

Oracle Banking Digital Experience

**Retail Term Deposits User Manual
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Retail Term Deposits 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>.

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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. Term Deposit

As the name suggests, a Term Deposit is a deposit held at a bank for a fixed term, generally ranging from a month to a few years. If compared to regular savings accounts, the interest earned on term deposit is higher.

Customers opt to invest in term deposits as they are a safe and secure mode of investment and yield higher returns than regular checking or savings accounts.

Pre-requisites

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

Features Supported In the Application

The retail module of the application supports the following features:

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

2.1 Term Deposit Dashboard

Term deposits can be accessed via the Term Deposit Dashboard in the application. The dashboard enables customers to manage their deposit effectively and efficiently.

The term deposit dashboard displays an overview of the customer's deposits held at the bank by displaying a summary of both the active as well as closed term deposits.

The term deposit dashboard enables customers to access any of the term deposit features ranging from applying for a new term deposit to viewing closed term deposit details.

The screenshot displays the 'Term Deposits' dashboard for a user named 'rohan singh'. The dashboard is divided into several sections:

- Summary:** Shows 23 Conventional and 19 Islamic deposits. Total Investment is £24,012.08. Total Current Balance is £23,876.08. Total Maturity Amount is £26,774.98.
- New Deposit:** A button labeled 'Apply for New Term Deposits' with a plus icon.
- Active Deposits:**
 - Chetan Iodha, TD without topup, Conventional, JOINT, Current Balance £1,000.00.
 - rajesh singh, TD topup, Conventional, Current Balance £932.00.
 - rajesh singh, ISLAMIC TD_FM, Islamic, Current Balance £0.00.
 - rajesh singh, ISLAMIC TD_FM, Islamic, Current Balance £0.00.
- Closed Deposits:** Shows 2 Deposits with a 'View All' link.
- Mini Statement:** Shows a transaction for 31 Mar 2014, NEW DEPOSIT, £1,000.00 Cr.
- Deposit Calculator:** A section for calculating deposits.

At the bottom, there is a footer: 'Copyright Model Bank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Dashboard Overview

Summary

This widget displays the summary of the customer's active term deposits held with the bank. The widget displays the following values:

- Total Investment: The sum of principal amount of all active Term Deposits.
- Total Current Balance: The sum of current principal balances of all active Term Deposits.
- Total Maturity Amount: The sum of the maturity amount of all active deposits.

The customer can also toggle between viewing the summary of conventional and Islamic term deposits, if he holds both types of accounts with the bank.

Deposit Account Cards

This section lists down all the active term deposit accounts that the customer holds with the bank. Each account is displayed as a separate card with basic details such as the holding pattern along with the name of the primary account holder, deposit product or offer name, the masked deposit account number and nickname, if defined, along with the interest rate applicable and the maturity date of the account. Each card also displays the current balance of the deposit account. If the customer holds both conventional as well as Islamic accounts, the type of account is also identified on each card. The customer is able to view further details of an account by clicking on the account's card.

Mini Statement

The mini statement widget displays the recent activity taken place in a specific term deposit account. The customer can select a specific deposit account to view the mini statement. Each activity on the statement is indicated by the date on which the activity took place, the description of the activity as well as the amount that was debited or credited in the deposit account.

By clicking on the **More Details** link, the customer is able to invoke the account statement screen on which the customer can view the complete statement of any deposit account.

New Deposit

The customer can click on the link provided in this widget to apply for a new term deposit. On clicking on the link, the screen on which the customer can setup a new deposit will be displayed.

Closed Deposits

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

This widget displays the total number of term deposits of the customer that have been closed. The customer can view further details of the closed deposits by clicking on the **View All** link provided.

Deposit Calculator

This widget contains a link, by clicking on which the customer is able to navigate to the term deposit calculator page.

3. New Deposit

The New Deposit page enables the customer to apply for a new term deposit. All the term deposit offerings of the bank are available for selection on this page. The customer can select any product offer in order to apply for a term deposit of choice.

