Oracle Banking Digital Experience

Corporate Loans User Manual
Release 16.2.0.0.0

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Corporate Loans User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to 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.

1.4 Structure

This manual is organized into the following categories:

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

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 16.2.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Loans

Banks lend money to their customers through loan accounts. Hence, loan accounts are valuable assets to the bank. It becomes important for the banks to enrich end user's loan servicing experience to increase customer satisfaction and retention.

In order to achieve this, banks are constantly putting efforts to enhance their online channel banking experience for their customers by introducing and revamping loans servicing features on digital platform.

Application provides a platform for banks to enable their customers to service Loans module through self-service channels.

The customers can manage their banking requirements efficiently and effectively through self-service channel. It allows customers to view their accounts, outstanding balances, make repayments, view loan schedules etc.

3. Loans Overview

Loans overview provides a summary of the Loan accounts held by the customer. Loans dashboard displays summary of total borrowings done by the customer in all accounts along with the current outstanding amount. It allows customers to understand their current position with respect to loan accounts. Summary of individual Loan accounts will be displayed on the user's dashboard.

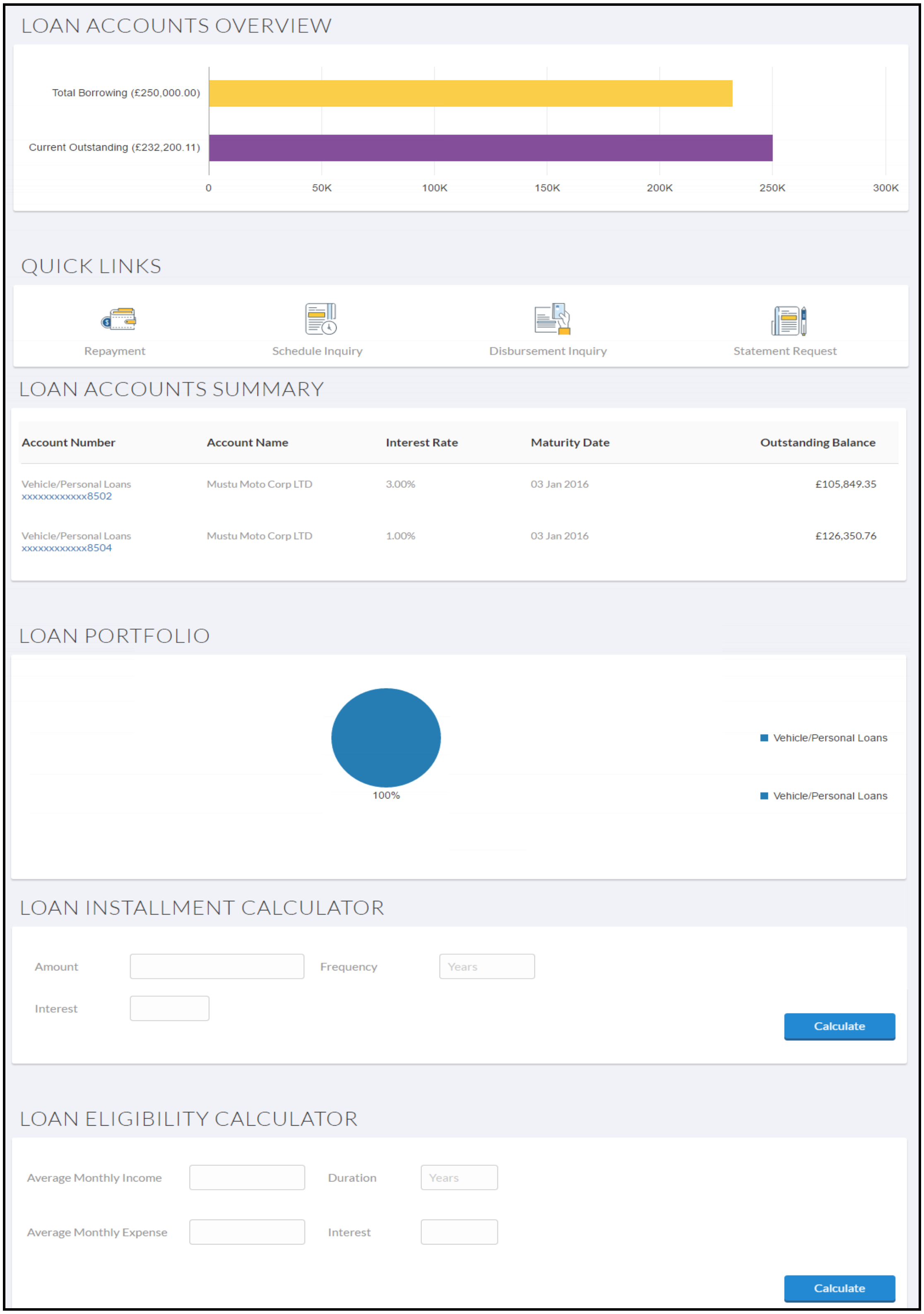
User can view account details such as customer name, product name, account number, rate of interest, outstanding amount and joint account indicated on the dashboard for individual accounts. The system will fetch the details for all loan accounts linked to the logged in customer id and display to the customer.

