - Gross surplus allocated against each entity in the DSG for a period is summed up and displayed as total gross surplus.
- Each payment type (actual, sensitized actual, sensitized principal and interest) selected in the Statement of Outstanding step is displayed as a sub-section for a DSG and below given values are displayed for each of the payment types.
 - Existing Obligation - This is sum of existing obligations (actual payment, sensitized actual payments or sensitized P&I) of all parties in the debt servicing group. This value remains constant across statement periods (different columns) as it is calculated using the party's current loan stage.
 - Proposed Obligations - This is the sum of proposed facility amounts of all borrowing entities in the debt servicing group. Individual proposed obligations are displayed in separate rows which is summed by and displayed in proposed obligations row.

This is calculated with an option to override so this field is modifiable

Proposed obligation is calculated for a facility (product group level) using PMT formula with interest sensitivity rate, facility amount and term (nominal term for revolving facilities) and is calculated assuming monthly repayments. The calculated value is then calculated for the statement period.

All facilities are shown in separate rows along with the interest rate. Facility amount in individual rows is not modifiable; user can use the Proposed Obligation field for the same.

- Manual Adjustments - The banker can add positive or negative adjustments to modify the net surplus.

It is possible to add multiple manual adjustments. User can click the Manual Adjustments text, then click the Split Cell button, a row with text area appears, here user can add the name of the adjustment and also text area for adding amounts across applicable statement period appears.
- Net Surplus - This is the difference between total gross surplus, existing and proposed obligations and manual adjustments. Net surplus value indicates how well the borrowers will be able to service the loan with their existing obligations. Ideally net surplus should be a positive value.
- On click of Submit button, the task details are saved and decision engine is pinged (decision engine part is not covered in this document; it is a part of interface).
- Financial analysis task is closed and removed from the worklist of the banker.
- In case an alert is configured, Origination module passes the banker ID (of the initiator of the origination submission) to Alerts module. Alerts module, based on the alert configuration, sends an alert to the banker.

Credit Assessment

The stage of credit assessment is applicable only in the case of lending applications (that is, product groups where origination workflow behaviour is defined as Asset).

Note: As part of the application form, the system captures and splits the submission (based on rules defined within Oracle Banking Originations) into logical applications. Once this is performed, the system sends the information of the submission and the underlying lending applications for credit assessment.

If the credit decision is APPROVED or CONDITIONALLY APPROVED, the application has ability to guide the user through subsequent stages of origination and move to the next stage of processing that is, Configuring Facilities and Configuring Accounts. If the credit decision has given result as DECLINED or REFERRED, the system can guide the user to the next logical step so that the application can be processed manually to take appropriate Credit Decision which will be recorded as Manual Credit Decision.

Subsequent to credit decision, the overall decision for the entire application is stored by the solution. In addition to the decision for entire application, the solution also stores decisions for individual products applied by the customer.

Following are the features of credit assessment:

- Applicable for lending applications. The task related to manual credit review or downsell acceptance is created at submission level. The post approval tasks are created at the logical levels defined for the respective task.
- Capability to interact with third party interface for credit decision outcome.
- Repair task to handle credit assessment failure and mechanism to get the submission re-assessed.
- Mechanism to handle different credit decision statuses like Approved, Conditionally Approved, Declined, Referred, or Referred Downsell.
- Capability to perform fraud check as part of the credit assessment process and handling of the same.
- Based on the credit decision outcome, the system can take different paths as mentioned below:
 - **Approved or Conditionally Approved:** Moves the submission into the post approval flow where the system will proceed to create tasks like valuation, verification, structure solution, and title search. There are a number of scenario, where based on the business rules configured within Oracle Banking

or each logical task and based on the outcome from credit assessment, the requisite task instances get created.

- **Referred:** Moves the submission into the manual review of credit assessment step. Here, the credit team will be given opportunity to either approve or decline a submission. Decline will take the submission into Reject Letter processing phase whilst Approve will take into the approval workflow based on authorization matrix. Only after all the approvals, if required, are completed, system will mark the submission as Approved and move to creation of post approval tasks.
 - **Declined:** A declined decision from credit decision engine will move the submission into Reject letter processing task. Additionally, if the banker wants to do a manual review of credit assessment, then the banker can initiate the same through the link provided in the application tracker or the reject offer letter task. If the manual review of credit assessment is initiated, then banker can approve or decline submission. System removes the reject letter processing task once the manual review of credit assessment task is initiated.
 - **Referred Downsell:** Take the submission to Downsell Acceptance task, if the submission has a downsell and the user can either accept downsell (which will move it to approved flow), reject downsell (take it down the reject letter flow), or move the submission into manual review.
- System provides a mechanism to assess a submission multiple times and maintain the complete credit decision outcome for each of the submit done for the submission.
 - System can carry forward the latest comments that were part of credit memorandum, if the submission has undergone multiple edits from or post manual review of credit assessment task. The user is not required to prepare the whole credit memorandum, each time the submission is edited.
 - Credit Decision History Inquiry gives the user an opportunity to inquire, check and assess the outcomes for the submission for each credit decision outcome. This is the same view as the Manual Credit Decision task.
 - System creates an overview of a submission if the submission is approved by the user as part of manual review of credit assessment or if the submission is approved by the approver using an approver task. The overview required indicator can come from the decision engine or on a random basis.
 - Ability to perform credit assessment for new requests In-Principle Approval.

4.1 Manual Review of Credit Assessment

It is important for the banker to take into account, the entire information within application before credit decision. To support that information on application, exposure and existing accounts of the borrowers are displayed as part of the manual review of credit assessment.

The Manual Review of Credit Assessment (MCD) is applicable for both retail and business submissions. There are a set of functions some of which are common across retail and business and some which are different for retail and business. The following matrix shows the functions across the retail and business.

Table 4–1 Applicability of MCD for Different Functions

Function	Applicable for Business	Applicable for Retail
Credit Exposure	Yes	Yes
Financials	Yes *	Yes
Credit Worthiness	Yes	Yes
Collaterals	Yes	Yes *
Conditions and Covenants	Yes	Yes
Verification	Yes	Yes
Risks	Yes	No
Review/ Renew	Yes	Yes
Credit Memorandum and Manual Decision	Yes	Yes *

* There is a difference in function wherever highlighted which is explained below sections.

These functions allow banker to perform a set of actions which are at an application, party, or facility level as described in the following matrix.

Table 4–2 Functions with Different Context

Function	Context
Credit Exposure	Party/Group
Financials	Party
Credit Worthiness	Party
Collaterals	Submission
Conditions and Covenants	Application
Verification	Application
Risks	Application
Review/ Renew	Facility
Credit Memorandum and Manual Decision	Submission

Some key features of Manual Credit Assessment are explained in the following sections.

4.1.1 Landing Page

The features of landing page are as follows:

- Landing page is similar for retail and business. This displays the summary of the credit decision from the external engine. Submission level decision is rolled up decision of all the applications. In case there are multiple reasons, then the banker can view it by clicking the More icon.
- Landing page also displays the applications. Summary view of all applications within the submission is provided.
- The landing page also displays the widgets or functions available for the submissions. The banker can click on the widgets to open up the functionality.

4.1.2 Panel Drawer

The features of landing page are as follows:

- Notes - displays any notes captured as part of application capture or any previous tasks. Following details are displayed: created by and on, subject, comment, internal to bank, stage.
- Policy Deviations - Policy deviation details are displayed with actions to view the policy deviations and capture policy deviations. If policy deviations are captured as part of MCD then the approval task for the policy deviations captured is invoked along with the other approvals required as part of Manual Credit Assessment. As per the existing approval functionality, if the task is approved, then all the policy deviations are updated as approved else Declined. If there is a decline, the task is returned to the initiator.
- Application Details - This provides the summary view of all the applications within a submission. Application wise information boxes are displayed with information on application ID, request type decision status at application level Product groups in the application. Additional reasons like Application summary, reasons can be viewed by clicking the arrow provided. The banker can add the reasons for the Party, Facility or Collateral as part of the application details.

4.1.3 Credit Exposure

Exposure can be viewed for the group, if submission is a group submission and for the applicants, guarantors and affiliates for a non group submission

- As part of view exposure summary panel, a View File Summary Report link is provided. On clicking it, the file summary report will generate a report that contains the details of the various facilities owned by the borrowers and guarantors, the collaterals for those limits and the accounts under them with the respective outstanding.
- Exposure details are across Business Units (BU) or LOBs (Line of Business).
- For a group submission, Group name in context of the submission is displayed. A button Show Members is provided which can be used to view the members of the group. From the list of members, banker can select specific members to be included in the credit exposure view. The members who are not selected in this list their details are shown in the Associate Exposure tab.
- For a non group submission, Names of all parties (applicants and guarantors) in context of the submission are displayed. Exposure details for the parties are displayed (no direct and associate). A party filter is available which displays all parties (applicants and guarantors) in context of the submission. Details of parties not selected in the Party filter are shown in 'related' exposure.
- A party filter is provided to select for which parties the credit exposure details are to be displayed. This is available in both the group and party submission cases. Based on the submission level (group/party) and party filter selection, credit exposure details are displayed (direct exposure is applicable for party and group submissions, and associate exposure is applicable for group submissions).
- Exposure details for the selections made above are displayed in two tabs: Credit Exposure and Associate Exposure. A party filter is available inside both the tabs.
- Credit Exposure - The filter in this tab displays all members in the group by default. In case "Members to be included in the credit exposure view" have been modified (using the View Members button), then the unselected parties are not shown in this filter.