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

New Deposit

Model Bank Accounts Payments PFM rohan.singh

New Deposit

Holding Details

Select Holding Pattern: Single Joint

Deposit Details

Select Product: TD without topup

Deposit Amount: USD \$1,200.00

Deposit Tenure: Tenure Date
 12 Years 5 Months 10 Days
Minimum allowed is 1 Day and Maximum allowed is 7 Years

Calculate Maturity

Select Account: xxxxxxxxxxxx0214 - RA Singh
 Balance : £75.01

Maturity Instruction: Close on maturity

Pay to: Own Account

Transfer Account: xxxxxxxxxxxx5145 - RA Singh
 rajesh singh
 AT3-FCLEXCUBE UNIVERSAL BANK
 Unit 1
 Block A
 California
 GREAT BRITAIN

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Field Description

Field Name	Description
Select Holding Pattern	<p>Defines whether the ownership of the term deposit account will be single or joint.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 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	<p>The customer is required to identify the name of the joint account holder, if Joint has been selected as holding pattern.</p> <p>This field is enabled only if the customer selects option Joint in the field Select Holding Pattern.</p>
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 term deposit products available for application will be listed down.
Deposit Amount	The customer is required to define the amount for which the deposit is to be opened.
Currency	<p>Currency of the deposit.</p> <p>This field is displayed as a label (instead of List for selection) in case the deposit product supports only single currency.</p>
Minimum Amount	The amount range within which the deposit can be opened.
Maximum Amount	This field is displayed only if the term deposit product supports this feature from host.
Deposit Tenure	<p>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.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 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.
Maturity Amount	The system will calculate and display the estimated maturity amount based on the parameters defined by the customer.
Interest Rate	Interest Rate applicable for the deposit product.
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: <ul style="list-style-type: none"> • 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

Field Name	Description
Rollover Amount	<p>The amount to be rolled over.</p> <p>This field is displayed if the customer selects Renew Special Amount and Payout the Remaining Amount option from the Maturity Instruction list.</p>
Pay To	<p>Account transfer options.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Own Account • Internal Bank Account • Domestic Bank Account <p>This field is not displayed, if the customer has selected Renew Interest And Principal option from the Maturity Instructions list.</p>
Own Account	
<p>This section is displayed if the customer has selected the option Own Account in the Pay To field.</p>	
Transfer Account	<p>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.</p>
<p>The following fields are displayed once the customer has selected an account in the Transfer Account field.</p>	
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	
<p>This section is displayed if the customer has selected the option Internal Account in the Pay To field.</p>	
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.

Field Name	Description
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Domestic Bank Account

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

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures.
-----------------------	---

Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.
---------------------	--

Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
------------------	--

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

The following fields and values will be displayed once the customer has specified a bank code.

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:
 - ii. From the **Date** list, select the appropriate date.
6. To view the revised details after maturity, click the **Calculate Maturity** link.
7. From the **Select Account** list, select the appropriate option.
8. Enter the maturity details. For more information on Maturity Details click [here](#).
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.

4. Deposit Details

The deposit details page displays details of a specific term deposit of the customer. Details such as holding pattern and names of account holders, the current status of the deposit, the interest rate applicable and the deposit amounts and dates, are displayed.

The customer can also perform the following activities on the specific deposit account from this page:

- Top up the term deposit
- Redeem term deposit
- Edit Maturity Instructions

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Term Deposit Account Card > Deposit Details

OR

Accounts > Term Deposits > Overview > Term Deposit Account Card > Deposit Details

Deposit Details

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

rajesh singh
xxxxxxxxxxxx0859
🔒 Nickname

Holding Details

Customer ID	002***
Holding Pattern	SINGLE

Account Details

Status	Active
Original Principal Amount	\$2,000.00
Interest Rate	0.00%
Current Principal Amount	\$2,000.00
Redeem	
Hold Amount	\$0.00
Deposit Date	31 Mar 2014
Value Date	31 Mar 2014
Deposit Term	4 Months 22 Days
Deposit Certificate Number	
Deposit Branch	Unit 1 Block A California GREAT BRITAIN

Maturity Details

Maturity Date	22 Aug 2014
Maturity Amount	\$2,000.00
Maturity Instruction	Close on Maturity
Edit	
Pay to	xxxxxxxxxxxx5145 Internal Account AT3-FCLEXCUBE UNIVERSAL BANK Unit 1 Block A California GREAT BRITAIN 100% of Principal Amount

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Field Description

Field Name

Description

Primary Customer

The name of the primary account holder is displayed.