When the customer logs in or is navigated to dashboard from any of the screens, system will retrieve the account statement details and displays it in a mini statement widget. Mini statement of only one account will be displayed at a time. Latest transactions made the account will be displayed in ascending order. Customer can select the account number of available accounts. Every time account number is changed, the system will retrieve account details. The customer can navigate to account statement screen to view complete details of the transaction or download account statement.

At times a customer needs to refer their previous loan accounts which are in closed status. A summary of such closed accounts is displayed on the dashboard. It allows user to navigate to the view closed account details screen.

Customers can initiate requests for opening a new loan account through the dashboard. On initiating the request customer will be navigated to the product showcase screen of origination module where various products and offers hosted by the bank will be available for selection.

Click on individual components to view in detail.



Dashboard Overview

Loan Accounts Overview

This section displays the graphical overview of all loan accounts held by the customer. It provides the **Total Borrowings** and **Current Outstanding** for the all the loan accounts mapped to the customer. It includes details like:

- Current Outstanding: Summation of current outstanding in all accounts
- Total Borrowings: Summation of total amount borrowed in all accounts

Quick Links

This section displays the quick links to loan transactions. Click the particular link to access the specific loan transaction. It includes the following transactions:

- Repayment
- Schedule Inquiry
- Disbursement Inquiry
- Statement Request

Loan Account Summary

This section displays summary of loan accounts and all the related information about the loan account. It includes details like:

- Product /Offer Name: Name of offer /product under which the loan account is opened
- Account Number: Loan account number in masked format.
- Account Name : Name of primary account holder in the loan account
- Interest Rate: Interest rate applicable to the loan account
- Outstanding Balance: Outstanding loan amount in the account currency

Click the loan account number to view the respective loan account details.

Loan Portfolio

This section displays the graphical analysis of all the loan portfolios.

Loan Calculator

This section displays the loan calculator. Click here to access the **Loan Installment Calculator** and **Loan Eligibility Calculator**.

4. Loan Details

Customers need to know their loan account details and account preferences under which the account is opened. The Loan account details screen provides this information to the customer.

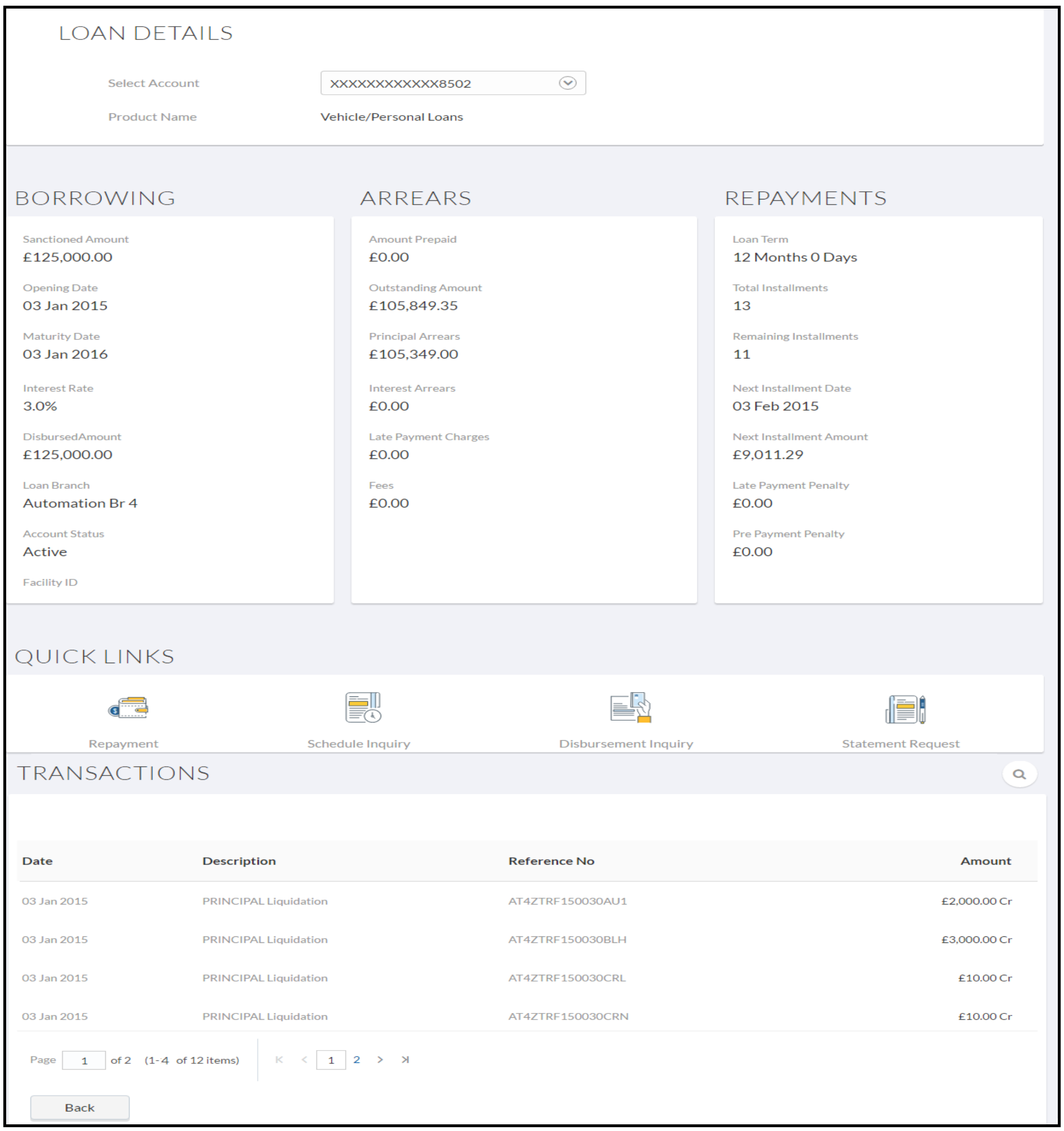
Customer can view account’s basic information such as personal information, holding patterns, disbursement details, outstanding amount, and repayment details and arrears.

