Oracle Banking Digital Experience

Retail Term Deposit User Manual
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ORACLE®

Retail Term Deposit 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.

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 and theme.

- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

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. Term Deposit

As the name suggests, Term Deposit is a type of saving where the money is invested for a fixed period of time on which a fixed amount of interest is earned. Unlike regular saving account, interest earned in term deposit is higher. However, the deposit amount is blocked for a specific period, which cannot be withdrawn till completion of this period. The longer the deposit period, the more interest earns.

Customers are more interested to save money and want their money to earn for them. Thus, they opt for term deposit as a safe and secure mode to earn extra money from the money in hand. Term deposit is a more systematic investment for a customer over a period of time.

3. Dashboard

Term deposits can be accessed via Deposit Dashboard in the application. The Dashboard allows the user to manage the deposit effectively and efficiently. It provides a complete view of the term deposit(s) for active as well as closed term deposits.

Dashboard for term deposit gives a holistic view of all term deposit held by the customer. Term deposit dashboard helps customer to access any of the term deposit feature start from applying for a new term deposit till viewing of closed term deposit details.

Below are the components of the term deposit dashboard:

- Summary
- Active Deposit Accounts
- Mini Statements
- Closed Deposits
- Apply for new term deposit
- Deposit Calculator

Dashboard

TERM DEPOSITS

SUMMARY

42 Term Deposits

Total Investment
£282,865.00

Total Current Balance
£282,865.00

Total Maturity Amount
£300,478.93

NEW DEPOSIT
Apply for New Term Deposits

Ramesh
TD without topup
XXXXXXXXXXXX2088
@15.00% | Maturing 25 Jan 2016

Current Balance
£2,200.00

Ramesh
TD without topup
XXXXXXXXXXXX7189
@15.00% | Maturing 25 Jan 2016

Current Balance
£1,000.00

Mahesh
TD without topup
XXXXXXXXXXXX0831
@0.00% | Maturing 06 Jun 2016

Current Balance
$1,202.00

CLOSED DEPOSITS
5 Deposits
VIEW ALL

MINI STATEMENT

XXXXXXXXXXXX0030

11 Mar 2014
£1,000.00 Dr

11 Mar 2014
NEW DEPOSIT
£3,200.00 Cr

MORE DETAILS

DEPOSIT CALCULATOR

Dashboard Overview

Deposit Account Card

It displays the details like:

- Customer Name: Name of the customer name holding the deposit account.

- Product name: Name of the deposit product.

- Deposit account number: Deposit account number in a predefined format.

- Joint account holder indicator: Indicator to represent that the deposit account is opened in a joint mode.

- Interest Rate : Rate of interest applicable for the term deposit

- Maturity date

- Current balance

Mini Statement

It displays the latest transactions performed on the term deposit. You can also view the detailed statement.

The mini statement includes:

- Date

- Description of the transaction

- Amount (with currency)

- Debit or credit indicator

New Deposit

Click this section to apply for a new deposit account.

Summary

This card displays the summary like:

- Total Investment: Sum of Current Principal Amount of all active Term Deposits.

- Total Current Balance: Sum of Current Principal Balance of all active Term Deposits.

Closed Deposits

It displays the total number of closed term deposits. Click this section to view details of all closed term deposit accounts.

Deposit Calculator

It displays the deposit calculator to calculate the interest on total value of deposit at maturity. Click this section to access the term deposit calculator.

FAQs

Can I see a summary of all my term deposit accounts?

Yes, a detailed listing of all your term deposits can be viewed from 'Term Deposit Dashboard- Summary Section'.

4. New Deposit

The new deposit helps the user to open a new term deposit. User can view various term deposit offerings and its features before opening a term deposit.

Process for opening a new term deposit is simple, fast and secure. User details are pre-populated (for existing users) in while opening a new term deposit. User can open a term deposit with the sole owner or in a joint mode.