Field Name	Description
Account Number	Term deposit account number in masked format along with the account nickname. Click  Nickname , to add nickname. For more information on Account Nickname, refer Account Nickname
Holding Details	
Customer ID	The primary account holder's customer ID.
Holding Pattern	Holding pattern of the term deposit. For example: <ul style="list-style-type: none"> • For single owner - Single • For joint ownership - Joint or multiple
Joint Account Holder	Name of the joint account holder. This field is displayed only if the holding pattern of the term deposit is Joint. Note: In case of multiple joint holders, all joint account holder names will be displayed separated by a comma.
Account Details	
Status	The current status of the term deposit account.
Original Principal Amount	The amount for which the deposit was opened.
Interest Rate	Rate of interest applicable on the term deposit.
Current Principal Amount	The current principal amount is the revised principal amount after top-up / partial redemption, if done.
Hold Amount	Any amount kept as lien or marked for hold is displayed here.
Deposit Date	Date on which the amount is deposited for initiation of deposit.
Value Date	Value date of the deposit as maintained by the bank.
Deposit Term	Term of deposit in years, months and days for the respective product (as maintained by the bank).
Deposit Certificate Number	Unique number as assigned by the host for the respective term deposit for easy identification.

Field Name	Description
Deposit Branch	Details of the branch at which the deposit account is held.
Maturity Details	
Maturity Date	The date on which the term deposit will mature
Maturity Amount	The value of the term deposit at the time of maturity.
Maturity Instructions	<p>Maturity instructions set by the customer for the specific term deposit at the time of opening the deposit.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • 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	<p>Special amount to be rolled over.</p> <p>This field is displayed if the maturity instructions are Renew Special Amount and Payout the Remaining Amount.</p>
Pay to	<p>The account number in masked format to which the deposit amount will be transferred at the time of maturity along with the account type is displayed.</p> <p>This field is not applicable, if the option Renew Principal and Interest has been selected as maturity instructions.</p>

The following actions can also be performed from this page:

- Add account nickname/ modify/ delete nickname, for more information on Account Nickname, refer [Account Nickname](#).
- 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**.

5. Edit Maturity Instructions

In due course, a customer may want to change the maturity instruction set for a term deposit at the time the deposit was opened. The Edit Maturity Instructions feature enables a customer to change the maturity instructions set at the time of opening the deposit.

Using this option, the customer can change the maturity instruction of a term deposit at any point in time.

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Term Deposit Account Card > Deposit Details > Edit Maturity Details

OR

Accounts > Term Deposits > Edit Maturity Instruction

Edit Maturity Details

The screenshot shows the 'Edit Maturity Instruction' form in the Model Bank interface. The form is titled 'Edit Maturity Instruction' and is displayed within a modal window. The user's name 'rajesh singh' and account number 'xxxxxxxxxxxx0338' are shown at the top left. The account type is 'First TD'. The form contains three main fields: 'Maturity Instruction' with a dropdown menu set to 'Close on maturity', 'Pay to' with a dropdown menu set to 'Own Account', and 'Transfer Account' with a dropdown menu set to 'xxxxxxxxxxxx0115 - RA Singh'. Below the 'Transfer Account' dropdown, the account details are displayed: 'rajesh singh', 'AT3-FCLEXCUBE UNIVERSAL BANK', 'Unit 1', 'Block A', 'California', and 'GREAT BRITAIN'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'. The footer of the page reads 'Copyright Model Bank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Primary Customer	Name of the primary account holder.
Account Number	Account number along with the account nickname of the term deposit in the masked format. For more information on Account Nickname, refer Account Nickname .

Field Name	Description
Maturity Instruction	<p>The maturity instructions set at the time of opening the deposit account will be displayed by default. The customer will be able to change these instructions are required.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • 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	<p>Special amount be rolled over.</p> <p>This field is displayed if the option Renew Special Amount and Pay Out the Remaining Amount has been selected as Maturity Instruction.</p>
Pay To	<p>Account transfer options.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Own accounts • Internal Account • Domestic Bank Account <p>This field does not appear, if the option Renew Principal and Interest has been selected as Maturity Instruction.</p>
Own Account	
<p>This section is displayed if the option Own Account has been selected in the Pay To field.</p>	
Transfer Account	<p>The account number along with the account nickname to which the funds are to be transferred.</p>
<p>The following fields are displayed once the customer has selected an account in the Transfer Account field.</p>	
Beneficiary Name	<p>The name of the holder of the account selected in Transfer Account.</p>
Bank Name	<p>Name of the beneficiary bank.</p>
Bank Address	<p>Address of the beneficiary bank.</p>
City	<p>City of the beneficiary bank.</p>

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

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.
-----------------------	---

Domestic Bank Account

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

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures.
-----------------------	---

Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.
---------------------	--

Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
------------------	--

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

The following fields and values will be displayed once the customer has specified a 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 **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 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 is displayed. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
5. The success message is displayed. Click **Done** to complete the transaction.