Note: The loan features like **Repay**, **Schedule**, and **Disbursement Details** are not available for closed loan accounts.

How to reach here:

Dashboard > Accounts > Loans > Overview > Loan Account Summary > Loan Details

Loan Account Details



Field Description

Field Name	Description
Select Account	Loan account number in masked format.
Product Name	Name of the loan account.
Borrowing	
Sanctioned Amount	Sanctioned loan amount along with the currency.
Opening Date	Loan account opening date.
Maturity Date	Loan account maturity date.
Interest Rate	Interest rate applicable to the loan account. Note: It displays the net interest rate applicable to the loan account as on the inquiry date.
Disbursed Amount	Disbursed loan amount along with the currency.
Loan Branch	Branch in which loan account is opened.
Account Status	Status of the loan account. Note: It displays the **Closed** status for closed loan accounts.
Facility ID	Facility Id under which loan account is opened.
Arrears	
Amount Prepaid	Total amount repaid by the customer on the loan, till date. with currency
Outstanding Amount	Outstanding loan amount along with the currency.
Principal Arrears	Pending principal arrears for the loan account.
Interest Arrears	Pending interest arrears for the loan account.
Late Payment Charges	Late payment charges for the loan account.
Fees	Other fees applicable for the loan account.
Repayment	
Loan Term	Tenure of the loan.

Field Name	Description
Total Installments	Total number of installments applicable for the loan account.
Remaining Installments	Remaining installments in the loan account as on the date of inquiry.
Next Installment Date	Date of next installment.
Next Installment Amount	Amount to be paid as next installment.
Late Payment Penalty	Rate of interest charged in case of default in repayment.
Pre Payment Penalty	Rate of interest to be paid as penalty by the customer on payment made in advance on the loan.
Transactions	
Date	Date of the transaction performed.
Description	Description of the transaction performed.
Reference No	Reference number of the transaction performed.
Amount	Transaction amount along with the type of the transaction performed that is either credit or debit.

To view the loan account details:

1. From the **Select Account** list, select the appropriate account.
   The loan details for the particular account appear on the screen.
2. Click to search transactions.
   a. Enter the search criteria.
      Based on search criteria search result appears.

You can also perform following account related transactions:

- To make a repayment in the loan account, click Loan Repayment.
- To view loan repayment schedule, click Schedule Inquiry.
- To view disbursement details, click Disbursement Inquiry.
- To request for the loan accounts statement, click Statement Request.

Note: To navigate to **Overview** screen, click **Back**.

FAQs

Can I make joint application for loans?

Yes, many institutions consider the joint incomes of the applicants for deciding eligibility of the loan amount.

5. Repayment

Usually the loan repayment is done by setting up of standing instructions if such account is within the bank or by maintaining mandate instruction if such account is of another bank. Once these instructions are maintained by the bank for the loan account, the repayment amount is periodically drawn from the source account to settle the repayment.

Customers on time need to make partial or full repayment of the outstanding loan amount by making adhoc payment. This feature allows the customer to make adhoc repayments through self-service channel. Customers can make repayment only through the source account linked to customer.