While opening a new term deposit, users can;

- Open a TD account in a joint mode (by specifying joint account holder – maximum 2 joint account holders permitted)

- Select the best suitable Term Deposit

- View the deposit interest rates for the selected TD

- Open a TD in a desired currency

- Either select the maturity date or specify maturity period

- Check the estimated maturity amount

- Select the desired source account to fund the term deposit

- Specify the maturity instruction and the payout instruction

How to reach here:

Term Deposit Dashboard > New Deposit

New Deposit

Field Description

Field Name	Description

Holding Details

Field Name	Description
Select Holding Pattern	Defines whether the ownership of the term deposit account will be single or joint. The options are: • Single • Joint
Primary Account Holder	Name of the user who is logged-in.
Joint Account Holder 1	Name of the joint account holder. This field appears if you select **Joint** option.
Joint Account Holder 2	Option to add customer id of joint account holder 1
Deposit Details	
Select Product	Term deposit products available. Only registered products are available for selection.
Currency	Currency of the deposit. This field appears as a label (instead of List for selection) in case the deposit product supports single currency.
Deposit Amount	Principal amount of the term deposit to be opened.
Minimum Amount **Maximum Amount**	Minimum and maximum amount of the term deposit. This field appears if the term deposit product supports this feature.
Deposit Tenure	Deposit tenure of the product, either deposit period or maturity date. The options are: • Tenure • Date
Years	Years of the deposit tenure. This field appears if you select the Tenure option in the Deposit Tenure field.
Months	Months of the deposit tenure. This field appears if you select the Tenure option in the Deposit Tenure field.

Field Name	Description
Days	Days of the deposit tenure.
	This field appears if you select Tenure option from the Deposit Tenure field.
Date	Maturity date of the deposit.
	This field appears if you select Date option from the Deposit Tenure field.
Minimum Deposit Period	Minimum tenure for which deposit account can be opened.
Maximum Deposit Period	Maximum tenure for which deposit account can be opened.
Maturity Amount	Calculated maturity amount as per selected parameters.
Interest Rate	Interest Rate applicable for the deposit product.
Source Account	Account to be debited in order to open the term deposit.
Balance	Current balance of the selected source account.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.
Maturity Instructions	Maturity instructions to be set by the user for the deposit account.
	The options can be:
	• Close on maturity (No Rollover)
	• Renew Interest And Principal
	• Renew Principal and Pay Out the Interest
	• Renew Interest and Pay Out the Principal
	• Renew Special Amount and Pay Out the remaining amount
Rollover Amount	Special amount be rolled over.
	This field appears if you select Renew Special Amount and Payout the Remaining Amount option from the Maturity Instruction list.

Field Name	Description

Pay To	Account transfer options.
	The options are:
	
	    • Own accounts
	    • Internal Bank Account
	    • Domestic Bank Account
	
	This field does not appear, if you select **Renew Interest And Principal** option from the **Maturity Instructions** list.

Own Account

This section appears for **Own Account**.

Transfer Account	Account number to which the funds will be transferred.

Below fields appear after selecting the **Transfer Account**.

Account Name	Beneficiary name of the term deposit.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Bank Account

This section appears for **Internal Account**.

Account Number	Account Number to which the funds will be transferred.
Branch	The list of branches of the home bank for selection.
Branch Address	Address of the selected branch.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Beneficiary Name	Name of the beneficiary to whom funds are to be transferred.
Account Number	Account number to which the funds will be transferred.

Field Name	Description
Network Type	Applicable domestic clearing networks. The options can be: • NEFT • RTGS • IMPS
Bank Code	Bank code of the destination account.
Look Up Bank Code	Search option to look for bank code of the destination account.

Below fields appear after entering/ searching the **Bank Code**.

