Oracle Banking Digital Experience

Islamic Banking – Retail Term Deposit User Manual

Release 17.1.0.0.0

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ORACLE®

Islamic Banking – Retail Term Deposit User Manual

March 2017

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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 17.1.0.0.0, refer to the following documents:

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

2. Islamic Banking

Although Islamic banking may seem similar to conventional banking, the two differ conceptually. One key difference is that in conventional banking, banks earn their money by charging interest and fees for services, whereas in Islamic banking, banks earn their money by profit and loss sharing, trading, leasing, charging fees for services rendered, etc. The OBDX retail banking modules cater to Islamic accounts as well. Customers of an Islamic bank, can view the account details, transfer money, make payments, open or redeem a TD, etc. using the portal

A customer can either have only Islamic accounts or only conventional accounts or a mix of both types of accounts. The portal caters to each case. If the customer has both conventional TD accounts and Islamic TD accounts under the same ID and password, he will have a consolidated view of all accounts on logging. A tab to toggle is enabled to see a detailed view of both sets under the dashboard pages.

The cards on the dashboard represent both conventional & Islamic accounts. This is also true for enquiry and transaction screens. While initialing any transaction or payment, the user selects either an Islamic account or a conventional account, grouped under the respective labels.

The labels on the different pages / screens, for Islamic accounts, reflect the nomenclature as per and in accordance with the requirements of the Shariah law.

3. Term Deposit

Islamic term deposit is a saving instrument for a fixed duration based on a specific Shariah-compliant commodity. TD accounts normally yield a higher return on the amount than a normal CASA account. Various options of profit sharing are generally available as different products, offered by the bank. In case of premature upliftment there may be no profit or partial profit payable to the user.

Pre-requisites

- Transaction access is provided to retail customers.
- Islamic Term Deposit accounts are maintained in the host system under a party ID mapped to the customer.

Features Supported In the Application

The Retail Islamic TD module of the application supports the following features:

- Term Deposit Dashboard
- View Term Deposit Details
- Edit Maturity Instructions
- Redeem Term Deposit
- View Term Deposit Statement
- Statement Request
- Apply for a New Term Deposit
- View Closed Deposits

4. Term Deposit Dashboard

Term deposits can be accessed via Term Deposit Dashboard in the application. The Dashboard provides a holistic view of all term deposit held by the customer – Islamic & Conventional. This serves as a one stop shop, for the user to manage his active deposits through their lifecycle to Closure, rollover or redemption. The user can also open a new term deposit online.

Below are the components of the term deposit dashboard:

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

Term Deposit Dashboard

Dashboard Overview

Summary

This is a summary of the customer's Active TD accounts with the Bank. User can see the conventional and Islamic account net investments and balances in the graph. There is a tab available to switch and toggle the summary of conventional and Islamic TDs. It also displays the number of such accounts.

- **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.

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 masked format) along with the account nickname

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

- Profit Rate : Profit Rate as applicable for the term deposit

- Maturity Date

- Current Balance

Note: Each card is labeled if it is Islamic or conventional are shown, for user to easily differentiate between the accounts. Likewise Joint accounts will have the label **Joint**, on the card.

Mini Statement

Select the account number for which you want to view the mini statement. It displays the last few financial transactions performed on the selected term deposit account. You can also view the detailed statement.

The mini statement includes:

- Account number (in the masked format) along with account nickname

- Value date of Transaction

- Description of the transaction

- Amount (with currency)

- Debit or Credit indicator

New Deposit

Click here to apply for a new deposit account.

Closed Deposits

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

Deposit Calculator

This is not applicable for an Islamic TD

5. New Deposit

The New Deposit page enables the customer to apply for a new Islamic term deposit. The Islamic TD offerings of the bank are available for selection on this page.

While applying for a term deposit, the customer is required to identify the amount for which the deposit is to be opened, the tenure i.e. the term of the deposit and the holding pattern i.e. single or joint. Additionally, the customer is also required to define maturity instructions and also to select the current or savings account from which funds are to be debited in order to fund the deposit.