Customers can make partial repayment or make full settlement of the loan account. In partial settlement customer can make payment of any amount that is less than the outstanding loan amount. In this case, if there are any arrears in the loan account, then arrears will be settled first, then remaining balance of the transferred amount will be settled against the principal balance of the loan.

In case of full settlement, the final settlement amount is calculated by applying penalties or charges as applicable by the host system and displayed to the customer. Customer need to transfer final settlement amount in order to make full repayment.

Repayment done by the customer either partial or full will be immediately reflected in the loan account.

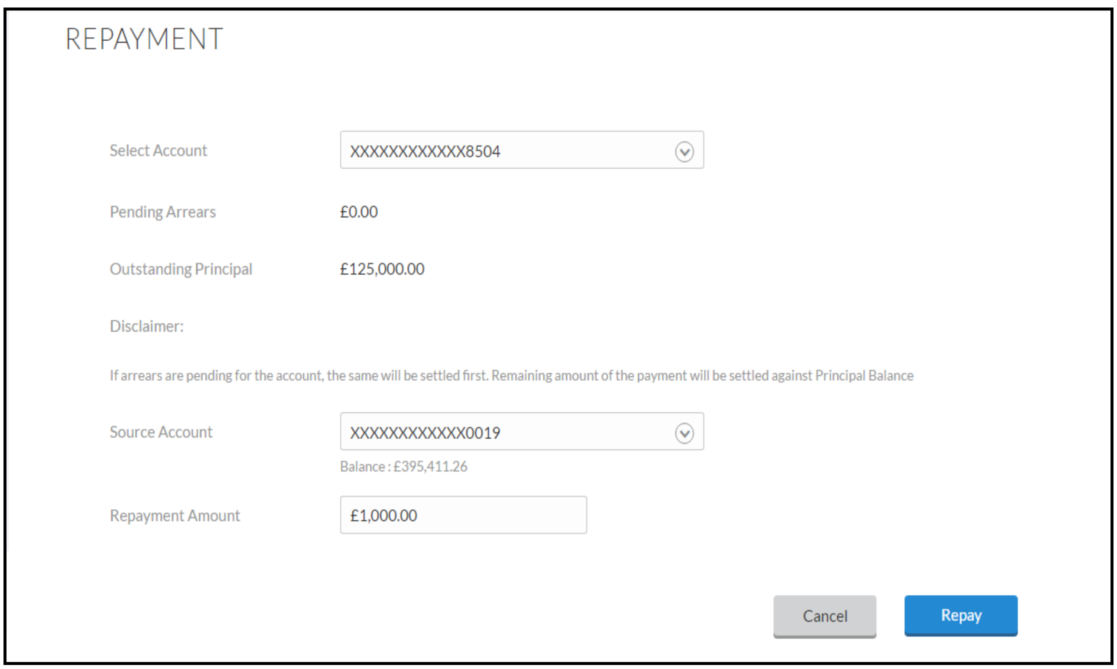
How to reach here:

Dashboard > Accounts > Loans > Repayment

OR

Dashboard > Accounts > Loans > Overview > Quick Links > Repayment

Loan Repayment



Field Description

Field Name	Description
Select Account	Loan account number.
Pending Arrears	Pending arrears amount in the account along with currency. It is sum of Principal and Interest arrears.
Outstanding Principal	Outstanding principal balance in the account along with currency.
Disclaimer	Text message informing customer about the appropriation of funds in case of a partial payment.
Source Account	Account for making partial payment. Note: The list displays the all active accounts where customer is the primary holder or sole owner.
Balance	Balance amount in the selected source account.
Repayment Amount	Amount for the repayment of loan. Note: Amount should be less than the outstanding principal balance.

To repay the loan:

1. From the **Select Account** list, select appropriate account number.
2. From the **Source Account** list, select appropriate account number.
3. In the **Repayment Amount** field, enter the partial payment amount.
4. Click **Repay**.
   OR
   Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
   OR
   Click **Cancel** to cancel the transaction.
6. The success message appears, along with the reference number.
   Click **OK** to complete the transaction.

FAQs

Can I make a partial prepayment towards my loan?

Yes. you can prepay the loan partly or fully, at any stage, subject to pre-payment charges applicable as per your loan type.

6. Disbursement Inquiry

Disbursement of the loan amount depends on the type of loan product availed by the customer. Few of the loan products such as personal loan and auto loan have single disbursement policies. Certain loan products such as housing loan, education loan have multiple disbursement policies.

In case of multiple disbursements of loan product, customer needs to know the disbursement details of the loan account. This feature allows the customer to view the disbursement details such as disbursed amount, disbursal date and sanctioned amount. It helps the customer to analyze the current position of the loan account as to how much is disbursed and how much yet to be disbursed.