Field Name	Description
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

To open a new term deposit:

1. In the **Select Holding Pattern** field, select the appropriate option.
2. From the **Select Product** list, select the appropriate option.
3. From the **Currency** list, select the appropriate type of currency.
4. In the **Deposit Amount** field, enter the deposit amount.
5. In the **Deposit Tenure** field, click the appropriate button.
   a. If you select the **Tenure** option:
      i. In the **Years**, **Months** and **Days** field enter the appropriate values.
   b. If you option the **Date** option:
      i. From the Date list, select the appropriate date.
6. To view the revised details after maturity, click the **Calculate Maturity** link.
7. From the **Source Account** list, select the appropriate option.
8. Enter the maturity details. For more information, see **Edit Maturity Details** transaction.
9. Click **Create**.
   OR
   Click **Cancel** to cancel the transaction.
10. The **Review** screen appears. Verify the details and click **Confirm**.
    OR
    Click **Cancel** to cancel the transaction.

11. The success message of opening a new term deposit along with the reference number appears. Click **Done** to complete the transaction.

FAQs

How does a term deposit work?

A term deposit offers a fixed interest rate for a fixed term. Interest rates differ from time to time, as they depend on the term, the amount of the deposit and the interest payment frequency.
A term deposit helps you to earn more interest income while providing you with ready funds, as and when required.

When will I start earning interest on my term deposit?

You will begin to earn interest from the day your term deposit is opened with the bank and an initial deposit is made.

When will I receive interest?

You can provide specific interest payout instruction when you open a term deposit. Interest is calculated daily and paid at maturity or at specified interest payout frequencies such as Monthly, Quarterly, Six Monthly, Annually with a final interest payment at maturity (if required).

Can I open a term deposit in joint names?

Yes, it is possible to open the term deposit with up to two joint holders.

5. Deposit Details

Using this option, the user can view the complete details of term deposit. Term deposit products also support features like Top-up term deposit and/ or Redeem term deposit. The user can thus, Top-up an existing term deposit or Redeem a term deposit.

The key details shown as part of term deposit details are:

- Holding pattern
    - Single / Joint
- Term deposit details
    - Principal amount
    - Interest rate
    - Current principal amount
    - Hold amount
    - Deposit date
    - Deposit term
    - Deposit certificate number
- Maturity details
    - Maturity date
    - Maturity amount
    - Maturity instructions
    - Payout instructions

How to reach here:

Term Deposit Dashboard > Deposit Details

Deposit Details

Field Description

Field Name	Description
Primary Customer	Name of the primary user.

Field Name	Description
Account Number	Term deposit account number in the masked format.
Holding Details	
Customer ID	Customer ID of the primary user.
Holding Pattern	Holding pattern selected for the term deposit.
	For example:
	• For single owner - Single
	• For joint ownership - Joint or multiple
Joint Account Holder	Name of the joint account holder.
	This field appears only if the TD is opened in a Joint mode.
	Note: In case of multiple joint holders, all joint account holder names will be displayed separated with a comma.
Account Details	
Status	Status of the term deposit account.
	Status could be:
	• Active
	• Inactive
	• Dormant
Original Principal Amount	Original principal amount at the time of opening of term deposit account.
Interest Rate	Rate of interest applicable for the term deposit.
Current Principal Amount	Current principal amount that is the revised principal amount after top-up / partial redemption.
Hold Amount	Hold amount for the term deposit as maintained at the host.
	This field does not appear for Closed Deposit.
Deposit Date	Date on which the amount is deposited for deposit.
Value Date	Value date of the deposit as maintained by the host.

Field Name	Description
Deposit Term	Term of deposit in years, months and days for the respective product (as maintained by the host).
	The deposit term appears, if value is one or more than one for each of years/ months/ days for example: 5 Years, 4 Months, 10 Days.
Deposit Certificate Number	Unique number as assigned by the host for the respective term deposit.
Deposit Branch	Deposit branch address details.
Maturity Details	
Maturity Date	Maturity instructions set for the selected TD account
Maturity Amount	Maturity amount of the term deposit.
Maturity Instructions	Maturity instructions set by the user for the selected TD account at the time of opening a TD.
	The options can be:
	• Close on Maturity (No Rollover)
	• Renew Principal And Interest
	• Renew Principal and Pay Out the Interest
	• Renew Interest and Pay Out the Principal
	• Renew Special Amount and Pay Out the remaining amount
Special Amount	Special amount to be rolled over.
	This field appears if you select Renew Special Amount and Payout the Remaining Amount option from the Maturity Instruction list.
Pay to	Account transfer options.
	The options are:
	• Own accounts
	• Internal Bank Account
	• Domestic Bank Account
	This field does not appear, if you select Renew Principal and Interest option from the Maturity Instructions list.

