

Oracle Banking Digital Experience

**Retail Loans User Manual
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ORACLE®

Retail Loans User Manual
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Oracle Financial Services Software Limited
Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

www.oracle.com/financialservices/

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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. Loans And Finances

A loan is nothing but an amount of money that is lent by a bank to a borrower for a certain period of time. Banks charge borrowers interest for the amount lent. Hence, loan accounts are valuable income generating assets for banks. It is therefore important for banks to enrich the end user's loan servicing experience so as to increase customer satisfaction and retention. In order to achieve this, banks are constantly making efforts to enhance the online channel banking experience for their customers by introducing and revamping loans servicing features on the digital platform.

The application provides a platform by which banks are able to offer their customers an enriching online banking experience in servicing their loans.

Customers can manage their banking requirements efficiently and effectively through the OBDX self-service channels. The loan module offers customers a host of services that include, but are not limited to, viewing their loan account details, schedules and balances and also the facility to make loan repayments.

Features Supported In Application

The retail loans module of the OBDX application supports the following features:

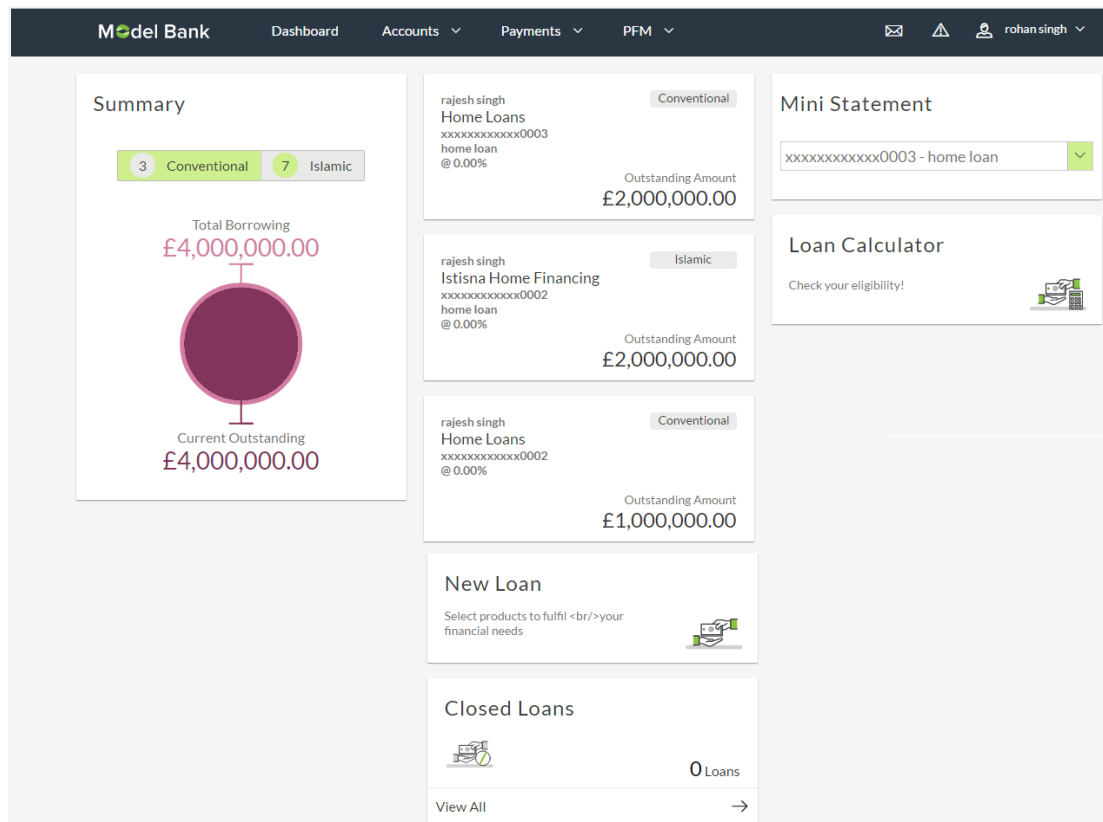
- Loans Dashboard
- View Loan Details
- Loan Repayment
- Loan Disbursement Inquiry
- View Loan Schedule
- Loan Statements
- View Closed Loans
- Loan Calculator and Loan Eligibility Calculator

Pre-requisites

- Transaction access is provided to retail user.
- Loan accounts are maintained in the host system under a party ID mapped to the user.