How to reach here:

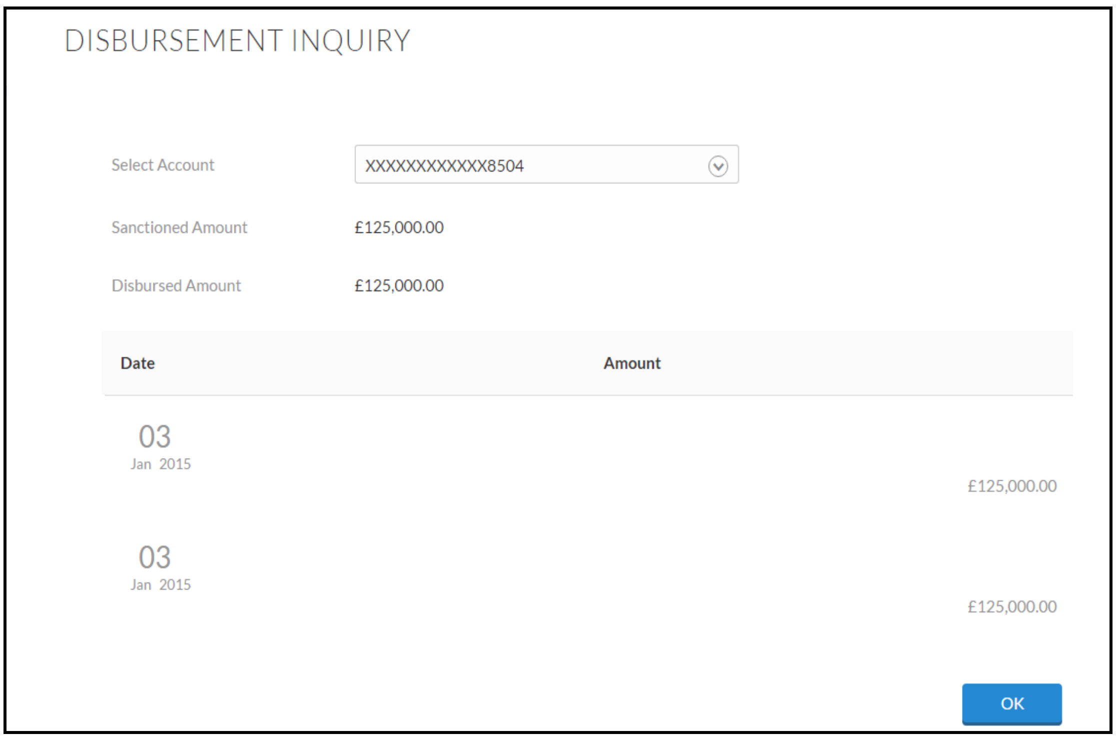
Maker Dashboard > Accounts > Loans > Disbursement Inquiry

OR

Maker Dashboard > Accounts > Loans > Overview > Quick Links > Disbursement Inquiry

To view disbursement details of a loan account:

Disbursement Details



Field Description

Field Name	Description
Select Account	Loan account number in masked format.
Sanctioned Amount	Sanctioned loan amount along with the currency.
Disbursed Amount	Disbursed loan amount along with the currency as on the date of inquiry.
Date	Disbursement date. Note: If there are multiple disbursements in the account, the last disbursement will be displayed first and others accordingly in that order. The last entry in this list should be of the first disbursement date.
Amount	Amount disbursed as on the respective disbursement dates.

1. From the **Select Account** list, select appropriate account number.
   The disbursement details appear on the screen.
2. Click **OK** to complete the transaction.

FAQs

Can I avail of a partial disbursement?

The loan amount would be disbursed at one go. An option for partial disbursement is not available.

7. Schedule Inquiry

Repayment schedule provides a repayment life cycle of the loan account. It provides the details of Interest, Principal, Charges, Installment amount and due date of the loan across the loan tenure.

It allows customers to know loan schedule with respect to repayment of the loan. Repayment schedule helps customers understand the frequency of repayment, the number of repayments, principal and interest part to be repaid in loan tenure.

How to reach here:

Dashboard > Accounts > Loans > Schedule Inquiry

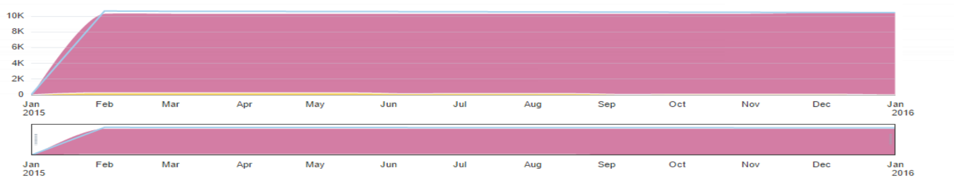
OR

Dashboard > Accounts > Loans > Overview > Quick Links > Schedule Inquiry

Schedule Inquiry

SCHEDULE INQUIRY

Select Account	XXXXXXXXXXXX8504
First Installment	03 Jan 2015
Last Installment	03 Jan 2016
Total Installments	13
Installments Paid	1
Amount Paid Till Date	£0.00