Own Account

This section appears for **Own Account**.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account Number to which the funds will be transferred.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Bank Account

This section appears for **Internal Bank Account**.

Field Name	Description
Account Number	Account Number to which the funds will be transferred.
Branch	The list of branches of the home bank for selection.
Branch Address	Address of the selected branch.

Domestic Bank Account

This section appears for **Domestic Bank Accoun**t.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account number to which the funds will be transferred.
Domestic Network Type	Applicable domestic clearing networks.
Bank Code	Destination Account's bank code.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

You can also perform following actions:

- To modify the maturity instruction, click Edit.
- To top-up (add additional amount) the deposit, click Top-up.
- To redeem the term deposit, click **Redeem**.

FAQs

Can I modify the term deposit details?

Yes, you can modify the maturity instruction and also top up your term deposit from the deposit details screen.

Is Term Deposit transferable?

No, Term Deposit is non- transferable.

6. Edit Maturity Instruction

User may change his mind and may want to change the maturity instruction at any point. Doing so would have been more tiresome if the user was asked to visit the branch. Also, changing the maturity instruction may result to change in payout instruction.

Using this option, user can change the maturity instruction at any point in time. With simplified approach, customer can change and set the new maturity instruction as the need may be.

Users can use any of the below maturity instruction;

- Close on Maturity (No Rollover)

- Renew Principal and Interest

- Renew Principal and Pay Out the Interest

- Renew Interest and Pay Out the Principal

- Renew Special Amount and Pay Out the remaining amount

Along with maturity instruction, customer can even update the payout instruction. Customer even has option to settle maturity amount (or any maturity value – principal, interest or any special amount) into the desired account. It can be customer's own account, any internal account or any domestic account.

How to reach here:

Term Deposit Dashboard > Deposit Details > Edit Maturity Details

Edit Maturity Details

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	Account number of the term deposit in the masked format.
Maturity Instruction	Maturity instructions to be set by the user for the selected deposit account. The options can be: • Close on Maturity (No Rollover) • Renew Interest And Principal • Renew Principal and Pay Out the Interest • Renew Interest and Pay Out the Principal • Renew Special Amount and Pay Out the remaining amount
Roll Over Amount	Special amount be rolled over. This field appears if you select Renew Special Amount and Pay Out the Remaining Amount option from the Maturity Instruction list.
Pay To	Account transfer options. The options are: • Own accounts • Internal Account • Domestic Bank Account This field does not appear, if you select Renew Principal and Interest option from the Maturity Instructions list.

Own Account

This section appears for **Own Account**.

Field Name	Description
Transfer Account	Account number to which the funds are to be transferred.

Below fields appear after selecting the **Transfer Account**.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.

Field Name	Description
City	City of the beneficiary bank.

Internal Bank Account

This section appears for **Internal Account**.

Account Number	Account number to which the funds are to be transferred.
Branch	The list of branches of the home bank for selection.
Branch Address	Address of the selected branch.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Account Number	Account number to which the funds are to be transferred.
Account Name	Name of the account to which funds is to be transferred.
Network Type	Applicable domestic clearing networks. The options can be:

- NEFT
- RTGS
- IMPS

Bank Code	Bank code of the destination account.
Look Up Bank Code	Search option to look for bank code of the destination account.

Below fields appear after entering the **Bank Code**.

Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

To edit the maturity details:

1. From the **Maturity Instructions** list, select the appropriate option, if you select **Close on Maturity (No Rollover)** or **Renew Principal and Pay Out the Interest** option:

      a. From the **Pay To** list, select the appropriate option, if you select **Own Account** option:

         i. From the **Transfer Account** list, select the appropriate option.

      b. If you select **Internal Bank Account** option:

         i. In the **Account Number** field, enter the account number of the beneficiary.

         ii. From the **Branch** list, select the appropriate option.

      c. If you select **Domestic Bank Account** option:

         i. In the **Account Number** field, enter the account number of the beneficiary.

         ii. In the **Account Name** field, enter the account name of the beneficiary.

         iii. In the **Network Type** list, select the appropriate option.

         iv. In the **Bank Code** field, enter the bank code and click **Submit**.
OR
From the **Look Up Bank Code** link, select the appropriate bank code.

2. If you select **Renew Special Amount and Payout the Remaining Amo**unt option from the **Maturity Instruction** list.

      a. In the **Roll Over Amount** field, enter the amount.

      b. Repeat steps 1, a to c

3. To save the changes, click **Save**.
OR
Click **Cancel** to cancel the transaction.

4. The **Review** screen appears. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.

5. The success message appears. Click **Done** to complete the transaction.

FAQs

What happens to my term deposit at maturity?

Your current term deposit will automatically be reinvested into a new term deposit, for the same term and interest payment frequency. The interest rate applicable will be as per the prevalent rates on the maturity date.
If the funds are to be withdrawn at maturity, you can provide the details of the account to which the maturity proceeds are to be credited.

What amendments can be done on a term deposit once it is opened?

It is possible to top up the term deposit based on the term deposit product.
It is also possible to amend the maturity instructions

7. Top up

User is always willing to save any surplus income received. Opening a term deposit for every small surplus amount is not the solution.

The application allows a user to re-invest the surplus amount into an existing term deposit. User can top-up an existing term deposit with the desired and permissible top-up amount.

The application not only provides the current investment position on the term deposit, but also has provision to calculate the revised maturity amount, interest rate and total investment before top-up confirmation. User can fund the top-up using any of his source account own in the bank.

The application also helps the User regarding the top-up amount supported by the term deposit product.

How to reach here:

Term Deposit Dashboard > Deposit Details > Top Up

Top Up

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	Account number of the term deposit for which top-up is to be done.

Field Name	Description
Current Balance	Current principal amount that is the revised principal amount after top-up done.
Top-up Amount	Top-up amount to be appended on the term deposit opened.
Maximum Deposit amount applicable for Top-up	Maximum deposit amount supported for the term deposit product.
Top up amount in Multiple of (X amount with currency)	Denomination supported for top-up.
Revised Principal Amount	Calculated principal amount (as per interest rate) as on current date after top-up done.
Revised Maturity Amount	Calculated maturity amount after top-up done.
Revised Interest Rate	Interest rate applicable after top-up done.
Source Account	Saving account mapped to the user. The user can select the account to be debited in order to top-up term deposit.
Source Account Balance	Account balance of the selected source account.

To top-up the term deposit:

1. In the **Top-up Amount** field, enter the top-up amount.

2. From the **Source Account** list, select the appropriate option.

3. To add the top-up amount, click **Top Up**.
   OR
   To calculate the revised principal amount and maturity amount, click **Calculate Maturity**.
   OR
   Click **Reset** to clear and re-enter the top-up amount.
   OR
   Click **Cancel** to cancel the transaction.

4. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Cancel** to cancel the transaction.

5. The success message along with the reference number appears. Click **Done** to complete the transaction.

__FAQs__

How does top-up of term deposit work?

If the term deposit product has a facility for top up, then an option will be provided to add funds into the term deposit. You can also check the revised maturity amount after the top up.

8. Redeem

User's needs may change over a period of time. Saving / investments are the primary source of income for a user in case of emergency. Provision to liquidate the savings and raise funds to handle the situation becomes important for the user.