2.1 Loans Dashboard

The loans dashboard has been designed to showcase the lending profile of a customer. By viewing the loans dashboard, the customer should be able to gain an insight into the current position of his loans held with the bank.



Dashboard Overview

Summary

This identifies in graphical form, a summary of the total borrowings of the customers along with the total amount that is outstanding. The customer is able to toggle between viewing the summary of conventional and Islamic loans, if he holds both types of loans with the bank.

Loan Account Card

In this section, all the loan accounts of the customer held with the bank are listed down. Each account is displayed as a separate card with basic details such as the holding pattern along with the names of the account holders, the name of the loan product, the masked account number along with the interest rate charged on the loan and the amount outstanding. If the customer holds both kinds i.e. conventional or Islamic, the type of loan is also identified in each card. The customer is able to view further details of an individual account by clicking on the account's card.

New Loan

By clicking on this widget, the customer is able to invoke the screen on which all the bank's loans are showcased. The customer can then proceed to apply for a loan of choice.

Closed Loans

This widget displays the number of loans of the customer that have been closed. By clicking on the 'View All' link, the customer is able to view further details of all the closed loans. Click **View All** to view all closed loan accounts.

Mini Statement

The mini statement widget displays the recent activities of a loan account. This widget only displays the mini statement of one loan account at a time. The customer can select any loan account from the dropdown provided to view that account's mini statement.

Each activity on the statement is indicated as the date on which the activity took place, the description of the activity as well as whether the loans account was debited or credited along with the respective amount.

By clicking on the 'More Details' link, the customer is able to invoke the loan statement screen on which the customer can view the complete statement of the specific loans.

3. Loan Details

The loan details page displays important information pertaining to a loan account such as the account holding pattern and the names of all the account holders, important dates associated with the loan such as the opening date and maturity date, the current status of the loan, interest rate and the branch in which the loan is held.

- **Loan Amounts** – This section comprises of information such as the sanctioned loan amount, total amount disbursed, the amount repaid till date and the total outstanding amount.
- **Repayment** – This section displays repayment details that comprise of repayment frequency, repayment mode and the penalty charge rates for late payment and prepayment.
- **Installments** – This section displays loan installment details such as the tenure of the loan, total installments, the number of installments remaining as well as the next installment date and amount. **Arrears** – This section displays information pertaining to arrears including amount of principal and interest arrears, late payment charges and any other fees applicable.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Loan Account Card > Loan Details

OR

Accounts > Loans and Finances > Overview > Loan Account Card > Loan Details

To view loan account details:

Loan Account Details

Model Bank Accounts Payments PFM rohan.singh

Loan Details

rajesh.singh
xxxxxxxxxxxx0003 [Nickname](#)

Account Details

Customer ID	002***
Opening Date	31 Mar 2014
Maturity Date	31 Mar 2015
Status	Active
Interest Rate	0.00%
Facility ID	
Branch	AT3-FCLEXCUBE UNIVERSAL BANK AT3

Loan Amounts

Sanctioned Loan Amount	£2,000,000.00
Total Amount Disbursed	£2,000,000.00
Amount Re-paid Till Date	£0.00
Outstanding Amount	£2,000,000.00

Repayment

Interest Frequency	Monthly
Principal Frequency	Monthly
Repayment Mode	Account
Late Payment Penalty	0.00%
Prepayment Penalty	0.00%

Installments

Loan Tenure	12 months 0 days
Total Installments	13
Remaining Installments	12
Next Installment Date	30 Apr 2014
Next Installment Amount	£166,666.67

Arrears

Principal Arrears	£2,000,000.00
Interest Arrears	£0.00
Late Payment Charges	£0.00
Other Fees	£0.00

[Schedule](#) [Disbursement Details](#) [Repay](#)

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Field Description

Field Name	Description
------------	-------------

Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.
----------------------	---

Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.
----------------------------	---

Click  **Nickname**, to add nickname.