Date Range 03 Jan 2015 03 Jan 2016

Sr No.	Due Date	Principal	Interest	Charges	Installment	Unpaid Installment
1	03 Jan 2015	£0.00	£0.00	£1.00	£1.00	£0.00
2	03 Feb 2015	£8,653.40	£357.89	£0.00	£9,011.29	£9,011.29
3	03 Mar 2015	£10,363.49	£296.71	£0.00	£10,660.20	£10,660.20
4	03 Apr 2015	£10,366.05	£293.29	£0.00	£10,659.34	£10,659.34
5	03	£10,398.71	£249.75	£0.00	£10,648.46	£10,648.46
6	03 Jun 2015	£10,418.96	£222.75	£0.00	£10,641.71	£10,641.71
7	03 Jul 2015	£10,450.04	£181.31	£0.00	£10,631.35	£10,631.35
8	03 Aug 2015	£10,472.13	£151.85	£0.00	£10,623.98	£10,623.98
9	03 Sep 2015	£10,498.81	£116.28	£0.00	£10,615.09	£10,615.09
10	03 Oct 2015	£10,527.51	£78.01	£0.00	£10,605.52	£10,605.52

Page 1 of 2 (1-10 of 13 items) 1 2

OK

Field Description

Field Name	Description
Select Account	Loan account number in masked format.
First Installment	Date of first installment payment in the loan account.
Last Installment	Date of last installment payment in the loan account.
Total Installments	Total number of installments applicable for the loan account.
Installments Paid	Number of Installments paid till date for the loan account.
Amount Paid Till Date	Total amount paid till date for the loan account.
Date Range	Select the period for which installment details in the repayment schedule to be seen.
Sr No	Serial number of the transaction list.
Due Date	Date of scheduled installment payment.
Principal	Principal amount that is due corresponding to the installment date.
Interest	Interest amount that is due corresponding to the installment date.
Charges	Charge (fee) amount that is due corresponding to the installment date.
Installment	Total installment amount that is due corresponding to the installment date.
Unpaid Installment	Unpaid installment amount corresponding to the installment date.

To view the loan schedule:

1. From the **Select Account** list, select appropriate account number.
2. In the **Date Range** field, select the period for which installment details in the repayment schedule to be seen.
   Based on selected period, the set of installments in loan repayment schedule appears. To view next set of entries in **Loan Schedule** of the account, click here.
3. Click to download the transaction details in .pdf format. For more information click here.
   OR
   Click **OK** to complete the transaction.

FAQs

What is the repayment schedule like?

Repayment schedule will let you know the details of repayment for your loan tenure.

8. Statement Request

Customers should be able to keep track of transactions on their loan accounts. The account statement feature allows customer to view details of all transactions done in their loan accounts. Account statement displays all debit and credit entries along with the transaction amount and reference details.

Transaction filters will be provided for the customer to allow search based on certain criteria. A customer can search a transactions basis date range and transaction type (debit only, credit only or both).

Transaction details will be fetched online and displayed on screen. PDF Icon is provided to save the activities displayed on page in pdf format.

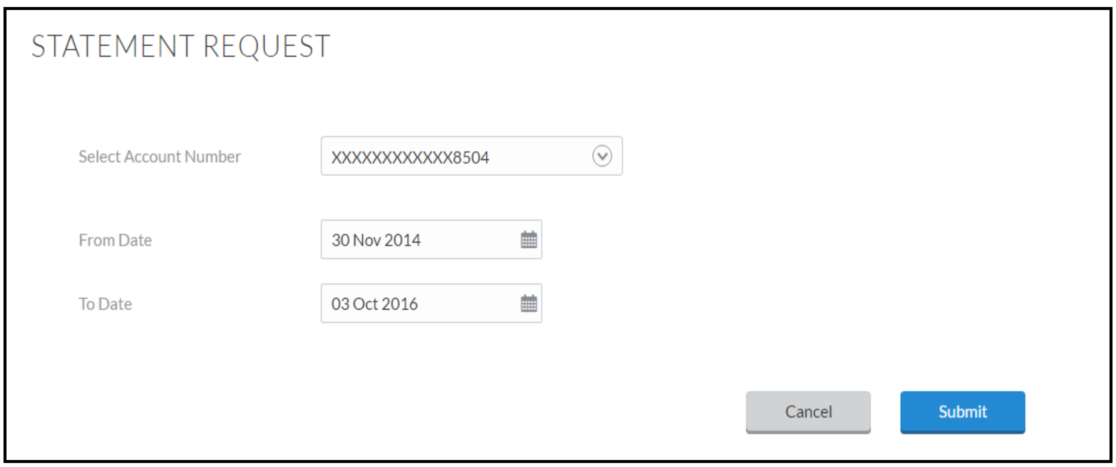
How to reach here:

Dashboard > Accounts > Loans > Statement Request

OR

Dashboard > Accounts > Loans > Overview > Quick Links > Statement Request

Request Statement



Field Description

Field Name	Description
Select Account Number	Loan account number in masked format.
From Date	Start date to view the transactions.
To Date	End date to view the transactions.