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > New Deposit
OR
Accounts > Term Deposits > New Deposit

Field Description

Field Name	Description
Holding Details	
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	The name of the customer is displayed as primary account holder upon definition of holding pattern.
Joint Account Holder 1	The customer is required to identify the name of the joint account holder, if **Joint** has been selected as holding pattern. This field is enabled only if the customer selects option **Joint** in the field **Select Holding Pattern**.
Joint Account Holder 2	The customer can specify the name of a second joint account holder. This field is enabled only if the customer selects option **Joint** in the field **Select Holding Pattern**. This field is optional.
Deposit Details	
Select Product	All the Islamic term deposit products available for application will be listed.
Deposit Amount	The customer is required to define the amount for which the deposit is to be opened.
Currency	Currency of the deposit. This field is displayed as a label (instead of List for selection) in case the deposit product supports only single currency.
Minimum Amount **Maximum Amount**	The amount range within which the deposit can be opened. This field is displayed only if the term deposit product supports this feature from host.
Deposit Tenure	The customer can specify the tenure of the deposit in terms of a period i.e. years/months/days or by selecting a specific date on which the deposit should mature. The options are: • Tenure • Date

Field Name	Description
Years	The customer can identify the deposit tenure in years.
	This field is enabled if the customer selects the **Tenure** option in the **Deposit Tenure** field.
Months	The customer can identify the deposit tenure in months.
	This field is displayed if the customer selects the **Tenure** option in the **Deposit Tenure** field.
Days	The customer can identify the deposit tenure in days.
	This field is displayed if the customer selects **Tenure** option from the **Deposit Tenure** field.
Date	The customer can define the deposit tenure by selecting a date on which the deposit should mature.
	This field is displayed if the customer selects **Date** option in 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.
Select Account	The customer is required to select the current or savings account which is to be debited in order to open the term deposit.
	All the active current and savings accounts of the customer are displayed along with nicknames, if defined.
	For more information on Account Nickname, refer Account Nickname.
Balance	On selection of a current or savings account in the **Select Account** field, the current balance of the specific account is displayed against the field.
Maturity Instructions	Maturity instructions to be set by the customer for the deposit account.
	The options can be:
	• Close on maturity (No Rollover)
	• Renew Principal and Profit
	• Renew Principal and Pay Out Profit
	• Renew Special Amount and Pay Out the remaining amount
Rollover Amount	The amount to be rolled over.
	This field is displayed if the customer selects **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 Account
	
	    • Internal Bank Account
	
	This field is not displayed, if the customer has selected **Renew Interest And Principal** option from the **Maturity Instructions** list.

Own Account

This section is displayed if the customer has selected the option **Own Account** in the **Pay To** field.

Transfer Account	The customer can select a current or savings account to which the funds will be transferred when the deposit matures. All the customer's current and savings accounts held with the bank will be listed down and available for selection.

The following fields are displayed once the customer has selected an account in the **Transfer Account** field.

Beneficiary Name	The name of the holder of the account selected in **Transfer Account.**
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 is displayed if the customer has selected the option **Internal Account** in the **Pay To** field.

Account Number	The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures.
Branch	The customer is required to select the branch in which the account is held.
Branch Address	Once the customer selects a particular branch, the address of that branch is displayed on the page.

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:

        ii. From the **Date** list, select the appropriate date.

6. From the **Select Account** list, select the appropriate option.

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

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

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

    b. Repeat steps 1, a to c

9. Click **Create**.
OR
Click **Cancel** to cancel the transaction.

10. The **Review** screen is displayed. 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 is displayed. Click **Done** to complete the transaction.

6.   Deposit Details

Using this option, the user can view the complete details of a term deposit. He can also launch into the TD transaction screen of Redemption from here.   In addition, if the customer wants to edit maturity instructions of the TD – he can do it from this screen.

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

- Holding Details - Single / Joint

Account Details

- Principal amount
- Profit rate
- Current principal amount
- Hold amount
- Deposit date
- Deposit term
- Deposit certificate number

Maturity details

- Maturity date
- Maturity instructions
- Payout instructions

How to reach here:

Term Deposit Dashboard > Deposit Account Card > Deposit Details

Deposit Details

Field Description

Field Name	Description
Primary Customer	Name of the primary account holder.
Account Number	Term deposit account number in masked format along with the account nickname.

Holding Details

Field Name	Description
Customer ID	Customer Id of the primary account holder.
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

Field Name	Description
Status	Status of the term deposit account. Status could be: - Active - Closed
Original Principal Amount	Original principal amount at the time of opening of term deposit account.
Profit Rate	Profit Rate as applicable for the term deposit.
Current Principal Amount	Current principal amount that is the principal amount, as of today.
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 Date of the selected TD account
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 Profit
	• Renew Principal and Pay Out the Profit
	• 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
	This field does not appear, if you select **Renew Principal and Profit** 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.

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

Internal Bank Account

This section appears for Internal Bank 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.

You can also perform following actions:

- Add account nickname/ modify/ delete nickname, for more information click here**.**
- 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**.