For more information on Account Nickname, refer [Account Nickname](#).

Nickname	The nickname given to the loan account by the account holder. This nickname can be changed or deleted.
-----------------	--

Account Details

Customer ID	Customer id of the account in masked format.
--------------------	--

Opening Date	The date on which the loan account was opened.
---------------------	--

Maturity Date	The date on which the loan account will mature.
----------------------	---

Status	The current status of the loan account.
---------------	---

Interest Rate	The interest rate charged on the loan.
----------------------	--

Note: The net interest rate applicable on the loan account as on the inquiry date will be displayed.

Facility ID	The facility ID under which the loan account has been opened.
--------------------	---

Branch	The branch in which the loan account is held.
---------------	---

Loan Amounts

Sanctioned Loan Amount	The amount of loan that the bank has agreed to provide to the customer/s.
-------------------------------	---

Total Amount Disbursed	The actual amount of loan that the bank has given the customer till date.
-------------------------------	---

Amount Re-paid till Date	Total loan amount repaid by the customer till date with currency.
---------------------------------	---

Outstanding Amount	The total amount due to be paid by the customer.
---------------------------	--

Field Name	Description
<u>Repayment</u>	
Interest Frequency	Intervals at which the interest is to be paid. It could be: <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • monthly • Bi monthly • quarterly • semi-annually • annually
Principal Frequency	Intervals at which the principal is to be repaid. It could be: <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • monthly • Bi monthly • quarterly • semi-annually • annually
Repayment Mode	The mode through which loan repayments are to be made as set up in the processing system. For e.g. repayments could be made via account transfer, direct debit or cheque.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Prepayment Penalty	The percentage charge applicable in case the loan is prepaid.
<u>Installments</u>	
Loan Tenure	The duration for which the loan amount is sanctioned in terms of years/months/days.

Field Name	Description
Total Installments	The total number of scheduled payments to be made towards repaying the loan.
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	The date on which the next loan payment is due.
Next Installment Amount	Amount to be paid as next installment.
<u>Arrears</u>	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.
Other Fees	Other/ miscellaneous fees applicable on the loan account.

You can also perform following account related transactions:

- Add account nickname/ modify/ delete nickname, click [nickname](#).
- To view loan repayment schedule, click [Schedule](#).
- To view disbursement details, click [Disbursement Details](#).
- To make a repayment in the loan account, click [Repay](#).

4. Repayment

A customer might, at some point in time, come across additional funds and would wish to take advantage of this sudden cash inflow to pay back the loan either partly or fully.

The loan repayment feature of application enables the customer to make adhoc repayments through self service channel. Customers can only make payments from current or savings accounts that are linked to the customer.

Through this feature, customers can make a partial or full settlement of the loan account. In partial settlement, the 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, they will be settled first followed by 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. This amount is displayed to the customer, who in turn is required to transfer the final settlement amount in order to make a full repayment.

Any payment made by the customer, either partially or fully, will be immediately reflected in the loan account.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Loan Account Card > Loan Details > Repay

OR

Accounts > Loans and Finances > Repayment

Loan Repayment

The screenshot displays the 'Repayment' page in the Model Bank application. At the top, the navigation bar includes 'Model Bank', 'Accounts', 'Payments', and 'PFM', along with a user profile for 'rohan.singh'. The main content area is titled 'Repayment' and shows the following details:

- Customer Name:** rajesh singh
- Account Number:** xxxxxxxxxxxx0003
- Account Holder:** RA Singh
- Pending Arrears:** £0.00
- Outstanding Principal:** £2,000,000.00
- Disclaimer:** If arrears are pending for the account, the same will be settled first. Remaining amount of the payment will be settled against Principal Balance.
- Source Account:** xxxxxxxxxxxx5145 - RA Singh (Balance: £289,760.69)
- Repayment Amount:** £1,000.00

At the bottom of the form, there are two buttons: 'Back' and 'Repay'.