Using this option user can redeem term deposit and raise funds. The application provides a clear picture of the current position of the term deposit and net available balance that can be withdrawn by the user.

User can use any of the below payout options to redeem a term deposit;

*   Transfer to own account

*   Transfer to internal account

*   Transfer to a domestic account

This option allows Partial as well as Full redemption of the term deposit.

How to reach here:

Term Deposit Dashboard > Deposit Details > Redeem

Redeem

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	Account number of the term deposit for which redemption is to be done.
Redemption Details	
Redeemable Amount	Total redeemable amount before redemption.
Redemption Type	Type of redemption for user to select.
	The options are:
	• Partial
	• Full
Redemption Amount	Amount along with the currency to be redeemed in case of partial redemption.
	This field appears, if you click **Partial** button in the **Redemption Type** field.
Charges/ Penalty	Charges/ penalty if the user is about to redeem (i.e. before redemption).
Final Redemption Amount	Final redeemable amount before redemption.
Payout Details	
Pay To	Account transfer options.
	The options are:
	• Own accounts
	• Internal Bank Account
	• Domestic Bank Account
	This field does not appear, if you select **Renew Principal and Interest option** from the **Maturity Instructions** list.
Own Account	
This section appears for **Own Account**.	
Transfer Account	Account Number to which the funds are to be transferred.
Below fields appear after selecting the **Transfer Account**.	

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Account

This section appears for **Internal Account**.

Field Name	Description
Account Number	Account Number to which the funds are to be transferred.
Branch	The list of branches of the home bank for selection.
Branch Address	Address of the selected branch.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Field Name	Description
Account Number	Account number to which the funds are to be transferred.
Account Name	Name of the beneficiary to whom funds is to be transferred.
Network Type	Applicable domestic clearing networks. The options can be: • NEFT • RTGS • IMPS
Bank Code	Bank code of the destination account.
Look Up Bank Code	Search option to look for bank code of the destination account.

Below fields appear after entering the **Bank Code**.

Field Name	Description
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

To redeem the term deposit:

1. From the **Redemption Type** list, select the appropriate option.

   a. If you select **Partial** option:

      i. In the **Redemption Amount** field, enter the redemption amount.

   b. If you select **Full** option go to step 2.

2. From the **Pay To** list, select the appropriate option.

   a. if you select **Own Account** option:

      i. From the **Transfer Account** list, select the appropriate option.

   b. If you select **Internal Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

      ii. From the **Branch** list, select the appropriate option.

   c. If you select **Domestic Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

      ii. In the **Account Name** field, enter the account name of the beneficiary.

      iii. From the **Network Type** list, select the appropriate option.

      iv. In the **Bank Code** field, enter the bank code, and click **Submit**.
      OR
      From the **Look Up Bank Code** link, select the appropriate bank code.

3. To redeem the deposit, click **Redeem**.
   OR
   Click **Cancel** to cancel the transaction.

4. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Cancel** to cancel the transaction.

5. The success message appears. Click **Done** to complete the transaction.

FAQs

Can I redeem the term deposit before the maturity date?

Yes, it is possible to redeem the term deposit before the maturity date.

Will I have to pay any penalty to withdraw the deposit before its time?

Yes, if you withdraw your term deposit before the maturity date, the bank will pay you a lower interest rate.

Can I get loan against my term deposit?

Yes, you can apply for loan against your term deposit instead of breaking it.

Are partial redemption allowed from my term deposit?

Yes, depending on the term deposit product type, partial redemption is allowed.

Can the maturity amount be credited into my account held with another bank?

Yes, it is possible to setup instructions for crediting the maturity amount into another bank account.

9. Statement

Statement of any account plays an important role for users to know the current position and manage the account effectively. User can view a brief summary of last few transactions on the deposit dashboard for the selected term deposit account. User can select any deposit account to view its last few transactions on the dashboard.

Using this option, user can view the complete statement for the desired term deposit account. All transactions on the TD account are shown in chronological order of the activity performed.