6. Top Up

This feature enables a customer to invest any surplus amount he might have, into an existing term deposit. Customers can top-up an existing term deposit with the desired and permissible top-up amount.

The application not only displays the current investment position of the term deposit, but also has the provision to calculate the revised maturity amount, interest rate and total investment before top-up confirmation. The customer can fund the top-up using any of his current or savings accounts held with the bank.

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Term Deposit Account Card > Deposit Details > Top Up
 OR
Accounts > Term Deposits > Top Up

Top Up

The screenshot displays the 'Top Up' form in the Model Bank application. At the top, the user's name 'rajesh singh' and account number 'xxxxxxxxxxxx0338' are shown, along with the account type 'First TD'. The form includes a 'Current Balance' of £932.00 and a 'Top Up Amount' input field set to £100.00. A note specifies that top-ups must be in multiples of £2.00 and that the maximum top-up amount is £9,999,999,999,068.00. Below this, there is a 'Calculate Maturity' link. The 'Source Account' is selected as 'xxxxxxxxxxxx5145 - RA Singh' with a balance of £289,760.69. At the bottom right, there are 'Cancel' and 'Top Up' buttons.

Field Description

Field Name	Description
Primary Customer	The name of the primary account holder.
Account Number	Account number along with account nickname of the term deposit for which top-up is to be done.

Field Name	Description
Current Balance	The current principal amount of the term deposit.
Top Up Amount	The amount by which the term deposit is to be topped up.
Maximum top up amount	The maximum amount by which the term deposit can be topped up will be displayed below the Top UP Amount field.
Top up amount in multiples of (X amount with currency)	The denominations in which top up can be made.
Revised Principal Amount	The revised principal amount once top up amount is defined.
Revised Maturity Amount	The revised maturity amount of the deposit will be displayed, once top up amount has been defined.
Revised Interest Rate	The revised interest rate applicable on the deposit will be displayed once top up amount has been defined.
Source Account	<p>The customer is required to select a current or savings account held with the bank, which will be debited in order to top up the deposit account.</p> <p>All the current and savings accounts of the customer along with nickname, if defined, will be listed down.</p>
Source Account Balance	Account balance of the source account will be displayed once an account has been selected.

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
4. Click **Reset** to clear and re-enter the top-up amount.
OR
Click **Cancel** to cancel the transaction.
5. The **Review** screen is displayed. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
6. The success message along with the reference number is displayed. Click **Done** to complete the transaction.

7. Redeem

In times of financial emergencies, the primary source of funds for most people is their savings and investments. The facility to liquidate funds becomes imperative in such cases. The redeem term deposit feature enables customers to quickly liquidate their term deposits in any such situations.

Using this option, the customer can redeem either the entire amount or a partial amount of a term deposit.

Customers can choose to payout the funds from a deposit through any of the following methods:

- Transfer to own account
- Transfer to internal account
- Transfer to a domestic account

How to reach here:

Dashboard > Term Deposits > My Deposit page > Overview > Term Deposit Account Card > Deposit Details > Redeem

OR

Accounts > Term Deposits > Redeem

Redeem

The screenshot displays the 'Redemption' page in the Model Bank app. 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 'Redemption' and shows details for a 'First TD' account. The 'Redemption Details' section includes: Redeemable Amount (£1,000.00), Redemption Type (Partial selected, Full available), Redemption Amount (£100.00), Charges/Penalty (£0.00), and Final Redemption Amount (£100.00). The 'Payout Details' section shows 'Pay to' as 'Own Account' and 'Transfer Account' as 'xxxxxxxxxxxx0115 - RA Singh'. The transfer account details are: rajesh.singh, AT3-FCLEXCUBE UNIVERSAL BANK, Unit 1, Block A, California, GREAT BRITAIN. At the bottom right, there are 'Cancel' and 'Redeem' buttons. A footer at the very bottom reads 'Copyright Model Bank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Primary Customer	Name of the primary account holder.
Account Number	Account number along with the account nickname of the term deposit for which redemption is to be done. For more information on Account Nickname, refer Account Nickname .

Redemption Details

Redeemable Amount	Total amount of the deposit that can be redeemed.
Redemption Type	The customer can select whether redemption is to be partial or full. The options are: <ul style="list-style-type: none"> • Partial • Full
Redemption Amount	Amount along with the currency to be redeemed in case of partial redemption. This field is displayed if the customer selects the Partial option in the Redemption Type field.
Charges/ Penalty	Any charges or penalty, if applicable, will be displayed.
Final Redemption Amount	Final redeemable amount after redemption (i.e. after deducting any penalty charges if applicable).