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Field Description

Field Name	Description
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
Pending Arrears	The amount of arrears pending on the loan along with currency. This is the sum of both 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	The customer's linked current and savings accounts that can be debited to make loan prepayment. Note: The list displays the all active accounts where customer is primary or sole owner.
Balance	The current balance of the selected source account. This amount will be displayed against the source account field when an account has been chosen from the dropdown.
Repayment Amount	The field in which the customer can enter the amount by which the loan is to be prepaid.

To repay the loan:

1. From the **Source Account** list, select appropriate account number.
2. In the **Repayment Amount** field, enter the partial payment amount.
3. Click **Repay**.
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, along with the reference number.
Click **Done** to complete the transaction.

5. Disbursement Inquiry

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

In case of multiple loan disbursements, the 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 is yet to be disbursed.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Loan Account Card > Loan Details > Disbursement Details > Disbursement Inquiry

OR

Accounts > Loans and Finances > Disbursement Inquiry

Disbursement Inquiry

The screenshot shows the 'Disbursement Inquiry' page in the Model Bank app. At the top, there's a navigation bar with 'Model Bank', 'Accounts', 'Payments', and 'PFM'. The user's name 'rohan singh' is visible in the top right. The main content area is titled 'Disbursement Inquiry' and shows the following details:

- Customer Name: rajesh singh
- Account Number: xxxxxxxxxxxx0003
- Sanctioned Amount: £2,000,000.00
- Disbursed Amount: £2,000,000.00

Below the amounts is a table with the following data:

Date	Amount
31 Mar 2014	£2,000,000.00

A 'Back' button is located at the bottom left of the main content area. The footer contains the text: 'Copyright Model Bank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.

Field Name	Description
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
Sanctioned Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Disbursed Amount	The amount of loan that the bank has given the customer till date.
Date	The date on which the specific amount was disbursed. 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	The amount disbursed on the specific date.

1. Click **OK** to complete the transaction.

6. Loan Schedule

Through this feature, the customer is able to gain an understanding of the loan repayment life cycle. This page displays details of each installment including the interest and principal amounts along with any charges if applicable, and the total installment amount due on each specific date throughout the loan tenure.

The customer is able to identify important information such as the frequency in which repayment installments are made, the total number of installments and the number of installments paid and those that are pending.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Loan Account Card > Loan Details > Schedule > Schedule Inquiry

OR

Accounts > Loans and Finances > Schedule Inquiry

Schedule Inquiry

Model Bank
Accounts ▾ Payments ▾ PFM ▾
rohan.singh ▾

Schedule Inquiry

rajesh singh
RA Singh

xxxxxxxxxxxx0003

First Installment: 31 Mar 2014

Last Installment: 31 Mar 2015

Total Installments: 13

Installments Paid: 1

Amount Paid Till Date: £0.00

Date Range:

Sr No.	Due Date	Principal	Interest	Charges	Installment	Unpaid Installment
1	31 Mar 2014	£0.00	£0.00	£0.00	£0.00	£0.00
2	30 Apr 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
3	31 May 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
4	30 Jun 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
5	31 Jul 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
6	31 Aug 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
7	30 Sep 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
8	31 Oct 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
9	30 Nov 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67
10	31 Dec 2014	£166,666.67	£0.00	£0.00	£166,666.67	£166,666.67

Page of 2 (1-10 of 13 Items) < 1 2 >

[Back](#)

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Field Description


Field Name	Description
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
First Installment	The date on which the first installment payment is due on the loan.
Last Installment	The date on which the last installment payment is due on the loan.
Total Installments	The total number of installments of the loan.
Installments Paid	The number of installments paid till date.
Amount paid till date	The total amount paid in installments till date.
Graphical representation of loan schedule	
The loan schedule is displayed in graphical form.	
Date Range	The customer can select the period for which to view installment details.
Sr No.	Serial number of each installment will be displayed against the installment record.
Due Date	The date on which the specific installment is due.
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	Any amount that has been unpaid, if at all, on the specific installment date.

To view loan schedule:

1. In the **Date Range** field select the period for which installment details in the repayment schedule are to be viewed. 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 on the pagination options available. Click here for further information on pagination options.