- Associate Exposure - The filter in this tab displays the members in the group that are not included in the credit exposure view (using the 'Show Members' button).
- Details of parties not selected in the Party filter are shown in 'related' exposure.

4.1.4 Financial Analysis

Financial Analysis function varies in retail and business scenarios. In the business scenario, banker reviews the entire financial analysis and can do only manual adjustments, where as in retail scenario, the banker can form debt service groups and calculate surplus.

As part of review of financials, the banker is able to view the individual and consolidated financial statements, horizontal analysis showing the year-on-year growth of the financial parameters, vertical analysis or the ratio analysis and sensitivity analysis. All the sections of the financial analysis task, except the debt servicing task, are viewable for the banker.

Debt servicing is done at a group level as part of the financial analysis task. As part of the manual credit assessment, the banker has an option to include an additional income or reduce some expenses which is part of the original debt servicing scenario.

In case of retail scenario, there is no financial analysis task and hence the entire process of formation of the debt servicing group will happen as part of MCD task.

As part of debt servicing, system identifies and marks certain financial parameters which are to be used for debt servicing.

The following features form part of the debt servicing capability within manual review of the credit assessment.

- Repayment summary consolidated consists of repayment summary Proposed and repayment summary Others. Repayment summary Proposed consists of the monthly debt servicing obligation for each product group. This is calculated using interest sensitivity rate, requested amount, and requested term along with additional components like Moratorium Interest Limit and CCI.
- Additional obligations are captured as the repayment obligations Others, which is the existing loans of the applicants or guarantor within the bank and outside the bank. This information has to be entered. System supports capture of both pre and post loan scenarios, which are essentially the scenarios before and after sanctioning of the loans.
- Debt servicing summary displays the information at debt service group level. The system displays available surplus for debt service (sum of incomes of each member of the group after expenses), repayment obligation (sum of existing and proposed loans of the members of the group) and balance amount after surplus (available surplus for debt service minus repayment obligation).
- The user can click the debt servicing group to expand the members of the debt servicing group. A view and delete link is provided as action against each member.
- The delete button is used to remove a person from the debt servicing group.
- The view button shows the values for financial parameters marked for debt servicing. The values are displayed as captured in the system and returned by the decision engine.
- At a debt servicing group level, the user can choose to add a person to the debt servicing group or modify the debt servicing summary.

- The modify debt servicing summary screen opens financial summary of the debt servicing group. It contains all the income and expense parameters for each of the borrowers who are part of the debt service group.
- In case, same financial parameter has values across multiple borrowers, then the system will show the total value.
- For organization and trust where the financial statements are captured for a period (between a start date and end date), system will calculate the monthly value to arrive debt service value.
- In case of salaried individual where the income and expenses are captured based on frequency, system will arrive at the monthly value and use it for debt servicing.
- System displays the values as captured in application and as given by the decision engine. An additional column is provided for the user to input values which is different from those provided by decision engine and customer. This value is used to arrive at the debt servicing scenario.
- Based on the user input value, system displays the pre and post loan scenario for the members of the debt servicing group.
- The user can capture the comments and approve or decline the submission.

4.1.5 Interest Sensitivity Rate

Interest sensitivity rate is the rate used for calculating the debt service obligation of the borrower. This rate is used only for calculating the debt servicing obligation for credit decision and does not have a bearing on the actual rate fixed for the account post credit decision.

The following are the features of interest sensitivity rate:

- It is stored against origination domain for each product group and now against each offer within the product group.
- If the offer is selected upfront as part of application capture, the system uses the interest sensitivity rate at the offer level for calculating the debt servicing amount, else rate maintained at the product group is used.
- Interest sensitivity rate is calculated as sum of rate maintained, interest sensitivity buffer, and risk based margin. If this rate is lower than the floor rate maintained in PMU, the system uses the floor rate to calculate debt servicing obligations.

4.1.6 Credit Worthiness

This includes the qualitative analysis of the credit assessment. It aims to provide the banker a set of information about the past performance and conduct of the existing accounts of the borrower which in turn gives input to the banker on the Character of the borrower. The process involves assessment of the customer's integrity based on set of information about background, reputation/ past credit history etc. The borrower credit rating is also giving an input to the character of the borrower.

The objective of the process is to retrieve and display a set of information about the borrower and his accounts from Oracle Banking that aids the banker in credit assessment.

The information is provided for all the applicants and guarantors and all the borrowing entities where applicant is a party.

- For the selected party Customer's photograph and signature are displayed. Select information like Party name and Role, Customer's Date of Birth, On Boarding Date, Home Branch and Address of the customer are displayed.
- All the borrowing entities, where the applicant/ guarantor is a part, are identified, then all the Facilities of the borrowing entities are identified, then the product groups of the facilities and accounts under them are identified. For all these identified accounts of the party, account details are displayed in separate tabs of Summary, Loans and Credits, Cards, Deposits, Breaches, Bureau Reports and Warning Indicators.
- Summary: A Summary view of assets and liabilities is displayed in separate expandable/collapsible panels. In each panel, for each account balance/outstanding is displayed as on current date.
- In both the asset and liabilities panel, Total Balance/Outstanding (sum of all the individual accounts) is displayed along with currency. In case accounts are in different currency then conversion is done to branch currency and total is calculated.
- Loans and Credits: The panel contains details of asset products (loans and OD). Details are shown for each account under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. For both loans and OD, account number and currency are displayed along with product group, business unit, account holders, opening date and current DPD. The information displayed for loans include Irregular since, Arrears, late payments, Interest rate and for OD cheque returns, debit and credit turnover Avg balance.
- Cards: Details of card products are shown here in sub-panels. Details are shown for each account under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. The display and population depends upon the interface setup and is part of consulting activity.
- Deposits: These contain details of liability products (savings and term deposits). Details are shown for each account (TD details are shown at account level) under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. Also an icon is displayed against each asset class. For CASA the cheque returned balance, opening date, days in TOD are displayed.
- TD: Deposit amount is shown along with currency and Lien amount along with currency.
- Breaches: This tab displays details of any conditions and covenants which are in overdue status. Conditions and covenants are displayed in two separate expandable/collapsible sub-panels In case no breached conditions/covenants exist then number of breached conditions is shown as 0 in the bracket and table is not displayed.
- Bureau Reports: This tab displays details of existing bureau reports for the party if any. These are stored in Party module.
- Warning Indicators: This tab displays the risk indicators from the party general information screen. In MCD task, only the applicable (ticked risk indicators from party general information screen) risk indicators for the party are displayed.

4.1.7 Collateral

This includes the activities related to the collateral which are collateral exit analysis, collateral evaluation which include valuation and title search and finally Manual allocation of LVR.

- Collateral Exit or Collateral coverage consists details of all proposed facilities in the submission and displayed in separate rows. Details displayed include product group, net cover, surplus and added comfort. Banker can modify the net coverage by adding collateral adjustments. This is applicable only for business banking.
 - Collateral exit is done in the context of a proposed facility. All the facilities and collaterals linked to the selected proposed facilities are summed up separately and then the net position of facilities and collateral are taken separately to analyze the net position.
 - A sum of total facilities which include, Proposed facility amount in the context of selected facility, Proposed related facility, that is proposed facility amount of other facilities in the submission which share collateral with the selected facility, Existing related facility, that is facility amount of other existing facilities which share collateral with the selected facility.
 - In case Proposed related facility and existing related facility consist of multiple facilities then Individual facilities are summed up and total is displayed against Proposed related facility or Existing related facility with an option to view break up.
 - Total collaterals is the sum total of collaterals linked to this facility and related collaterals, which are collateral linked to proposed or existing facilities.
 - Collaterals linked directly to the selected facility as well as related collaterals can consist of multiple collaterals. For collaterals in this facility, individual collaterals are displayed in separate rows and their sum is displayed against Collaterals in this facility row.
 - For related collaterals, individual collateral values are summed up and total is displayed against related collateral. To view details of individual collaterals, a view button is provided.
 - Gross surplus/deficit: This is the difference between Total Facilities and Total Collaterals. Amount is displayed along with currency. If amount is positive then it is displayed in green, if negative it is displayed within brackets and in red.
 - Added Comfort is an input field, additional coverage amount, if any, can be captured here. Based on input the Net Cover is the difference between Gross Surplus/Deficit and Added Comfort. When the panel is displayed for the first time and Added Comfort is zero (not entered) net cover value is same as gross surplus/deficit.
- Manual allocation of Collateral for LVR is possible in MCD. This is also available as part of Capture Application.
 - In case, if the Decision taken is based on the LVR arrived due to the Manual allocations, then if there is any change in the collateral amounts post valuations, LCM provides an option to the banker to re-do the allocations again by creating a Manual Reallocation task.
 - For Manual Allocation against the applied facility, the system would require to check the Manual Reallocation status as part of Post Credit Assessment Structure Solution, instead of checking the LVR threshold breach and LTV matrix deterioration in case of LMI or NCCP applicable.
 - For Manual Allocation against the applied facilities, the system would require to check the Manual Reallocation status as part of Accept Offer instead of checking the LTV matrix deterioration in case of NCCP not applicable.