Payout Details

Pay To	Account transfer options. The options are: <ul style="list-style-type: none"> • Own accounts • Internal Bank Account • Domestic Bank Account
---------------	--

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. All the customer's current and savings accounts held with the bank will be listed down and available for selection.
-------------------------	--

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

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 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.
-----------------------	--

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.
-----------------------	---

Domestic Bank Account

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

Account Number	The customer can identify a current or savings account to which the funds are to be transferred.
-----------------------	--

Account Name	Name of the account holder who will be the beneficiary to whom funds will be transferred.
---------------------	---

Bank Code	The customer is required to identify the bank code in which the beneficiary account is held.
------------------	--

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

The following fields and values will be displayed once the customer has specified a bank code.

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 is displayed. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
5. The success message is displayed. Click **Done** to complete the transaction.

8. 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

Model Bank Accounts Payments PFM rohan.singh

Chetan lodha xxxxxxxxxxxx0330 - CHET

Current Period All

Date	Description	Reference Number	Amount
31 Mar 2014	NEW DEPOSIT	AT3DEBK1409004MV	£1,000.00 Cr

Page 1 of 1 (1 of 1 items)

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
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: <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 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: <ul style="list-style-type: none"> • 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 . Select the time period for which the statement is needed and on click the statement would be dispatched to the customer's registered address.

9. Statement Request

At times, a customer might require the physical copy of a deposit account statement for a certain period. The statement request feature enables customers to request the bank for a physical copy of the statement of an account for a specific period. This physical copy will be mailed to the user's address registered with the bank.

How to reach here:

Accounts > Term Deposits > Statement Request

Statement Request

Field Description

Field Name	Description
Select Account Number	Select account number for which statement has to be requested.
From Date	The customer is required to specify the start date from which the account statement is required.
To Date	The customer is required to specify the date until when the statement is required.

To request for a physical statement:

1. From the **Select Account Number** list, select the account number for the account statement.
2. From the **From Date** list, select the start date of the account statement.
3. From the **To Date** list, select the end date of the account statement.

4. Click **Submit**.
OR
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. Verify the details and click **Confirm**.
OR
Click **Edit** to make changes if any. User is directed to **Statement Request** – screen with values in editable form.
OR
Click **Cancel** to cancel the transaction.
6. The success message of **Statement Request** appears along with the transaction reference number. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

10. Closed deposits

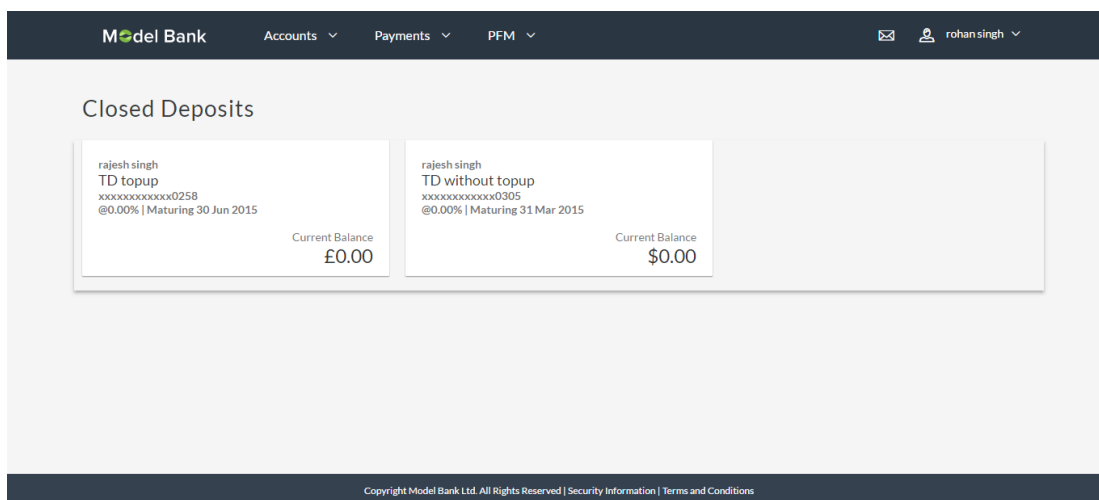
A term deposit is closed when it has attained maturity or if the entire deposit amount has been redeemed. In either case, customers may want to view closed term deposits for reference.