7.   Edit Maturity Instruction

The user may want to change the maturity instructions, of a TD. Doing so is convenient and easy, online.

Users can use any of the below maturity instruction;

- Close on Maturity (No Rollover)
- Renew Principal and Profit
- Renew Principal and Pay Out the Profit
- Renew Profit and Pay Out the Principal
- Renew Special Amount and Pay Out the remaining amount

Also, changing the maturity instruction may result in a change in payout instruction, which can also be amended. The Customer has an option to settle maturity amount (or any maturity value – principal, profit or any special amount) into the desired account. It can be customer's own account, or any internal account within the bank.

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 customer.
Account Number	Islamic TD account number in masked format along with the account nickname
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 Profit And Principal • Renew Principal and Pay Out the Profit • 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 This field does not appear, if you select **Renew Principal and Profit** option from the **Maturity Instructions** list.

Own Account

This section appears for **Own Account**.

Transfer Account	Islamic CASA account number along with the account nickname to which the funds are to be transferred.

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

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	Islamic CASA 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.

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 Profit** 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:

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

    iii. From the Branch list, select the appropriate option.

2. If you select Renew Special Amount and Payout the Remaining Amount 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.

8. Redeem

A user may want to redeem his TD, to meet an exigency or to invest in other options, or for any other personal or financial reason. Using this option user can redeem a term deposit.

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

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

How to reach here:

Term Deposit Dashboard > Deposit Account Card > Deposit Details > Redeem

Redeem

Field Description

Field Name	Description
Primary Customer	Name of the primary user.
Account Number	Account number (in the masked format) along with the account nickname of the term deposit for which redemption is to be done.

Redemption Details

Field Name	Description
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 the **Partial** button in the **Redemption Type** field.
Charges/ Penalty	Charges/ penalty applicable.
Final Redemption Amount	Final redeemable amount (after deducting charges / penalty etc.)

Payout Details

Field Name	Description
Pay To	Account transfer options. The options are: • Own accounts • Internal Bank Account This field does not appear, if you select **Renew Principal and Profit** 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.

Field Name	Description
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.

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.

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.

9. Statement

Customers should be able to keep track of transactions taking place in their accounts. The Statement feature enables customers to view the details of all transactions performed in their deposit accounts. All the debit and credit entries along with each transaction amount and reference details are displayed.

Filters are provided for the customer to view transactions performed on the account within a certain period and also based on type of transaction i.e whether the transaction was a debit, credit or both.

Additionally, customers can also download the account statement, and request for adhoc statements, from this page.

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Mini Statement > Statement

Statement

Field Description

Field Name	Description
Primary Customer	Name of the primary account holder.
Account Number	The customer can select the deposit account number for which to view the account statement.
Filter section	

Field Name	Description
Transaction Period	Filters to view the transactions of a specific 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 is displayed if the customer selects 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
Statement Records	
Date	Date on which the activity was performed.
Description	Short description of the transaction.
Reference Number	Reference number for the transaction.
Amount	Transaction amount along with the debit or credit indicator.

To view the statement:

1. From the **Account Number** list, select the appropriate deposit account for 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 to download the transaction details in .pdf format.

4. To request for adhoc statement, click . and select the time period for which the statement is required.

10. Closed Deposits

A term deposit is closed when it has attained maturity or if the entire deposit amount has been redeemed.

Customers can view details of closed TD held with the bank. While the active TD accounts are part of all enquiry & transaction screens – closed accounts can be viewed through the widget on the dashboard. The widget displays the count of closed accounts, click on **view all** for additional details