To view next set of entries in **Loan Schedule** of the account, click pagination icon.

2. Click  to download the details in .pdf format. For more information click here.
OR
Click **Back** to navigate back to the loan details page.

7. Account Statement

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 made in their loan accounts. The account statement feature displays all debit and credit entries along with the transaction amount and reference details.

Transaction filters are provided to enable search based on certain criteria. A customer can search transactions on the basis of date range and transaction type (debit only, credit only or both).

Transaction details are fetched online and displayed on the screen. The PDF icon provided, enables saving of the activities displayed on page in pdf format.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Mini Statement > Statement Request

Statement

The screenshot shows the Model Bank interface for an account statement. At the top, there is a navigation bar with 'Model Bank' logo, 'Accounts', 'Payments', and 'PFM' dropdowns, and a user profile 'rohan.singh'. Below the navigation bar, the account name 'rajesh.singh' and account type 'xxxxxxxxxxxx0002 - car loan' are displayed. There are filters for 'Current Period' and 'All' with a PDF icon. The main content is a table of transactions.

Date	Description	Reference Number	Amount
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030I5T	£101.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030I5R	£18.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030I5L	£18.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030HR7	£101.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030HR7	£101.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030HEX	£101.00 Cr
03 Jan 2015	PRINCIPAL Liquidation	AT4ZTRF150030HEX	£101.00 Cr

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Field Description

Field Name	Description
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .

Filter/ Options


Transaction Period	Filters to view the transactions of a particular period. The options are: <ul style="list-style-type: none"> • 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.
Date Range	Search option by which to view transactions for a specific period. This option is enabled when 'Select Date Range' is selected as transaction period.
Transaction Description	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> • All • Debits Only • Credits Only

To generate the statement:







1. From the **Transaction Period** list, select the appropriate option.
2. If you select '**Select Date Range**' option, select the **From** and **To Date**.
3. From the **Transaction Description** list, select the appropriate option to further customize the statement.
Based on selected criteria, the loan statement appears.

Field Description

Field Name	Description
Date	Date on which the transaction took place.
Description	A short description of the transaction.
Reference Number	Transaction reference number.
Transaction Amount	The amount for which the transaction took place.
Debit / Credit Indicator	Indicator identifying whether the transaction was a debit or a credit transaction.

4. Click  to download the transaction details in .pdf format. For more information click [here](#).

To sort the Records

1. Click  to download the list in PDF format.
2. From the Page list, select the required page number of the transactions list.
3. Click  to sort records in ascending or descending order.
4. 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.

8. Closed Loans

Customers should be able to view details of all loans held with the bank including those that are currently closed. The loans dashboard, hence, displays a widget containing a summary of such closed loan accounts. The customer can view additional details of closed loans by selecting the 'View All' link on this widget. The account details page of closed accounts displays information similar to that of active loans.