- Valuations tab displays details of the collaterals linked to the facilities in the submission (including the collaterals where valid valuation report is already present). If there is a valid (that is, unexpired) valuation present for the collateral and the recommended valuation type, then no valuation is required to be triggered for such collaterals, hence these collaterals are not displayed.
 - The banker can initiate valuation, change valuation type and waive valuation.
 - On click of Waive, a panel opens to capture details of waiver and the status is displayed as Waived by default.
 - In case the valuation is waived, Action column displays action Cancel Waiver in case user wishes to cancel the waive action. On click of Cancel Waiver, existing comments (captured during the Waive action) are displayed, user can click on Ok to cancel the waiver action.
 - Status of the valuation is updated from 'waived' to uninitiated and 'Waive' action is enabled again against the collateral.
 - Action button of Change Valuation Type: Valuation is identified with a type and this button can be used to change the valuation type.
 - Action button of Initiate: This option enables banker to initiate/trigger valuation task at collateral level.
 - If valuation is already done then instead of the action buttons of waive or initiate, existing valuation report link is displayed. This field is populated by the credit decision interface and returned as part of the response from the interface.
- Title search process is similar to valuation process. If there is a valid (that is unexpired) title search report present for the collateral in LCM module, then no title search is required to be triggered for such collaterals, hence these collaterals are not displayed. The following actions are available for the banker to perform:
 - Initiate: This option enables banker to initiate/trigger title search task at collateral level.
 - Waive: On click of Waive, a panel opens to capture details of waiver. The status is displayed as Waived by default. A field is provided to capture Comments with an edit icon next to it. On click of edit icon, details can be captured in the comments field.
 - On click of Ok, the status of the title search is updated to Waived.
 - Action column displays action Cancel Waiver: In case user wishes to cancel the waive action. On click of Cancel Waiver, existing comments (captured during the waive action) are displayed, user can click Ok to cancel the waiver action.
 - Status of the title search is updated from waived to uninitiated and Waive action is enabled again against the collateral.

4.1.8 Conditions and Covenant

The condition/covenants are issued by the banker that the borrower is required to comply over the life of loan. Conditions are defined and stored within LCM module. As part of the credit assessment stage, credit decision interface links the conditions returned by the decision engine. As part of the manual credit decision task, the user can also attach conditions (which are defined as "internal"). Details of conditions and covenants are shown in two separate tabs.

- Conditions are added to an application. When an application is chosen for which conditions are being reviewed, Origination module fetches all active conditions from LCM module.
- Once the facility is selected, condition summary panel displays the condition/covenant details in a table format.
- The banker can View, Waive, Modify, Delete, Add More Conditions.
- Conditions added manually within the review step are populated with Condition mode as Manual. Conditions that are determined by the internal rule defined within Oracle Banking are set with mode as Derived.
- Conditions are displayed here based on the definition of the condition within the LCM module. This attribute can have two values, that is Internal and External. 'Internal' is to indicate "silent" conditions i.e. if condition is defined with Conditions View=Internal, it is only displayed in the system to the banker but not printed on the offer letter. Conditions defined with value as 'External' for this attribute are included in the offer letter.
- When conditions (which are recommendations from decision engine) are waived, then this is treated as a policy exception and requires approval from higher level role.
- Modify Action is enabled for a set of combination of condition type, condition status and condition mode values. On clicking the Modify action, the Monitoring panel based on the condition type (Preliminary / Precedent / Subsequent) will allow to modify the User Addition field with / without the monitoring parameters.
- Monitoring preferences are enabled based on the condition type and are defaulted from the condition code definition. Only conditions belonging to condition type 'Subsequent' allow for capture of monitoring parameters.

4.1.9 Verification

Verification is in the context of an Application. Once the application is selected, verification panel displays the recommended verification types required for all the applicants in the particular application that is being reviewed.

- The verification types are resolved based on the verification policy and also given by the decision engine. The banker can either add more verification types or initiate the verification task from the verification action.
- The banker can waive a verification type. Waive: On click of Waive, the Waiver panel is enabled.
- User can input the waiver comments and save the details. On click of Save, the details are saved and the waiver panel is closed.

4.1.10 Risk

Risks in origination parlance are the potential events that could impact the repayment of the loan by the borrower thereby creating a loss to bank. Mitigants are a clause or an action which can help to mitigate the impact of a specific risk. Risk and Mitigant Analysis is the subjective risk assessment where the banker identifies various risks associated with the projects proposed to be funded. Risks include other risks such as management risks, foreign exchange risk, supplier/customer risk, financial risks.

- Risk is captured in context of Application. Once the application is selected an Add New Risk panel opens by default, giving a provision to capture Risk Details.

Mitigant Details panel is also available to capture any mitigant details against the captured risk. Both Risk Details and Mitigant Details are expandable/ collapsible panels.

- Add New Risk panel: Risk and the corresponding mitigants can be captured using the add new risk panel.
- The User can click on add mitigant button to add more mitigant against the selected risk. Another row in the mitigant details table is shown below the existing rows and the user can add a new mitigant.
- Risks and mitigants that are captured here are not tracked in the system. In case risks are captured against an application at the time of Origination these risks do not impact the account later, if the same facility is later amended then the captured risks are not shown again. Any fresh risks associated with the amend flow of the facility are expected to be captured again.
- Risk and mitigant analysis is applicable only for business submission.

4.1.11 Review and Renew

Review and Renew widget is shown for only those submissions where there is an application with request type of Review and Renew. In case the submission contains multiple facilities for renew then the facilities are displayed in a drop-down list and banker can select the required facility to action.

- Banker can perform all the other functions, on submit system mandates the user to perform the action of Review and Renew if the submission contains a Review and Renew request.
- On submit origination passes on the new expiry date and review date to LCM and LCM updates the Review and Renew date of the facility.
- System does not allow the MCD task to complete unless user visits the Review and Renew action if the submission contains a review or renew request.

4.1.12 Credit Memorandum and Manual Decision

Credit assessment of a borrower and the subsequent capture of comments by a credit appraiser are comprehensively captured in a credit memorandum, this is available to the decision making authority in the bank to quickly understand the borrowers standing and their strengths and weakness in a variety of parameters. Credit memorandum gives a 360 degree view of a borrower's profile with regard to background, financials, cash flows, industry of operation, and competitors.

Each of the section/category covers various details of customer, request summary, customer profile and industry outlook, past performance, financial and other analysis done. Banker's recommendation is provided, which backs the approval or decline of the application.

- On click of the Credit Memorandum & Manual Decision widget, screen displays panels for Manual Decision and Credit Memorandum.
- Manual Decision Screen displays a mandatory radio button with values Approved and Declined.
- If Approved is chosen then Comments field is displayed for user to capture any comments for the approval.

- If 'Declined' is chosen then Comments field is displayed for user to capture any comments for the decline. Also, a panel for capturing Decline Reasons is opened with header New Reason.
- Credit Memorandum: As part of making the credit decision, banker prepares a credit memorandum which is a summary of all the findings of the credit analysis. Credit memorandum generation is mandatory if manual decision is Approved.
- A document policy is available in Oracle Banking document management to resolve the credit memorandum applicable for a particular template.
- The actual credit memorandum template is maintained in Documaker. Bank can maintain one or multiple credit memorandums in Documaker which can be resolved using the rules/policy maintained in Oracle Banking.
- On click of the Generate Credit Memorandum button, system runs the document policy and resolves the template for the submission. The template ID is passed to Documaker and template is opened with data prefilled in sections where the mapping has been done and with sections editable open to edit.
- While the memorandum is being generated screen displays the message "Your credit memorandum is being generated" with an icon. Credit memorandum document is generated.
- The memorandum document is stored within the IPM (Image and Process Management) component of Oracle Fusion Applications to view the credit memorandum document subsequently. Any subsequent changes to be made in the credit memorandum can be done by downloading the document and saving it to the local desktop of the approver and re-uploaded.
- Once memorandum is generated, screen displays a mandatory check box Read and reviewed Credit Memorandum.
- For retail flow, mandatory sections of the credit memorandum have to be captured. Credit decision engine recommends for each application within the submission which sections of the credit memorandum are mandatory for the particular submission. This check is done on click of 'submit' in manual decision. If this validation fails, then system does not allow the user to proceed and displays the error message "Submission cannot be approved without Credit Memo generation".
- Reasons capture for 5Cs is mandatory, if not captured an error is thrown.
- Comments against the 5Cs are mandatory components of the memorandum, if not captured, an error is thrown on click of Save on the screen.