To request for the physical statement:

1. From the **Select Account** list, select appropriate account number.
2. From the **From Date** and **To Date** list, select the appropriate date range.

3. Click **Submit**.
   OR
   Click **Cancel** to cancel the transaction.
4. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Edit**, if you want to change the request parameters.
5. The list of transactions based on the search criteria appears. Click **OK**, to complete the transactions.

Field Description

Field Name	Description
Result	
Transaction Date	Transaction date of the transaction.
Description	Short description of the transaction.
Reference Number	Transaction reference number.
Transaction Amount	Transaction amount.

6. Click to download the transaction details in .pdf format. For more information click here.

Note: For more information on sorting records, click here.

FAQs

How does the loan account holder keep informed of the transactions activities in the account?

You can avail the statement on adhoc request to the bank to get the details of the transactions made in account.

What information the loan statement provides?

The repayment track record i.e. the details of the repayment of loan towards interest, principle and outstanding principle for each and every month along with the other details i.e. part payment, other levied charges .

9. Loan Calculator

Using this option, you can view an indicative estimate by specifying the total loan amount, interest rate and frequency of loan. You can also compute the total amount that you are eligible for a loan.

It requires a lot of market research before taking a decision to apply for a loan. Loan eligibility calculator plays an important role to help customer understand their current position with respect to their financial position. Loan eligibility calculator enables customer to understand their loan eligibility, considering interest rate and tenure of the loan.

Loan calculation is done by application and displayed to the customer.

Below two types of calculators are available to the user:

- Loan Installment Calculator
- Loan Eligibility Calculator

How to reach here:

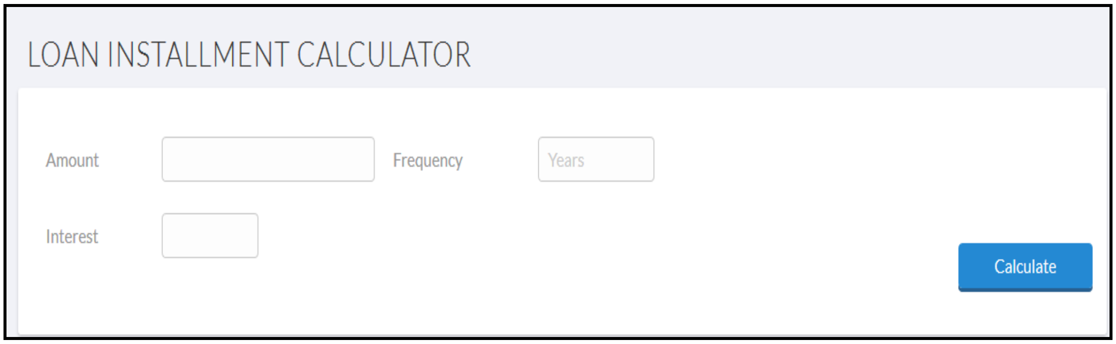
Overview > Loan Installment Calculator

9.1.1 Loan Installment Calculator

Loan installment calculator is a simple calculator which calculates the installment value of the loan for specific tenure and rate of interest. It helps customers determine the loan borrowing based on the repayment capacity of the loan. This calculator does not define the eligibility of the customer for borrowing the loan. It only provides the repayment value of a loan for specific tenure.

Using this option, you can view an indicative estimate of the monthly installment for the loan required.

Loan Installment Calculator



Field Description

Field Name	Description
Amount	Loan amount that you want to apply from the bank.
Frequency	Frequency of the loan installment.
Interest	Interest rate that bank will charge on the applied loan.
Installment Amount	Calculated monthly installment for the loan required against the Loan amount, Interest rate, and the loan tenure.

1. In the **Amount** field, enter the loan amount.
2. In the **Frequency** field, enter the appropriate frequency value.
3. In the **Interest** field, enter the interest rate.
   Calculates and displays the monthly installment for the loan required.