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

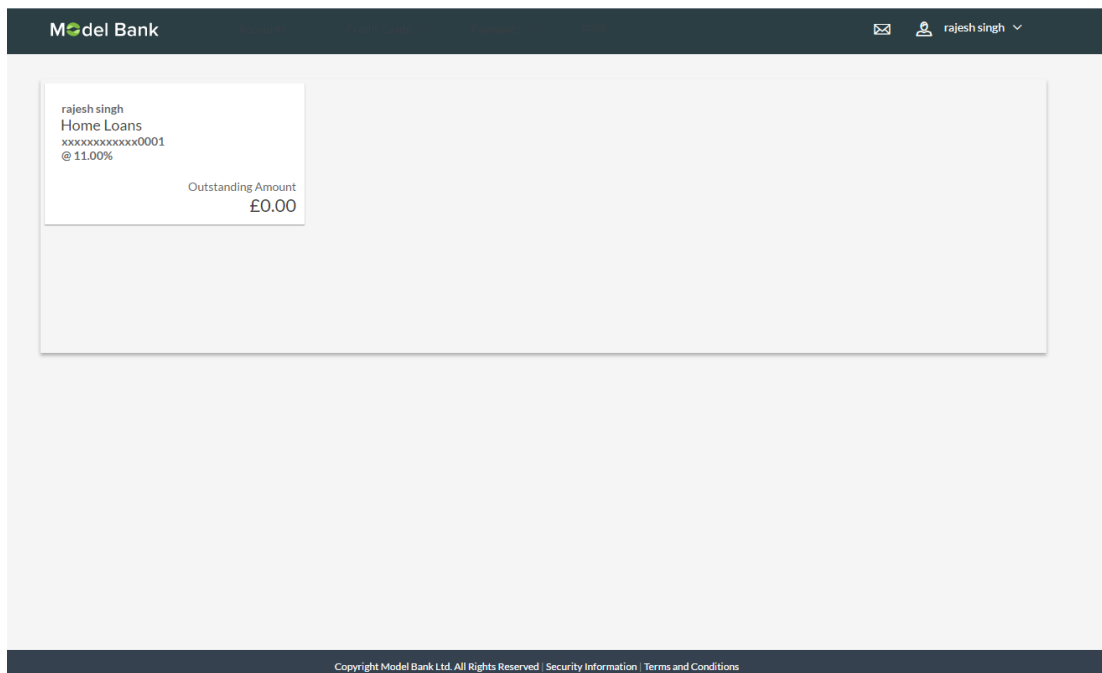
How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Closed Loans Card > Closed Loan Account Card > Closed Loan Account Card Details

To view closed loan card details:

1. All the closed loans cards held by a customer appears.

Closed Loan Account Card



Field Description

Field Name	Description
List of Cards	Displays the list of closed loan cards.
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.

Field Name	Description
Product/ Offer Name	Name of the loan offer /product.
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
Interest Rate	Interest rate charged on the loan account. Note: It displays the net interest rate applicable to the loan account as on the inquiry date.
Outstanding Amount	Outstanding loan amount along with the currency.

2. Click on a closed loan card to view the details of that particular loan. The **Loans Details** screen appears.

Closed Loan Details

Model Bank
Accounts ▾
Credit Cards ▾
Payments ▾
PFM ▾
✉
rajesh singh ▾

Loan Details

rajesh singh
xxxxxxxxxxxx0001
+ Nickname

Account Details	
Customer ID	002***
Opening Date	31 Mar 2014
Maturity Date	31 Mar 2016
Status	Closed
Interest Rate	11.00%
Facility ID	
Branch	AT3-FCLEXCUBE UNIVERSAL BANK AT3

Loan Amounts	
Sanctioned Loan Amount	£200,000.00
Total Amount Disbursed	£200,000.00
Amount Re-paid Till Date	£200,000.00
Outstanding Amount	£0.00

Repayment	
Interest Frequency	Monthly
Principal Frequency	Monthly
Repayment Mode	Account
Late Payment Penalty	0.00%
Prepayment Penalty	0.00%

Installments	
Loan Tenure	24 months 0 days
Total Installments	24
Remaining Installments	0
Next Installment Date	30 Apr 2014
Next Installment Amount	£0.00

Arrears	
Principal Arrears	£0.00
Installment Arrears	£0.00
Bank Profit Due	£0.00
Other Fees	£0.00

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Field Description

Field Name	Description
Customer Name	Names of the loan account holders. Depending on the holding pattern, one or multiple names will be displayed.
Loan Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
<u>Account Details</u>	
Customer ID	Customer ID of the account. <hr/> Note: It displays the primary customer ID of the account in case of joint account. <hr/>
Opening Date	The date on which the loan account was opened.
Maturity Date	Loan account maturity date.
Status	The current status of the loan account. <hr/> Note: Since the details are being viewed of a loan account that has been closed, the status will be 'Closed'. <hr/>
Interest Rate	The interest rate charged on the loan.
Facility ID	The facility ID under which the loan account has been opened.
Branch	The branch in which the loan account was held.
<u>Loan Amounts</u>	
Sanctioned Loan Amount	The amount of loan that the bank had agreed to provide the customer/s.
Total Amount Disbursed	The total amount of loan given to the customer.
Amount Re-paid Till Date	Total loan amount repaid by the customer till date with currency.
Outstanding Amount	The total amount due to be paid by the customer.