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Closed Deposits

Closed Deposits
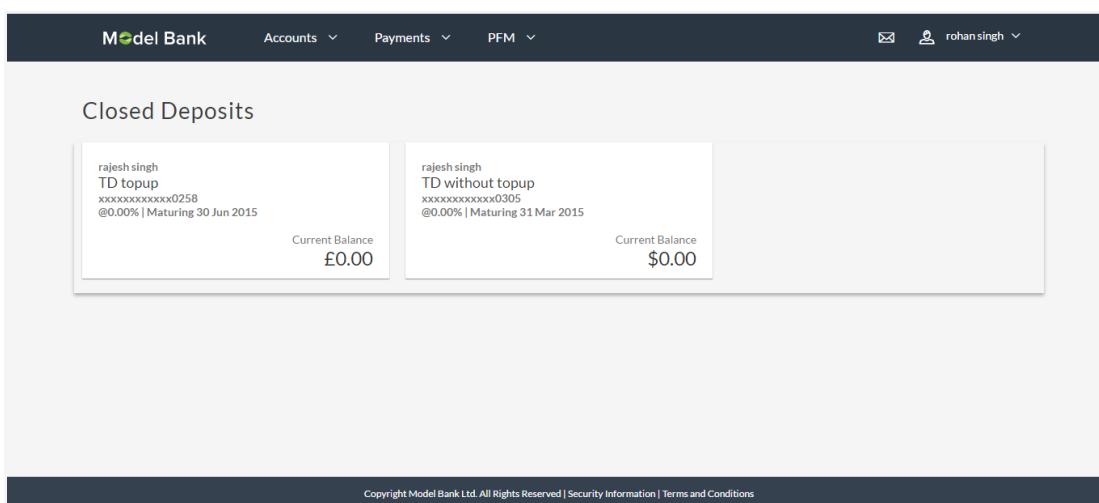
Field Description

Field Name	Description
Customer Name	Name of the primary account holder of the Islamic TD account.
Product / Offer Name	Name of the product / offer under which the account was opened.
Account Number	Deposit account number in the masked format.
Profit Rate	Profit Rate of the term deposit.
Maturity Date	The maturity date of the term deposit
Current Balance	The current balance of the term deposit

1. To view the account details, click the particular account card. The **Closed Deposit Details** screen is displayed.

Closed Deposit Details

Field Description

Field Name	Description
Customer Name	Name of the primary account holder of the Islamic TD account
Account Number	Term deposit account number in the masked format.
Holding Details	
Customer ID	Customer Id of the primary account holder.

Field Name	Description
Holding Pattern	Holding pattern of the term deposit. For example: - For single owner - Single - For joint ownership - Joint or multiple
Joint Account Holder	Name of the joint account holders. This field is displayed only if the term deposit was opened in 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	The amount for which the term deposit was opened.
Profit Rate	Profit Rate applicable on the Islamic term deposit.
Deposit Date	Date on which the deposit was opened.
Value Date	Value date of the deposit.
Deposit Term	Term of deposit in years, months or days.
Deposit Certificate Number	Unique number as assigned by the bank for the term deposit.
Deposit Branch	The address details of the branch in which the deposit was held.
Maturity Details	
Maturity Date	The maturity date of the term deposit.
Pay to	The account number in masked format to which the deposit amount was transferred at the time of maturity along with the account type is displayed. This field is not applicable, if the option **Renew Principal and Interest** has been selected as maturity instructions.

11. Account Nickname

User can assign their own description or name to all of their individual savings, checking, term deposit, and loan accounts. User's nickname is the unique ID. Nicknames will be displayed on various transactions instead of the standard account description. This option also allows user to modify or delete the nickname whenever required.

To add nickname to account:

1.   Click Add Nickname ⊕ , to add nickname to an account.
2.   In the **ADD Nickname** field , enter the nickname you want to use.

Add Nickname- Example

Field Description

Field Name	Description
Add Nickname	The own description or name to all of CASA/ TD/ Loan and Finance accounts which will be displayed instead of the standard account description.

3. Click to save your changes.
    Nicknames will be displayed on various transactions instead of the standard account description.

To edit / delete nickname to account:

Add Nickname - Edit/ Delete

4.   Click ![edit icon], to modify nickname.
      And save your updates.
      OR

      Click ![delete icon], to delete nickname.

FAQs

1. **Can I see a summary of all my term deposit accounts, in one place?**

   Yes, the user can view a snapshot of all his term deposits – Islamic & Conventional - in 'Term Deposit Dashboard'. He can drill down for further details.

2. **Can I modify the Islamic TD account details?**

   Yes, you can modify the maturity instructions & Pay-out details of the TD, either from the deposit details screen or the Menu on top.

3. **Is my TD auto-liquidated on maturity?**

   Either the TD is auto liquidated, or rolled-over – depending on the maturity instructions set at the time of account opening. In addition, the customer can amend maturity instructions, online, through the life of the TD.

4. **Can the user access his TD account 24/7, on the Online Platform?**

   The user can access his TD account, at all times except during system downtime or transaction blackout.

5. **Can I redeem the term deposit before the maturity date?**

   Yes, it is possible to redeem an Islamic term deposit before its maturity date, online. In addition, the user has the freedom to redeem only a partial amount if required.

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

   No, currently – for an Islamic TD – pay-out into a bank account of another bank is not supported. However the user can transfer proceeds to any own or internal account held with the bank.

7. **Is it possible to add Top-up amount to my existing Islamic TD?**

   No, currently – for an Islamic TD – adding a Top-up amount to an existing TD account - is not supported.