4.2 Timeout Scenario

Credit Assessment is the process by which the bank determines whether to approve or refer or decline the loan application. This involves evaluation of the facility applied, the borrower and guarantor, if any, their financial position, credit bureau information and risk scores, and evaluation of the collateral linked to the facilities applied.

The system submits the submission (and its lending applications) for credit assessment through an adapter mechanism and provides a mechanism to return outcome at various levels in the submission, namely submission, application, applicant, facility and collateral. When the system makes a call to get an outcome from the credit decision engine and if the call fails for any reason, the system creates a human task called Credit Assessment Failure (at the submission level) which can be used to

re-submit the submission for credit assessment. However, there is no mechanism to override this option and push the submission for a manual credit review.

The system provides a mechanism with the Credit Assessment Failure task to push the submission for manual credit decision processing using the action button Perform Manual Credit Review. When the submission is pushed for Manual Credit Review through the Review of Credit Assessment human task, the entire functions available as part of manual credit assessment will be available for the banker.

- **Credit Decision Status:** The system will default the Pending credit decision status for the different levels in the submission where a credit decision status is expected namely, submission, application, applicant, facility and collateral.
- **Verifications:** The internal verification policy [defined within Common Services module of Oracle Banking Core (licensed separately)] is executed to determine if any recommended verification is to be done. No external recommendations for verification from credit decision engine will be available.
- **Valuation:** There is no default recommended valuation for a collateral. However, system gives user an opportunity to capture recommended valuation type for collateral in the scenario where the submission is pushed for manual credit review.
- **Conditions and Covenants:** Recommended conditions and covenants from the internal Conditions Policy and Covenants Policy defined within Oracle Banking Limits and Collateral Management are displayed and user can add any additional conditions and covenants.
- **Credit Decision Reason Codes:** Since there is no interaction with the credit decision engine, there are no default reason codes populated for such a submission. However, the system provides user an option to add any credit decision reason codes, as may be applicable, for the different levels in the submission.
- **Credit Memorandum:** In the scenario where the submission is pushed for manual credit review, the credit memorandum indicator at the submission level is set to Not Required.
- **Overview:** For a submission which is overridden for manual credit review, the overview indicator is set to Required.
- **Fraud Status:** The system makes a separate call to the fraud assessment system. In case of no response from this system, the default fraud status is set as Referred which creates the Fraud Status Resolution task documented separately in this document.

4.3 Fraud Resolution

The system provides a mechanism to store the fraud status at an application level. This fraud status was expected to be returned as an outcome of the interaction with third party credit decision engine. From product perspective, there was a mechanism or place holder to have customer specific task for fraud resolution but no actual human task within the product release. The fraud status is validated during generation of outbound documents as part of the Create Offer stage in the origination workflow.

Following are the features of Fraud Status Resolution task:

- The call for credit decision and fraud outcomes are split into two separate calls. The credit decision outcome is an input to the fraud resolution. Therefore, in case the credit decision times out, the system makes the call to the fraud interface with a Pending credit decision status.

- If outcome of the fraud status is other than Approved (that is, negative) then system can either:
 - Suspend the origination workflow till fraud resolution is done, or
 - Continue with the origination workflow (that is, irrespective of fraud outcome origination workflow will continue) till Create Offer stage. (The behavior is, if the credit decision status is APPROVED or CONDITIONALLY APPROVED using automatic or manual credit decision, the workflow will only stop at Create Offer stage for the respective application if fraud status is DECLINED or REFERRED.)

This is achieved using an outcome indicator as to whether the expected behavior is to HOLD the tasks created post approval of credit decision or to CONTINUE with the tasks created post approval of credit decision. The default product behavior is to HOLD the post approval tasks in case the credit decision is APPROVED or CONDITIONALLY APPROVED but the fraud outcome is DECLINED or REFERRED. In this scenario, the system creates the Fraud Status Resolution task and on successful completion of this task, if the status is overridden to APPROVED, only then system will move forward to create the post approval tasks within Origination.

- The system allows the capability to override fraud analysis status in Oracle Banking Originations with the new human task (created at submission level) titled Fraud Status Resolution. This task enables the user to override negative outcome (DECLINED or REFERRED) of the fraud status at an application level, if required.
- The Credit Decision History Inquiry displays the fraud outcome (automated and manual) at the application level. To provide this mechanism, the system stores two separate identifiers for the fraud status (one each for automated and manual outcomes) as part of the attributes stored for the outcome of credit decision interaction.
- The system provides extension capabilities within the Fraud Status Resolution sub-process to ensure that this can be overridden within the consulting layer.

Verification

Verification indicates the logical information provisioned by applicants and /or guarantors which has to be verified by the bank post the credit approval. Such cases are called conditionally approved cases subject to conditions such as, verification or valuation being completed successfully. Also, there could be scenarios where the bank might approve the submission only after tasks like verification or valuation are completed successfully.

Oracle Banking Originations provides both these flexibilities based on the outcome of credit assessment.

Following are the features of verification:

- Applicable for lending applications. Task is created at application level.
- Mechanism to display recommended verification if any, from third party interface.
- Execute and display outcome of verification policy executed at different levels based on the configuration within the Verification Policy maintenance within the Common Services module of Oracle Banking.
- Option to add any additional verification over and above recommended (from external system or internal rules) verifications.
- Actions to perform verification or waiver of external or derived verification within this task.
- Capture and display of linked document types to each logical verification type.
- Options to either mark verifications as Successful or Unsuccessful with appropriate comments.
- Support approval of waiver of recommended verifications.
- **Request More Information:**

A status called Request More Information is available at each verification instance level. It appears in the Verification Details panel of the verification task at application level. This enables the bank to indicate that additional information is required from the applicant for the verification to be completed. This status and the associated comments (which are visible outside bank) can be viewed from the customer facing channels like portal, internet banking to indicate to the customer what exactly needs to be provisioned or furnished for the verification to be completed. In case, the status is moved to Request More Information, then the system sends an alert to indicate the customer that the verification is pending more information.

-
- **Comments or Notes Integration:**

The Comments functionality has been integrated within the Verification task. This task supports replying to existing comments, providing history of the changes to the comments, and mechanism to identify whether the comments should be internal or external to bank users.
 - **Conditions Capture**

For more information on the functionality of conditions capture within Verification task, see [Section 13.3, "Conditions"](#).
 - **Display of application details:**

A View Submission link has been provided in the Verification screen for the banker to view the application details. On clicking it, the system displays the application details such as, personal details, employment details, financial details and so on. The user can view whether the customers have submitted the document to support their claims in application form.
 - **Display of completed verifications:**

It is possible that the submission might undergo multiple edits during its life cycle. In each edit scenario, a new set of verifications is resolved which the user has to verify. These verifications may also include verifications that have been performed earlier. System stores all the completed verification types for party or collateral as part of submission. Whenever a submission is edited and a fresh set of verification types is created for verifications which are already verified, system enables a new link called View History. The user can click the link to view the verification and based on the history, current verification can be marked successful.
 - **Automatic update of verification status for multiple instances of same verification type:**

As part of verification policy, it is possible that the same verification type is resolved for the party or collateral as part of different applications. System will update all the instances of verification type within the same submission across applications, if the verification type is completed in any one application.
 - **Modify verification status:**

System allows modification of verification status and verification type from successful to unsuccessful or request more information till the verify application data task is submitted. Additionally, for each of these modifications, banker can capture comments. System will not allow further modification once the task is submitted.
 - **Maintain validity of verification and display such verifications as valid, if it is resolved for the same party or collateral:**

System allows maintaining validity for a verification type. If the same verification type is resolved again for the same party or collateral within the validity period, the system marks them as successfully verified.
 - **Ability to automatically initiate the verification task on successful upload of documents:**

System initiates verification task only if the mandatory documents are attached to it. System enables the link from Application Tracker where the banker can upload the mandatory documents for each verification type. Once the mandatory documents are uploaded, the system initiates the task in the worklist where the banker can complete the verifications.

Valuation

Valuation indicates the process by which the bank will assess the current market value of the collateral (depending upon the type of assessment of valuation). This will also determine other key indicators for the loan applied for by customer, which are the Loan to Value Ratio (also called LVR) and the bank value of the collateral calculated based on the valuation process.

Typically, bank interacts with third party valuation agencies, either through manual or automatic process, to get the collateral evaluated in lieu of the facilities applied for by the customer, though this information may not necessarily be always shared with the vendors who perform the valuation.

Following are the features of valuation:

- This task is created at collateral level. It can be initiated either from Review of Credit Assessment (also known as Manual Credit Decision) or as part of the post approval tasks once a submission has been approved.
- Capability to handle business rules like creation of task only if the collateral task has Valuation Required parameter enabled as part of Collateral Category Preferences within Oracle Banking Limits and Collateral Management.
- Handling of recommended valuation type as part of the outcomes for credit assessment received from third party interface.
- Task creation is not triggered when unexpired valuation reports are present within Oracle Banking Limits and Collateral Management.
- In case the submission is sourced by a broker, the broker information will be available as part of valuation request.
- Valuation contains the following features or capabilities:
 - Initiate request for valuation to valuation agency
 - Amend or Re-initiate request
 - Cancel valuation request
 - Receive or Capture or Display the collateral valuation report
 - Inquire a completed valuation report
 - Update status for collateral valuation request
 - Verify valuation report once it has been captured
- System can identify the valuation agency or agencies to which the valuation request can be sent based on rules defined for different collateral categories and key attributes like the geographical location of the particular asset.