9.1.2 Loan Eligibility Calculator

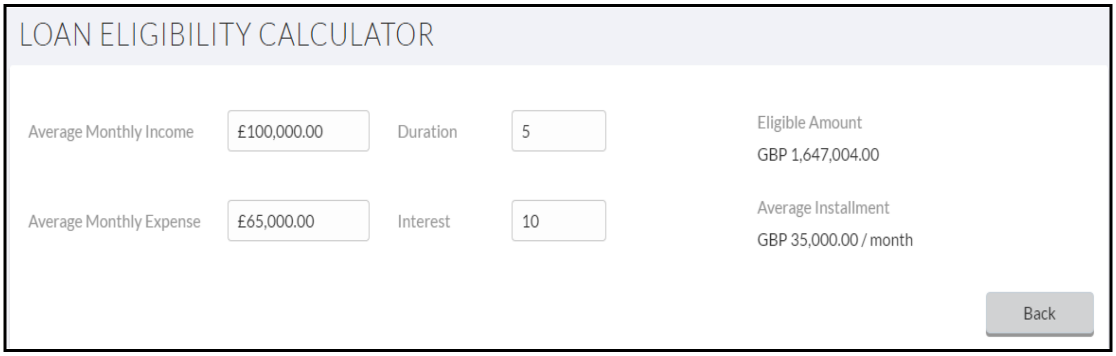
It requires a lot of market research before taking a decision to apply for a loan. Loan eligibility calculator plays an important role to help customer understand their current position with respect to their financial position. Loan eligibility calculator enables customer to understand their loan eligibility, considering their average monthly income and expenditure. It computes the loan amount and repayment amount based on income, expense, interest rate and tenure of the loan.

Loan calculation is done by application and displayed to the customer.

The eligibility is calculated on the basis of:

- Average Monthly Income
- Tenure for the loan being inquired
- Average Monthly Expenses
- Estimated rate of interest

Loan Eligibility



Field Description

Field Name	Description
Average Monthly Income	Monthly income of the user.
Average Monthly Expenses	Monthly expenses of the user.
Duration	Tenure of loan in terms of years.
Interest	Interest rate for which the eligibility is to be calculated.
Eligible Amount	Eligible loan amount.
Average Installment	Displays the estimated monthly installment amount.

1. In the **Average Monthly Income** field, enter your monthly income.
2. In the **Average Monthly Expenses** field, enter your monthly expenses.
3. In the **Duration** (in Years) field; enter the loan tenure of loan.
4. In the **Interest** field, enter the rate of interest.
   Calculates and displays the eligible loan amount and the EMI amount.

FAQs

Can I apply for a loan jointly?

Yes, you can jointly apply for a loan with spouse or other associate.

How can I enhance my loan eligibility?

You can enhance your loan eligibility by combining the income of spouse.

10. Common Screens

The common procedure to be followed for below option:

(**Download / Save**)

The transaction log generated by host system on periodic basis will be available to the user to download.

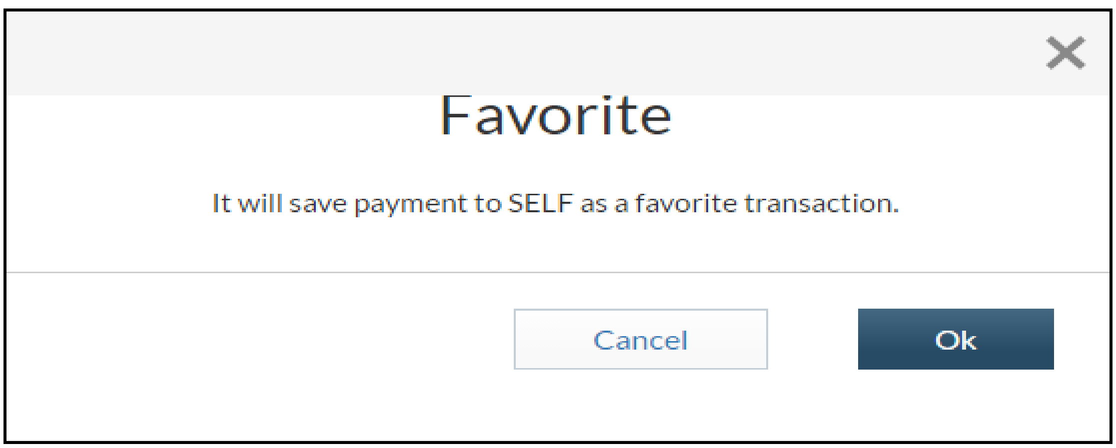
1. Click .
2. Select the file format for downloading.
3. Select the target location.
4. Enter the file name.
5. Click **Save** to download the data.

(**Favorites**)

Save the transaction as favorite for frequently used transaction.

1. Click to mark the transaction as favorite.
2. Click **OK**.

Set as Favorite



(**Repeat Transaction**)

Allows to repeat the transaction.

(**PDF**)

Allows to save the transaction log in .pdf format.

(**Email**

Allow user to mail the transaction search result using default mail configured.

To sort the Records

3. Click to download the list in PDF, XLS, QIF, OFX and MT940 formats.
4. From the Page list, select the required page number of the transactions list.
5. Click to sort records in ascending or descending order.
6. Click to view the first page of the transaction record list.
   OR
   Click to view the previous page of the transaction record list.
   OR
   Click to view the next page of the transaction record list.
   OR
   Click to view the last page of the transaction record list.