User can use the below filters to narrow the search the result.

- Transaction period
- Date range
- Transaction type
- Debits transactions
- Credit transactions
- Debit and Credit transactions

User can also sort the result basis transaction date or transaction amount. The user can also save the result as well as request for a physical statement of the selected term deposit account.

How to reach here:

Term Deposit Dashboard > Mini Statement > Statement

Statement

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	The term deposit account number for which account activity has been displayed.
Filter section	
Transaction Period	Filters to view the transactions of a particular period. The options are: • Current Period • Previous Month • Previous Quarter • Select Date Range
From / To	Option to view transactions for the selected period. This field appears if you select the **Date Range** option from the first filter.
Transaction Description	Filters to view the transactions based on description. The options are: • All • Debits Only • Credits Only
Results	
Transaction Date	Date on which the activity was performed.
Description	Short description of the transaction.
Reference Number	The host reference number for the transaction.
Amount	Transaction amount along with the debit or credit indicator.

To view the account statement:

1. From the **Account Number** list, select the appropriate account of which you want to view the statement.

2. To view the deposit statements within the specific period, select the appropriate option from the first filter.
   OR
   Click the other filter to view the transactions based on transaction type.

3.   Click [icon] to download the transaction details in .pdf format.

4.   To request for adhoc statement, click [icon].

10. Closed Deposits

Closed term deposits are either due to maturity date is achieved or the user has completely redeemed the deposit amount. In either of the case, the customer may want to view the closed term deposits for reference.

Using this option user can easily access all the closed term deposits from the term deposit dashboard. User can view the details of closed term deposits. Some of the key details shown as part of closed term deposit details are;

- Holding pattern
    - Single / Joint
- Term deposit details
    - Original Principal amount
    - Interest rate
    - Deposit date
    - Deposit term
    - Deposit certificate number
- Maturity details
    - Maturity date
    - Maturity amount
    - Tax + Penalty/ Other charges
    - Net Credit amount
    - Maturity instructions
    - Payout instructions

How to reach here:

Term Deposit Dashboard > Closed Deposits Card

Closed Deposit Card
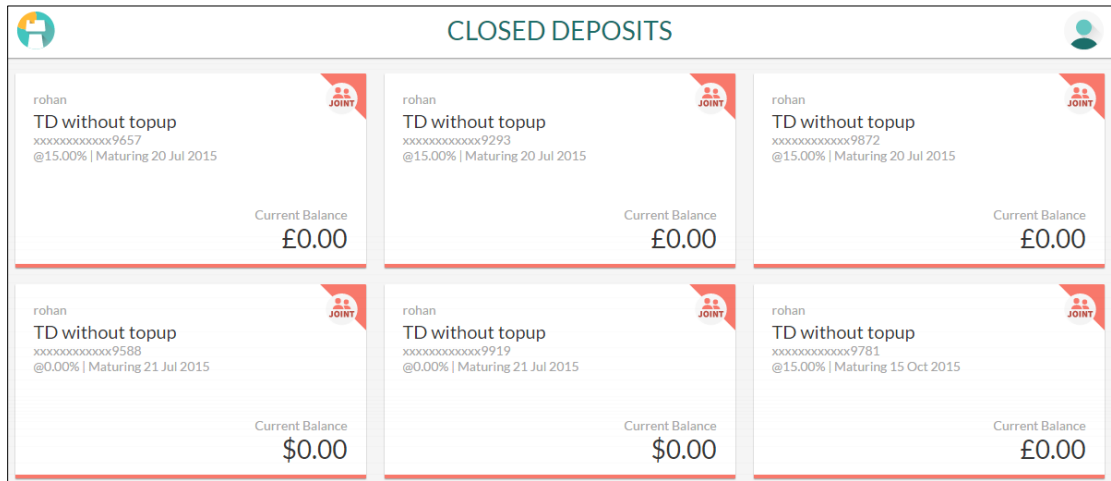
Field Description

Field Name	Description
Customer Name	Name of the primary account holder in the account **Note**: If the account is a joint account, it displays the primary account holder name along with joint account indicator.
Product / Offer Name	Name of the product / offer under which the account was opened.
Account Number	Deposit account number in a predefined format.
Interest Rate	Rate of interest applicable for the term deposit.
Maturity Date	Maturity instructions set for the selected term deposit account
Net Balance	Balance as on closing of Term Deposit.