-
- This task has been integrated with the valuation process developed within Oracle Banking Limits and Collateral Management. The valuation task (at collateral level) within Oracle Banking Originations has the mechanism to invoke the LCM valuation sub-process which has the following steps:
 - Valuation Request Details Capture
 - Valuation Report
 - Valuation Report Verification

These tasks form part of the sub-process developed within LCM module. As part of the integration with Oracle Banking Originations, the functionality of change of recommended valuation type and waiver of valuation continues to be part of the Valuation task within Oracle Banking Originations. At the end of the iteration of each sub-process for collateral, Oracle Banking Originations Valuation task is instantiated again to perform any further valuations, if required or to proceed ahead in the origination workflow.

The tracking of Valuation tasks is possible in Application tracker.

Title Search

Title Search is the process by which the bank can authenticate if the collateral is registered with the applicant or guarantor claiming to be the owner of the collateral. This process involves interaction with agencies in charge of title registration and involves multiple steps, similar to valuation.

Following are the features of title search:

- This task is created at collateral level. It can be initiated either from Review of Credit Assessment (also known as Manual Credit Decision) or as part of the Post Approval tasks once a submission has been approved.
- Task creation is not triggered when unexpired title search reports are present within Oracle Banking Limits and Collateral Management.
- In case the submission is sourced by a broker, then the broker information will be available as part of Title Search Request.
- Capability to identify the agency to which the Title Search Request has to be sent is based on rules defined for collateral category and address information of the collateral. Ability to configure collateral categories for which Title Search is required.
- Key steps within title search are as follows:
 - Initiate title search request to title search agency (including capability to send multiple requests)
 - Amend or Re-initiate existing title search request
 - Cancel title search request
 - Receive, store and display of title search reports
 - Mechanism to update the status of the title search request
- The Title Search sub-process developed within Oracle Banking Limits and Collateral Management is performed on the same lines as Valuation mentioned above. The Title Search task within Oracle Banking Originations is integrated with the LCM Title Search sub-process having the same logical steps as mentioned for valuation.

The only key difference within the Oracle Banking Originations Title Search task is the Waive functionality which continues to be available only through Origination module. The logic of re-creating the Oracle Banking Originations task for title search after each sub-process iteration is completed is similar to that of valuation as mentioned above.

The tracking of Title Search tasks is possible in Application tracker.

Structure Solution

This is the stage where the account can be configured for the product groups applied for in the submission.

Following are the features of Structure Solution:

- Applicable for both lending and liability product groups.
- Mandatory for liability product groups as part of the application form.
- Mandatory post credit assessment for lending product groups.
- Task is created at product group level. If the account configuration is done pre-assessment, then this is retained post assessment, except a few scenarios like downsell acceptance.
- Handling of loan and overdraft cases within this stage. Mechanism to create one or more sub-lines within the facility (or main line) applied for. Option to decrease mainline limit in case customers want lesser limit than what is approved by the credit decision engine.
- Interaction with offer selector for recommendation of offers based on features required and offer eligibility validations.
- Configuration of account information based on which accounts will be created during the account opening process triggered from either Create Account or Settlement Instruction human task within Oracle Banking Originations.
- Capability to interact with Oracle Banking Relationship Pricing for derivation and display of interest rates, margins and fees, wherever applicable.
- Negotiation of margins and fees. Approval handling for negotiation of interest margins and fees.
- Retrieval of origination fees, option to collect or defer these fees so that they are deducted as part of disbursement during settlement instruction execution.
- Refresh of the funds table for the respective product group.
- LVR, Outstanding Exposure are available as facts in Pricing to determine the relevant pricing for the accounts.
- Ability to cancel or unsubscribe the bundle as part of Post Credit Assessment Structure Solution.
- Retrieval of Origination Fees based on the offer selected under the Product Group.
- Check or validate for other product offers before allowing to select a specific product offer.
- Validate the Facility Warning Indicators, if any.

- Capture Broker or Introducer details in account configuration.
- Identify the immediate Product Groups when there is a bundle selection as part of Group of Group Product Groups.
- Validate and process the Product Groups, which are indicated for Internal Refinance accordingly.
- Ability to link existing CASA accounts to Overdraft facility.
- Display the Available Amount of the Credit Facility in the Structure Solution during Origination work-flow.
- During amendment of facility, the changes to facility amount or term leads to repricing of the existing accounts under the facility. The effect of such repricing could either result in a new rate type such as Customized Rate or continuance of the existing Customized Rate. In those scenarios, origination allows the existing accounts to be reconfigured.
- Support for Flexi Credit Facility products with functionalities like restricting only one level of Sublines, restricting only one accounts under each Subline.
- Support the configuration of Office Suspense accounts.
- Support account configurations for IPA.
- Pass Broker and Introducer details for the relevant modules.
- Origination - Loan Structure Solution: Subsequent Acct Fee is displayed under Capitalized Servicing Fee only when the Capitalize Fee is unchecked under Product details.

8.1 Current and Savings Account Configuration

The key features of Current and Savings Account (CASA) account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the application form. This is handled for applications created for individual or organization or trust type of applicants.
- Alternate Account Capture: The system provides mechanism to capture alternate account for credit or debit interest and fees as part of the account configuration itself.
- Capture of Default Mailing Address and Correspondence Preferences related features: Default Mailing Address mandatory for all borrowers. Correspondence Preference mandates at least one account owner to be selected. This includes the affiliates linked to the account as well.
- Capability to link affiliates associated with applicants to the account.
- Cheque Book Request capture is optional for the accounts where the offer selected has cheque book facility and the customer wishes to apply for cheque book as part of account configuration. Based on whether cheque book details are to be captured, the appropriate fields are enabled for capture.
- Personalized title for the cheque book can be captured as part of the Cheque book details panel.
- Mechanism to capture Account Preference called Employee Referred Account. This indicator can be used to identify whether the account has been referred by an employee. Thereby, appropriate margins can be applied. As part of Account

Preference panel, the user can either select the account as Employee Account or Employee Referred Account.

- Backdated Account Opening: As per integration with Oracle Banking Relationship Pricing to fetch rates based on the value date.
- Capture of Account Operating Instructions.
- Warning indicator actions such as Prevent Cheque Book Issue action can be handled as part of Cheque Book Issue Details Capture in Account Configuration.
- Customized rates are supported.
- Account configurations for IPA are supported.

8.2 Term Deposit Account Configuration

The key features of Term Deposit account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the application form. This is handled for applications created for individual or organization or trust type of applicants.
- Backdated Account Opening: As per integration with Oracle Banking Relationship Pricing to fetch rates based on the value date.
- Mechanism to capture transacting party details in case of threshold limit breach for certain modes of payin.
- Mechanism to capture Account Preference called Employee Referred Account indicator. It is used to identify if the account has been referred by an employee and so appropriate margins can be applied. As part of Account Preference panel, the user can either select the account as Employee Account or Employee Referred Account.
- Capability to link affiliates associated with applicants to the account.
- Account Operating Instructions can be captured.
- Customized rates are supported.
- Account configurations for IPA are supported.

8.3 Loan Account Configuration

The key features of Loan account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the application form. This is handled for applications created for individual or organization or trust type of applicants.
- Capture of Default Mailing Address and Correspondence Preferences related features: Default Mailing Address mandatory for all borrowers. Correspondence Preference mandates at least one account owner to be selected. This includes the affiliates linked to the account as well.
- Capability to link affiliates associated with applicants to the account.
- Mechanism to capture Account Preference called Employee Referred Account: This indicator can be used to identify whether the account has been referred by an employee. Thereby, appropriate margins can be applied. As part of Account Preference panel, the user can either select the account as Employee Account or Employee Referred Account.

- Capture of Account Operating Instructions.
- Capture of Repayment instructions and Periodic Credit instructions.
- Customized rates are supported.
- Consumer Credit Insurance (CCI) is supported during account configuration.
- Capability to capture seasonal payments, escalated payments, bullet payments and balloon payments as repayments are supported as part of Flexi Repayment Schedule configuration.
- Moratorium period can be configured for the loan account both as term and amount.

8.4 Credit Card Account Configuration

Credit card account configuration is based on the credit card offer chosen from the list of eligible offers under the credit card product group chosen within the application form. The system allows the user to configure the account covering key areas like:

- Primary card holder details
- Add on card holder details, if applicable
- Delivery Preferences
- Balance Transfer Details
- Membership Details
- Additional Information

Create Offer and Execute Documents

Prior to acceptance by the customer, the bank generates and dispatches a set of documents to be signed and accepted by the customer based on the requirements and negotiations, if any done with the banker. This is a crucial step before the acceptance of the terms and conditions put forward by the bank (through its different operations team) for the customer to understand and accept or re-process them if there is something unacceptable within the same.