Field Name	Description
<u>Repayment</u>	
Interest Frequency	<p>Intervals at which the interest is to be paid.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • monthly • Bi monthly • quarterly • semi-annually • annually
Principal Frequency	<p>Intervals at which the principal is to be repaid.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • monthly • Bi monthly • quarterly • semi-annually • annually
Repayment Mode	The mode through which loan repayments have been made.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Prepayment Penalty	The percentage charge that was applicable if the loan was prepaid.
<u>Installments</u>	
Loan Tenure	The duration for which the loan amount was sanctioned in terms of years/months/days.

Field Name	Description
Total Installments	The total number of scheduled payments made towards repaying the loan.
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	Date on which next installment to be paid.
Next Installment Amount	Amount to be paid as next installment.
<u>Arrears</u>	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.
Other Fees	Other/miscellaneous fees applicable on the loan account.

9. Loan Calculator And Loan Eligibility Calculator

The application provides customers with two types of loan calculators – Loan EMI Calculator and Loan Eligibility Calculator.

The loan EMI calculator enables customers to identify the installment amount payable on a loan of a certain amount for a specific duration. This calculator is beneficial to customers as it gives the customer an opportunity to identify whether applying for a loan for a specific amount and duration is preferable or not.

The loan eligibility calculator enables customers to compute the amount of loan that they are eligible for based on their monthly income and expenses and also the desired loan tenure and estimated interest rate.

How to reach here:

Dashboard > Loans and Finances > My Loans page > Overview > Loan Calculator Card

Field Description

Field Name	Description
Tab	The options are: <ul style="list-style-type: none"> • Loan Calculator • Eligibility Calculator

Select the appropriate Tab.

9.1 Loan Calculator

The loan EMI calculator is a simple calculator which identifies the monthly installment amount payable on a loan based on the loan amount, tenure in years and interest percentage.

Loan Calculator

The screenshot displays the 'Loan Calculator' interface within the 'Model Bank' application. The navigation bar includes 'Model Bank', 'Accounts', 'Payments', and 'PFM', along with a user profile for 'rohan.singh'. The main content area has two tabs: 'Loan Eligibility' and 'Loan Calculator', with the latter being active. Under the heading 'How Much Do You Need', there are three input fields: 'Your required amount' with the value '£500,000.00', 'For' with the value '12' and the unit 'yrs' below it, and '@ Interest' with the value '10.00%' and navigation arrows. The calculated result is shown as 'You can get the loan at £5,977.70/Month'. A small disclaimer at the bottom left reads '* This calculation is for conventional loan only.' The footer contains copyright information for Model Bank Ltd.

Field Description

Field Name	Description
------------	-------------

How Much Do You Need

Your required amount	The amount that the customer wants to borrow from the bank.
-----------------------------	---

For (Period)	Desired tenure of the loan in terms of years.
---------------------	---

@ Interest	Interest rate that bank will charge on the applied loan.
-------------------	--

You can get loan per month	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the customer.
-----------------------------------	---

1. In the '**Your required amount**' field, enter the loan amount.
2. In the '**For yrs**' field, enter the loan tenure in years.
3. In the **Interest** field, enter the interest rate.
Calculates and displays the monthly installment for the loan required.

9.2 Eligibility Calculator

Loan eligibility calculator plays an important role in helping a customer understand their current position with respect to their borrowing capacity. The eligibility is calculated on the basis of :

- The customer’s average monthly income
- The customer’s average Monthly Expenditures
- Tenure for the loan being inquired applied
- Estimated rate of interest

Loan Eligibility

The screenshot shows a web interface for 'Model Bank' with a navigation bar containing 'Accounts', 'Payments', and 'PFM'. The user is logged in as 'rohan singh'. The main content area is titled 'Loan Eligibility' and 'Loan Calculator'. The primary heading is 'How Much Loan Can You Get?'. Below this, there are four input fields: 'Your Average Monthly Income' (£200,000.00), 'Your Average Monthly Expenses' (£12,000.00), 'For' (5 yrs), and '@Interest' (10.00%). The calculated result is displayed in green: 'You can get a loan of £8,846,764.00' with an 'Average Instalment £188,000.01/month'. A small disclaimer at the bottom reads '* This calculation is for conventional loan eligibility only.' The footer contains copyright information for Model Bank Ltd.