To view the closed deposit details:

1. Click the particular closed deposit account card. The **Closed Deposit Details** screen appears.

Closed Deposit Details

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	Term deposit account number in the masked format.
Holding Details	

Field Name	Description
Customer ID	Customer Id of the primary user.
Holding Pattern	Holding pattern selected for the term deposit. For example: • For single owner - Single • For joint ownership - Joint or multiple
Joint Account Holder	Name of the joint account holder. This field appears if the TD is opened in a Joint mode. **Note**: In case of multiple joint holders, all joint account holder names will be displayed separated with a comma.
Account Details	
Status	Status of the term deposit account. Displays the status as **Closed**.
Original Principal Amount	Original principal amount at the time of opening of term deposit account.
Interest Rate	Rate of interest applicable for the term deposit.
Deposit Date	Date on which the amount is deposited for deposit.
Value Date	Value date of the deposit.
Deposit Term	Term of deposit in years, months and days for the respective product. The deposit term appears, if value is one or more than one for each of years/ months/ days for example: 5 Years, 4 Months, 10 Days.
Deposit Certificate Number	Unique number as assigned by the host for the respective term deposit.
Deposit Branch	Deposit branch address details.
Maturity Details	
Maturity Date	Maturity instructions set for the selected term deposit account
Maturity Amount	Maturity amount of the term deposit.
Tax + Penalty/ other Charges	Tax or any Penalty/ charge applied on term deposit at the time of Term Deposit closure.

Field Name	Description
Net Credit Account	Net Credit amount at the time of Term Deposit closure.
Maturity Instructions	Maturity instructions set by the user for the selected TD account at the time of opening a TD. The options can be: • Close on Maturity (No Rollover) • Renew Principal And Interest • Renew Principal and Pay Out the Interest • Renew Special Amount and Pay Out the remaining amount
Special Amount	Special amount to be rolled over. This field appears if you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.
Pay to	Account transfer options. The options are: • Own accounts • Internal Bank Account • Domestic Bank Account This field does not appear, if you select **Renew Principal and Interest** option from the **Maturity Instructions** list.

Own Account

This section appears for **Own Account**.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account number to which the funds will be transferred.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

Internal Bank Account

This section appears for **Internal Bank Account**.

Field Name	Description
Account Number	Account number to which the funds will be transferred.

Field Name	Description
Branch	The list of branches of the home bank for selection.
Branch Address	Address of the selected branch.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account number to which the funds will be transferred.
Bank Code	Destination account's bank code.
Bank Name	Name of the beneficiary bank.
Bank Address	Address of the beneficiary bank.
City	City of the beneficiary bank.

11. Deposit Calculator

The Term Deposit calculator gives an indication to the user about the interest which will be earned and total value of deposit at maturity if a particular amount is invested at the bank over a fixed period of time. It calculates the total amount of the term deposit at the end of maturity. The User can compare different products to choose which suits best to them for opening a term deposit with the bank.

How to reach here:

Term Deposit Dashboard > Deposit Calculator

Deposit Calculator

Field Description

Field Name	Description
Make your money grow	
How Much	Total deposit principal amount with default currency.
Years/ Months / Days	Option to specify tenure in terms of Years / Months / Days.
Interest	Interest rate for which the total amount is to be calculated.

To calculate deposit value at maturity:

1. In the **How Much** field, enter the deposit amount.

2. In the **Years/ Months / Days** fields, enter the relevant information.

3. In the **@ Interest** field, enter the rate of interest.
The Deposit Value at maturity appears.