Create Offer is a logical stage in the origination workflow which handles the processing of outbound documents to be dispatched to the borrowers, affiliates and guarantors, if applicable. This task covers two steps - Generation and Dispatch of Documents, and Acceptance and Execution Details, which are covered in same logical task.

- **Create Offer:** This task is created at application level and deals with the Generation and Dispatch part of the Create Offer task. After all the documents are generated and dispatched, the system gives an informational message indicating the same and on user confirmation, system proceeds to close this task and moves to the Accept Offer stage. This change is done so that the user need not explicitly click Submit to mark this task as Logically Completed and moves forward in the origination workflow.
- **Accept Offer:** The task displays the details of the outbound documents generated and dispatched to the concerned parties. It also provides the mechanism to record Acceptance and Execution Details for the documents generated for the particular application. This task is created at application level, similar to the Create Offer task. The banker can also extend the expiry period of the offer letter on receiving suitable approvals. If the bank does not want to spawn off a task for accept offer, the system allows to capture the same using the application tracker. This setup can be maintained based on rules.

Create Offer

Following are the features of create offer:

- Task is created at application level.
- Interaction with DMS module through the outbound document policy for identifying the recipients and the documents to be dispatched to the respective recipients.
- The generation and dispatch details display list of recommended documents to be sent to the recipients based on the rules configured within the DMS module of Oracle Banking.

-
- Covers lending applications only. Key details like the facility structure, account configuration, key attribute information like origination fees and servicing fees can be printed along with information if the accounts are bundled, condition and covenants applicable at the facility level and so on.
 - Handling of document template through either BIP or Documaker.
 - Ability to define document preference as optional or mandatory. On final submit, system ensures that all the mandatory documents are generated and dispatched.
 - Ability to generate and send the offer letters to the recipients based on the automation rule set in the system. In this case, only the mandatory documents are generated and dispatched.
 - Ability to generate documents at both application and submission level.
 - Default dispatch preferences can be overridden by the user based on certain validations.
 - Mechanism to capture acceptance and execution status for the documents based on attributes defined at the document type level within the DMS module.

Offer Letter Template

Following information can be configured in Offer Letter template:

- Commission and Rebate Details information in case of broker or introducer sourced accounts.
- Mechanism to generate outbound documents to be dispatched to affiliates by passing relationships between affiliates and applicants.
- Display the break-up of the components that constitute the facility amount requested for by the borrowers which includes capitalized origination fees, LMI premium amount, CCI premium amount, capitalized servicing fees (for each account configured within the Structure Solution stage), capitalized advance interest amount. It also displays the capitalized bundle subscription fees, if any.
- Consumer Credit Insurance details like the policy information applied for by the borrower and the premium amount per borrower.
- Bundle related information in case of bundle subscribed (either upfront or via bundle recommendation) for the particular application.
 - Details of the subscribed bundle like bundle identifier, name and subscription date
 - Details of the bundle owner - Full name of the owner of the bundle
 - Existing accounts linked to the bundle
 - Details of the nominated account for bundle fees
 - Information related to bundle subscription and maintenance fees
 - Benefits of the bundle (interest and fees) applicable for accounts

CCI Welcome Letter

The system has the ability to generate a CCI Welcome Letter for the borrowers who have applied for CCI as part of a particular facility in the application.

The factory shipped template for the CCI welcome letter is generated at a borrower level.

The following are the data elements that are part of the XML sent to Documaker:

- **Interest and Repayment Section:** The system populates the Margin and Margin Type field details in the Interest and Repayments section.
- **Servicing Fee section:** The system displays the servicing fee panel in the offer letter for subsequent accounts in the following scenarios:
 - Open multiple accounts under a facility within a submission.
 - Open multiple facilities with one account under each facility within a submission.
- **Default Interest:** The system displays the Penal Interest Rate in the Default Interest Rate panel.
- Offer letter Recipients in case of applicants of party type Trust and Organization.
- If an applicant is of party type Organization or Trust, the address of the affiliate is stamped in the offer letter and the letter is sent to the Applicants only.

In this section, the Registered Address of the Organization or Trust Party is displayed

- The user cannot change the address for individual parties.
- Display Applicant or Affiliate Details in offer letter.
- Display the details of applicants and affiliates in the account.

Other features are mentioned below:

- Sending the collateral documents to the collateral owners and due to this new document recipient is added in DMS.
- An updated template for Personal Guarantee. However, the templates are configurable in Documaker.



Create and Modify Accounts

Following are the features of Create Account:

- This task is created at product group level. This is created only for product groups where Settlement Required parameter is not enabled at the credit policy level.
- Human task is created only when there are exceptions (when the check mentioned below fails) encountered, else the system initiates the Create Account process and the accounts are created automatically.
- This step involves checking of preliminary and precedent conditions being complied, activation of facility hierarchy and related information like linkage of facility to collaterals, conditions, covenants that is, moving them from Proposed state to Active state.
- If there are any facility level risk indicators, then the system creates an error and creates the human task.
- If the customer due diligence status prevents an account opening, the system does not create the account.
- If the account opened is an OD with a customized rate, the system does not allow opening the account, if the customized rate is not valid.
- If opening of the account is dependent on another account, the system validates whether the account under mandatory offer is in existence.
- In case of review or renew request, there is no account creation. However, the system updates the review and renew date for the facility which is being reviewed or renewed.
- Any pending deferred origination fees for the respective product group should be collected before the accounts are opened.



Settlement Instructions

Following are the features of Settlement Instructions:

- Task is created at application level. It is created for product groups where Settlement Required is enabled at the credit policy level.
- It supports skipping of settlement instructions if the banker chooses to.
- It supports settlement at application level and account level.
- Capture of borrower contribution, disbursement and generation of payout instruction is done as part of this task.
- Oracle Banking Originations provides facility to capture information within two areas of settlement instruction which are:
 - **Borrower Contribution Instruction:** Instruction for the contribution amount from the borrowers to be included along with the sanctioned amount of the accounts to be disbursed to arrive at the final payout amount.
 - **Settlement of Payout Instruction:** Instruction to disburse the loan along with contribution, if any, to be paid out to the seller and applicable beneficiaries.
- Capability to support different modes of settlement for contribution and final payout.
- Mechanism to maintain future dated or current dated settlement instructions.
- Current dated settlement instruction is executed as part of the same posting date EOD process.
- Future dated settlement instructions are executed in that day's BOD process.
- Capability to Revoke (maintained but not executed instructions), Reverse (executed instructions on the same posting date) and mark the instruction as Complete (to indicate logical fulfillment of the application).
- Capability to display Refinance details.
- **Capitalization:** The system displays the break-up of the capitalized components of fees and insurance premium. The uncapitalized components are displayed within the Deduction Details panel.
- **Backdated Settlement Instructions:** The system allows the user to capture back value dated settlement payout instructions where the payout date cannot be beyond the offer letter acceptance date. Backdated settlement instruction also means that the activation of facility and account opening are performed with backdated effect. The disbursement date or instruction debit date for Loan and Overdraft accounts will be backdated. In case of backdated settlement, the allowed modes will be only CASA Account or GL Account. However, in case of loan

account settlement, certain benefits like Mortgage Offset Benefit linkage or Accelerated Payment Setup will be done only from current posting date.

There are a number of other module related validations that are performed in case of backdated settlement instruction maintenance. Contribution is allowed in case of backdated settlement. The process of account opening and settlement instruction creation and execution is done as part of the Confirm button in Settlement Instruction human task.

- **Partial settlement allowed in case of account level:** Partial settlement is allowed to facilitate progressive disbursements at an account level.
- **Online Disburse Feature:** In case of current dated settlement instructions, the system provides an option to the user to disburse online. The Disburse Online action appears in the Contribution Pay-in or Settlement Payout Summary panel against each account for the following scenarios:
 - The user might want to disburse only certain accounts as part of the settlement instruction task.
 - For the other accounts, the user might want the execution to happen as part of that day's EOD processing.
- **Display of Funds Table:** The funding table for each facility cannot be viewed in Settlement Instructions. There is a hyperlink visible for each facility listed under the Settlement Instruction Account Details panel.
- **Modes For Contribution:** The system supports contribution payin by cheque and external account.
- **Reversal Handling:** Reversal is supported in case of the first disbursement being backdated for loans, overdrafts, and MOF type of product groups. Reversal is allowed only on the posting date on which the settlement instruction has been executed through online or batch execution. This button is not enabled on subsequent posting date and the user can only mark the Settlement Instruction task as Completed.
- **Settlement for Internal Refinance:** For the settlement of loan with the purpose internal refinance, the system defaults the settlement accounts and amounts to the internal refinanced accounts and amounts as captured in the application.
- **Collateral Document:** Banker can capture any document related to collateral as part of Collateral Perfection task. System enables capture of collateral document link, in case collateral document collection mandatory flag is checked at collateral category level. The banker has to either collect the document or defer the document collection in order to complete the task.
- **Customized Rate:** If the OD account is opened with a customized rate, the user cannot open the account, if the customized rate is not valid. For loans, the system validates whether the settlement date is within the validity date of customized rate.
- The option to comply precedent and preliminary condition as part of settlement instructions is provided.
- If opening of the account is dependent on another account, the system validates whether the account under mandatory offer is in existence.