Field Description

Field Name	Description
How Much Loan Can You Get?	
Your Average Monthly Income	Monthly income of the user.
Your Average Monthly Expenses	Monthly expenditure of the user.
For yrs	Tenure of loan in terms of years.
@ Interest	Interest rate of the loan.


Field Name	Description
You can get a loan of	The amount of loan that the customer is eligible to borrow.
Average installment per month	Display the estimated monthly installment amount.

1. In the **Your Average Monthly Income** field, enter your monthly income.
2. In the **Your Average Monthly Expenses** field, enter your monthly expenses.
3. In the **For (period)** (in Years) field, enter the loan tenure of loan.
4. In the **Interest** field, enter the rate of interest.
The application calculates and displays the eligible loan amount and the EMI amount.

10. Account Nickname

Customer can assign a specific name to a loan account. This is done as customer's wish to remember accounts with a particular name instead of account numbers. Once a nickname is assigned to a loan account, it is displayed on various transactions instead of the standard account description. This option also allows customer 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

Model Bank
Accounts ▾ Credit Cards ▾ Payments ▾ PFM ▾
📧 👤 chetan.lal ▾

Loan Details

kamlesh
xxxxxxxxxxxx0008
⊕ Nickname

Account Details

Customer ID	002***
Opening Date	05 Mar 2014
Maturity Date	04 Mar 2016
Status	Active
Interest Rate	8.00%
Facility ID	
Branch	AT3-FCLEXCUBE UNIVERSAL BANK AT3

Loan Amounts

Sanctioned Loan Amount	£25,000.00
Total Amount Disbursed	£25,000.00
Amount Re-paid Till Date	£124.10
Outstanding Amount	£24,886.13

Repayment

Interest Frequency	Monthly
Principal Frequency	Monthly
Repayment Mode	Account
Late Payment Penalty	0.00%
Prepayment Penalty	0.00%

Installments

Loan Tenure	23 months 31 days
Total Installments	25
Remaining Installments	24
Next Installment Date	05 Apr 2014
Next Installment Amount	£969.65

Arrears


Principal Arrears	£24,875.90
Interest Arrears	£0.00
Late Payment Charges	£0.00
Other Fees	£0.00

📅 Schedule
📄 Disbursement Details
🏠 Repay

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Field Description**Field Name Description**

**Add
Nickname** Customer's preferred description or name to a loan account which will be displayed instead of the standard account description.

3. Click  to save your changes.

To edit / delete nickname to account:

Add Nickname - Edit/ Delete

Model Bank
Accounts ▾ Credit Cards ▾ Payments ▾ PFM ▾

 3 chetan.lal ▾

Loan Details

Account Details

Customer ID	002***
Opening Date	05 Mar 2014
Maturity Date	04 Mar 2016
Status	Active
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Loan Amounts

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Repayment

Interest Frequency	Monthly
Principal Frequency	Monthly
Repayment Mode	Account
Late Payment Penalty	0.00%
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Installments



Loan Tenure	23 months 31 days
Total Installments	25
Remaining Installments	24
Next Installment Date	05 Apr 2014
Next Installment Amount	£969.65

Arrears

Principal Arrears	£24,875.90
Interest Arrears	£0.00
Late Payment Charges	£0.00
Other Fees	£0.00

Schedule
 Disbursement Details
 Repay

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4. Click  , to modify nickname.
And save your updates.
OR
Click  , to delete nickname.

FAQs

1. Can I add nickname to a joint account?

Yes, you can add nickname to an account where you are the primary holder.

2. Can I make partial prepayment towards my loan using the repayment option?

Yes, you can make partial repayments towards your loan subject to pre-payment charges applicable as per your loan type.

3. Can I inquire partial disbursements in my loan?

Yes, you can inquire partial disbursements using the disbursement inquiry function.