Collateral Perfection

Following are the features of collateral perfection:

- The task is created at submission level. This is an optional task as part of a submission.
- It enables the bank to maintain charge related details for the collaterals linked to the facilities in the submission.
- It supports maintenance of status based on the type of charge to be created like Registered, Hold Unregistered, Not Held – Registered, Obsolete, or Discharged.
- It allows selection of multiple collaterals for creation of a charge.
- During multiple selections, system validates that the owner or owners of all the selected collaterals are the same.
- Banker can capture any document related to collateral as part of Collateral Perfection task. System enables the capture collateral document link, if the collateral document collection mandatory flag is checked at Collateral Category level. The banker has to either collect the document or defer the document collection in order to complete the task.



Solution Highlights

Following are some of the key functionality offered by Oracle Banking Originations across the application flow.

13.1 Edit Submission

Following are the features of edit submission:

- It appears for all the key tasks within Oracle Banking Originations.
- Mechanism to rollback the credit assessment, stop work on existing tasks to modify the state of applied facilities like reduce requested amount, add more collaterals or change charge amount at collateral level post credit assessment.
- After a confirmation warning message, this option creates a human task Edit Submission at submission level which is similar to the application form capture.
- System will reassess the submission once the user confirms the submission as part of the Review and Submit step through this option.
- This task offers convenience to bank users in practical situations, where collateral valuation received is different from earlier estimated value or when customer requests for increase or decrease in loan amount before final settlement or for any other genuine reasons.

Edit Submission for Reject Letter

Once a submission has been declined as an outcome for credit assessment through the Review of Credit Assessment (also known as Manual Credit Decision), the system creates a Reject Letter task at the submission level to generate and dispatch the reject letter to the borrowers. Though the task is at submission level, the reject letters are generated at application level for all applications in the submission.

The posting date on which the user rejects the submission and the decision validity period parameter defined within Origination Preferences is used to compute the expiry date till which the Edit Submission action is enabled within the Decline Offer human task. Providing this option within this task, gives the user the opportunity to re-process the submission based on customer request, where either the customer might want to reduce the loan amount or get guarantor or provide more collateral to get the application approved.

13.2 Withdraw Submission

When a customer does not want to go ahead with Submission for any reason or the banker does not want to go ahead with the Submission, the system allows user to withdraw submission.

Key features of withdraw submission are:

- This Action button is provided within the Human Tasks in Oracle Banking Originations. It can be triggered at any point based on either the customer's request or banker's discretion.
- It creates a separate task at submission level to capture withdraw submission details.
- Existing tasks initiated for the submission are marked as Read Only, since the submission is Marked for Withdraw.
- On execution of the withdraw action, the system cancels the pending tasks, deletes all the proposed facilities, and associated dependencies (such as, collateral linkages, proposed conditions and covenants) and marks the submission as Closed.

13.3 Conditions

Conditions are related to the terms and conditions that the borrower needs to satisfy before the loan is disbursed or on a regular basis post the loan is disbursed. These conditions are the stipulations mentioned by the banker as part of the offer letter dispatched to the borrower and form part of the legal documentation for the loan approved to the borrower by the bank.

Conditions can be processed either as an outcome from credit decision engine (tagged within Oracle Banking with condition mode as External) or as the outcome of execution of conditions policy (tagged within Oracle Banking with condition mode as Derived) defined within Oracle Banking Limits and Collateral Management or manually captured (tagged within Oracle Banking with condition mode as Manual) within the Review of Credit Assessment task (also known as Manual Credit Decision task). The system also provides the functionality of waiver (for external or internal mode of conditions) of conditions within the same task.

The following are the features of Conditions:

- Manual capture of conditions as part of application form
- Capture of conditions in Verification, Valuation and Structure Solution tasks
- Waiver of conditions in Structure Solution
- **Condition capture in application form:**

The system provides an optional action in the application form titled Condition Details which will provide the user a mechanism to capture conditions as part of the application form capture itself. Based on the facilities being applied the banker can decide to attach conditions at different levels (facility or borrower or collateral) associated with the product groups applied for in the submission. All new conditions manually captured or set via internal rule or received from external source will be set with the condition status as Proposed New. Existing conditions applicable can be only viewed (applicable in case of Amend flow) as part of the application form and subsequent stages in the origination workflow.

- **Verification:**

The verification task (created at application level) also provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application). The system will not allow more than one instance of Borrowing Entity+ Entity ID (either facility or borrower or collateral

identifier) + Condition ID to be created. The system will display existing active conditions within this stage with the View action enabled.

- **Valuation:**

The valuation task (created at collateral level) also provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application). The rules around capture and display of existing conditions are similar to the Verification task.

- **Structure Solution:**

The Structure Solution task (created at a product group level) provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application) as well as waiver of External or Derived conditions. The system also provides a mechanism for maker checker approvals in case of waiver of conditions being performed in the structure solution stage of the origination workflow. This will be in addition to the approval for negotiation of margins and fees within this task. The rules around capture and display of existing conditions are similar to the Verification task.

13.4 Policy Deviation

The number of bank policies which guides the banker to perform the relevant activities is large. All of them cannot be monitored automatically by the system as and when the user deviates from the same. For this reason, there should be a provision to capture these kinds of deviations manually by the user who is deviating from the policy and seek approval from the relevant higher authorities.

The Policy Deviations capture is only applicable for Asset and Credit Card kind of products.

The following are the functions pertaining to the Policy Deviations capture:

- A link called as Policy Deviations is provided to enable the user to capture the bank policy deviations encountered in the process manually. This option enables the user to capture those bank policies which are not maintained in Oracle Banking.
- The library of Policy Deviation Codes is maintained as part of Common services.
- This option of Capture Policy Deviations is available in all the stages of Origination.
- There is a link called View Policy Deviation History for each combination where in the user can view all the existing policy deviations for the applicants to the Product group.
- There is an approval task flow for the approval of the deviations.
- For the Policy deviations captured as part of Capture Application will need to be done as part of Manual Credit Assessment.

13.5 Variation Outside Arrangement

Following are the features of variation outside arrangement:

13.5.1 Variation - Amend

Following are the features of variation in amend scenario:

- Handled using the Amend option in the application form.
- Handling of variation events like increase or decrease amount, increase or decrease term, changes in the collateral linkages to the amended facility.
- Handling of LMI in case of amend flow.
- Validations allow submission of request, if no changes are made at the mainline level or within the Collateral stage with respect to the collaterals linked to the amended main line.
- Subsequent steps like credit assessment, structure solution, offer and account creation or update, settlement instruction handling for the variation outside arrangement (that is, amend) flow.
- Change of borrowers: Add or remove borrowers to an existing facility and its downstream impact across various stages in the application form. Appropriate handling of existing accounts within Structure Solution step for the same.
- Variation events supported are as follows:
 - Increase Amount
 - Decrease Amount
 - Increase Term
 - Decrease Term (supported for revolving facilities only)
 - Link or Delink collateral to existing facility. The collateral being linked can be new or existing collateral.
 - Add Borrower
 - Remove Borrower
- Management of bundled accounts in case of remove borrower amendment type being executed – either of Change of Bundle Owners or Delink Accounts from bundle option to be selected.
- Bundle Recommendation: Mechanism to recommend bundle in case of amend flow and handling of amendment to existing accounts linked to a bundle in-flight (as part of the amend flow).
- Collaterals: Handling of borrower change and ownership modification of existing collateral ownership or force de-link of collateral owned by de-linked borrowers.
- Funds Table: Identifiers stored at facility level for amendment to use as facts for charging separate fees for the respective variation events. Also, handling of amend scenarios to display appropriate information within Funds section of Funds Table.
- Capitalization of fees and LMI as part of the amend flow.
- Settlement Instruction: Creation of settlement instruction task based on different combinations in which amendments have been done in combination of facility and account modifications in amend scenarios.

13.5.2 Variation - Review and Renew

Following are the features of variation in review and renew scenario:

- Handled using Review and Renew option at landing page.
- Expired OD facilities shown in the landing page for the user to perform renewal.
- Product details page shown as Read-only. Except in case of OD, where the user is allowed to capture Proposed Expiry Date.
- System displays personal details screen as Read-only. No modification can be performed.
- System allows the user to capture or update financial details of existing customer. In the Document Checklist screen, user can take new documents, if any.
- System allows the user to submit the Review and Renew request for Auto-Decisioning.

13.6 Capitalization of Fees and Interest

Capitalization (that is, loan funded) means that the fees or insurance components are added to the loan account applied by the customer.

Origination supports the capitalization of Origination and servicing fees as well as LMI and CCI components:

- Capitalize Fees and Capitalize LMI options captured in application form:
 - **Capitalize Fees:** Option provided within the Product step of the application form to capitalize origination fees (which will be added to the requested amount over and above the base requested amount captured within the same step). Selecting this option makes Configure step mandatory in pre-assessment stage.
 - **Capitalize LMI:** Indicates that the LMI also needs to be capitalized along with the base requested amount captured in the Product step of the application form.
- CCI is deemed capitalized when the premium payment option for CCI is Bank Funded and the periodicity of premium is One Time or Periodic in the account configuration of Structure Solution.
- **Structure Solution:**
 - This step is mandatory in pre-assessment stage to get complete account configuration to identify, if any servicing fees are also to be capitalized as part of the New flows for lending product groups. Nomination of an account within the facility is mandatory to which the capitalized components are added to the sanctioned amount of the loan account.
 - The base amount on which LMI quote is made includes the capitalized origination and servicing fees. Any change in these components re-triggers LMI quote.
 - In case of structure solution post assessment, the system will also allow the user to modify the capitalized component(s) captured in origination like origination fee(s) and any changes done to the same, if breaching the credit cushion (parameters configured at credit policy and linked to product group) will force the user to perform Edit Submission.

- **Mortgage Insurance task:** Mechanism to check if the policy amount differs from the premium quote amount and mechanism to force the user to go back to Structure Solution to refresh the nominated account
- **Consumer Credit Insurance task:** This is a human task (similar to Mortgage Insurance) at application level for CCI policy creation. Mechanism to handle reject of CCI policy and CCI premium amount being different from capitalized CCI quote amount done as part of this task.
- **Create Offer:** For features of Offer Letter template, see [Chapter 9, "Create Offer and Execute Documents"](#).
- **Settlement Instruction:** Display of capitalization components within the Capitalization details panel in Settlement Instruction task. Passing of the capitalized and uncapitalized components to the servicing module for handling during disbursement (in case of loans) or debit (in case of OD) from accounting perspective and also processing of the settlement instruction itself.

13.7 Workflow Concepts

Following are some important features:

- Oracle Banking Originations uses the BPEL workflow for process orchestration. The business rules decide task routing.
- Tasks can be human tasks (user needs to claim it and action on it) or it can be an automated task (system performs it).
- The access of users to tasks is controlled through roles to which the task access is allocated through SMS. The user can belong to a role, based on the configuration with the Oracle Security Stack related integration within the overall Oracle Banking solution.
- The BPM work list component is used for the tasks driven through Oracle Banking Originations. BPM features like Claim (to start work on a particular task) or Release (through which the user can return the task to his or her role work list) are integrated within Oracle Banking Originations. Over and above this, Oracle Banking Originations provides specific actions for each logical task and the user can move back and forth in the origination workflow in the context of a particular submission.
- SLA rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system can compute the Due Date.
- Task Priority rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system can compute the priority of the task.
- Task Ownership rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system could identify the owner of the task.

13.8 Aggregator Support

Aggregator is the kind of entity which collates applications from a set of brokers and interacts with the lending institutions and acts as an agent between the banks and the lowest level brokers. Typically, the mechanism of interaction for such aggregators could be an industry or regional standards which are followed by banks. For example: LIXI (Lending Industry XML Initiative) standards are followed within Australia for interactions done by aggregators with a bank for lending applications.

The following capabilities are built within Oracle Banking Originations to support aggregator origination:

- Introduction of a new stage to record credit decision status that is, Preliminary.
- Enhancements in credit decision history inquiry to display the credit decision outcome for preliminary credit assessment.
- Introduction of new values for submission status to depict preliminary credit decision outcome:
 - Preliminary Assessment Failed
 - Preliminary Decision Approved
 - Preliminary Decision Conditionally Approved
 - Preliminary Decision Declined
 - Preliminary Decision Referred
- Store preliminary credit assessment result and provision mechanism to update submission status.
- Provide mechanism to create human task for data enrichment for submission.
- Enhance Application Tracker to display the submission status in case of preliminary assessment.

13.9 Notes Capture

Oracle Banking Originations provides the option of capturing Notes during application capture, which can be viewed at later stages. Following are its features:

- Capture of notes as part of the application form.
- Ability to view notes captured in application form in subsequent stage of the origination workflow.
- Ability to delete or respond to existing notes.
- Logical display of notes based on the appropriate stage in the origination workflow (work list tasks) and mechanism to view the same from application tracker.

Monitoring and Tracking

Oracle Banking Originations provides different mechanisms to monitor and track application status and progress. Each of the ones described below have a different purpose and objective.

14.1 Application Tracker

Application Tracker option provides a number of features which enable the bank to track the application status. It provides a lot of information to the banker and enables the banker to take required actions.

- Mechanism to search applications or submission based on a number of basic or advanced search criteria.
- Retrieval of incomplete submission and mechanism to update and submit the submission. This is applicable for all application types - new, amend, review/renew and In Principle Approval.
- Collect origination fees marked as deferred prior to settlement instruction or account opening.
- Mechanism to view and upload documents to be provided by applicants and guarantors related to a submission.
- Upload documents linked to verification types associated with an application.
- Capture solicitor details.
- View Submission: Application form style inquiry of the complete submission to display state of the data captured in the application form when it was submitted into the system.
- Notes functionality: Integration with the revised comments functionality to display comments captured at each logical step in the origination workflow including the data entry stage. Also, mechanism to add or reply to existing comments for a particular application.
- Display of application fraud status for certain roles based on role based access control setup.
- View and capture referee details for a particular application.
- Mechanism to view or generate application form, if not generated already, for an application.
- Display sourcing entity details in the application tracker. Additional fields like sourcing entity, sourcing entity mode included in the additional search criteria

fields within application tracker. Additional statuses are included for the field Status, such as Preliminary Decision Approved, and so on.

- Mechanism to push a submission for manual credit review in case of failure from automatic credit assessment.
- Ability to view aggregator sourced submissions.
- Ability to upload accepted offer documents in the Offer Documents panel with Application Tracker.
- Display of Verification comments through the application tracker.
- Cancel Application functionality within Application Tracker is similar to the functionality available in Application Form to mark a submission as Cancelled.
- Display of search results of application state instead of application status, as it appears in the header.
- Display of Valuation, Title Search and Mortgage Insurance task details.
- Ability to Trigger Manual Credit Assessment in case of Reject Offer being dispatched and within the respective grace period.
- Ability to trigger IPA conversion to full application (if within validity date).
- If setup in SOA composer is performed in such a way that task for structure solution is not to be created, the system allows the user to complete the Structure Solution task from Application Tracker. The banker will have an option for 'Push to worklist' in case the back-end task for Structure Solution is required.
- Application tracker allows the banker to perform actions of Accept Offer and Accept Downsell.

14.2 Process Tracker

The process tracker is envisioned as a tool to track the status and progress of a business process and perform generic search by text (such as, by Submission Identifier, in case of an application originated from the Origination Module).

The tracker displays the following in a single user-friendly snap shot:

- The various steps that are applicable for the process in question.
- Their type of processing (for example, automated process, manual task or a system service).
- The current status of each of those steps in question, for the tasks and process which have been enabled for the tracker and enabled through BPEL.

It is expected that such a tracker would be useful for a Bank Customer Service Executive or a Call Center Executive in answering queries, or actioning on bottlenecks if any, found in the process. The process tracker is a separate menu item in Oracle Banking.

14.3 Monitoring Dashboards

Oracle Banking Originations provides Monitoring Dashboards using OBIEE and BAM Dashboards. The purpose of these Dashboards is to provide detailed and relevant information to the end stakeholder.

- OBIEE - Used for dashboards showing historical data.
- BAM - Used for dashboards showing real-time data.

The primary objective of building analytics, for any enterprise workflow like Origination, is to build widgets or dashboards to help the key stakeholders add insight into their business. At a broad level, analytics requirements are categorized as real-time or historical.

Real-time analytics is about monitoring the activities happening today or state of some object as of today and everything else is categorized as historical. As an example of real-time data requirements, application pipeline gives the statistics about how many applications are pending in various origination process stages like credit assessment, verification and so on. Also workload information gives idea about number of tasks assigned to each user. However on the other hand, historical data requirements is all about volumes of objects, trends and performance over a period of time.

All the BPM processes and human workflows in origination life cycle are instrumented, to extract various business indicators. All the business indicators captured, as part of instrumentation process, are sent to analytics system.

Localization Features

This chapter describes the key features of Oracle Banking Originations for localization.

15.1 Australia Localization Features

Key features supported by Oracle Banking Originations for Australia Localization are as follows:

- Origination of Savings Farm Management Deposit Account
- Origination of Term Deposit Farm Management Deposit Account
- ANZSIC and ASCO code capture for account holders during Origination
- Capture of Australia specific tax codes (TFN or Exemption code, ABN, ARBN or ACN) and related validations
- Capturing of Tax beneficiary details during origination
- Capture of Non Australian Address for Current Address type for all party types
- Personal Property Securities Register (PPSR) is a register where details of security interests in personal property (Collateral) can be registered and searched in Australia. During Origination, following processing is supported:
 - Registration if interest on PPSR
 - Release of registered interest on PPSR
 - Modification of a registered interest on PPSR