The term deposit dashboard, hence, displays a widget that displays the number of deposit accounts of the customer that have been closed. The customer can view additional details of these closed deposit accounts by selecting the 'View All' link on this widget.

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.
Product / Offer Name	Name of the product / offer under which the account was opened.
Account Number	Deposit account number along with the account nickname in a predefined format.
Interest Rate	Rate of interest applicable on 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

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

rajesh.singh
RA Singh ✕

xxxxxxxxxxxx0305

Holding Details

Customer ID	002***
Holding Pattern	SINGLE

Account Details

Status	Closed
Original Principal Amount	\$100.00
Interest Rate	0.00%
Deposit Date	31 Mar 2014
Value Date	31 Mar 2014
Deposit Term	1 Year
Deposit Certificate Number	
Deposit Branch	Unit 1 Block A California GREAT BRITAIN

Maturity Details

Maturity Date	31 Mar 2015
Maturity Amount	\$100.00
Charges	\$0.00
Net Credit Amount	\$100.00
Paid to	\$100.00 xxxxxxxxxxxx0247

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Field Description

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

Field Name	Description
Holding Details	
Customer ID	Customer Id of the primary account holder.
Holding Pattern	Holding pattern of the term deposit. For example: <ul style="list-style-type: none"> • 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. <hr/> Note: In case of multiple joint holders, all joint account holder names will be displayed separated with a comma. <hr/>
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.
Interest Rate	Rate of interest applicable on the 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.
Maturity Amount	Maturity amount of the term deposit.
Net Credit Account	Net amount credited in the account at the time of Term Deposit closure.

Field Name	Description
Maturity Instructions	<p>Maturity instructions set by the customer for the specific term deposit at the time of opening the deposit.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • 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	<p>Special amount rolled over.</p> <p>This field is displayed if the maturity instructions are Renew Special Amount and Payout the Remaining Amount.</p>
Pay to	<p>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.</p> <p>This field is not applicable, if the option Renew Principal and Interest has been selected as maturity instructions.</p>

11. Deposit Calculator

The Term Deposit calculator gives an indication to the customer about the amount that the customer can acquire at maturity, if a specific amount is invested in term deposits at the bank for a fixed period of time. The system calculates the total amount of the term deposit at the end of maturity period. The Customer can choose a term deposit product that suits their needs best among all the deposit products available with the bank.

How to reach here:

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

Deposit Calculator

Field Description

Field Name	Description
Make your money grow	
How Much	The amount that the customer is willing to deposit.
For: Years/ Months / Days	The amount of time in years, months or days that the customer is willing to deposit the amount.
Interest	The interest rate to be applied on the deposit.


To calculate deposit value at maturity:

1. In the **How Much** field, enter the deposit amount.
2. In the **For: Years/ Months / Days** fields, enter the relevant information.
3. In the **Interest** field, enter the rate of interest to be applied on the deposit. The Deposit Value at maturity is displayed.

12. Account Nickname

Customer can assign a specific name to a deposit 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 an 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

The screenshot shows the 'Deposit Details' page for a customer named Shaileendra Ramesh Kadam. The account number is partially masked as xxxxxxxxxxxx0228. A red box highlights the 'Nickname' field in the top right corner of the details panel. The page is divided into several sections: Holding Details, Account Details, and Maturity Details. The Account Details section includes fields for Status, Original Principal Amount, Interest Rate, Current Principal Amount (with 'Top Up' and 'Redeem' buttons), Hold Amount, Deposit Date, Value Date, Deposit Term, Deposit Certificate Number, and Deposit Branch. The Maturity Details section includes Maturity Date, Maturity Amount, Maturity Instruction (with an 'Edit' button), and Pay to information.

Holding Details	
Customer ID	002***
Holding Pattern	SINGLE

Account Details	
Status	Active
Original Principal Amount	£10,000.00
Interest Rate	0.00%
Current Principal Amount	£11,100.00
	Top Up Redeem
Hold Amount	£0.00
Deposit Date	31 Mar 2014
Value Date	31 Mar 2014
Deposit Term	7 Months 28 Days
Deposit Certificate Number	
Deposit Branch	Unit 1 Block A California GREAT BRITAIN


Maturity Details	
Maturity Date	28 Nov 2014
Maturity Amount	£11,673.05
Maturity Instruction	Close on Maturity
	Edit
Pay to	xxxxxxxxxxxx0017 Internal Account

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Field Description

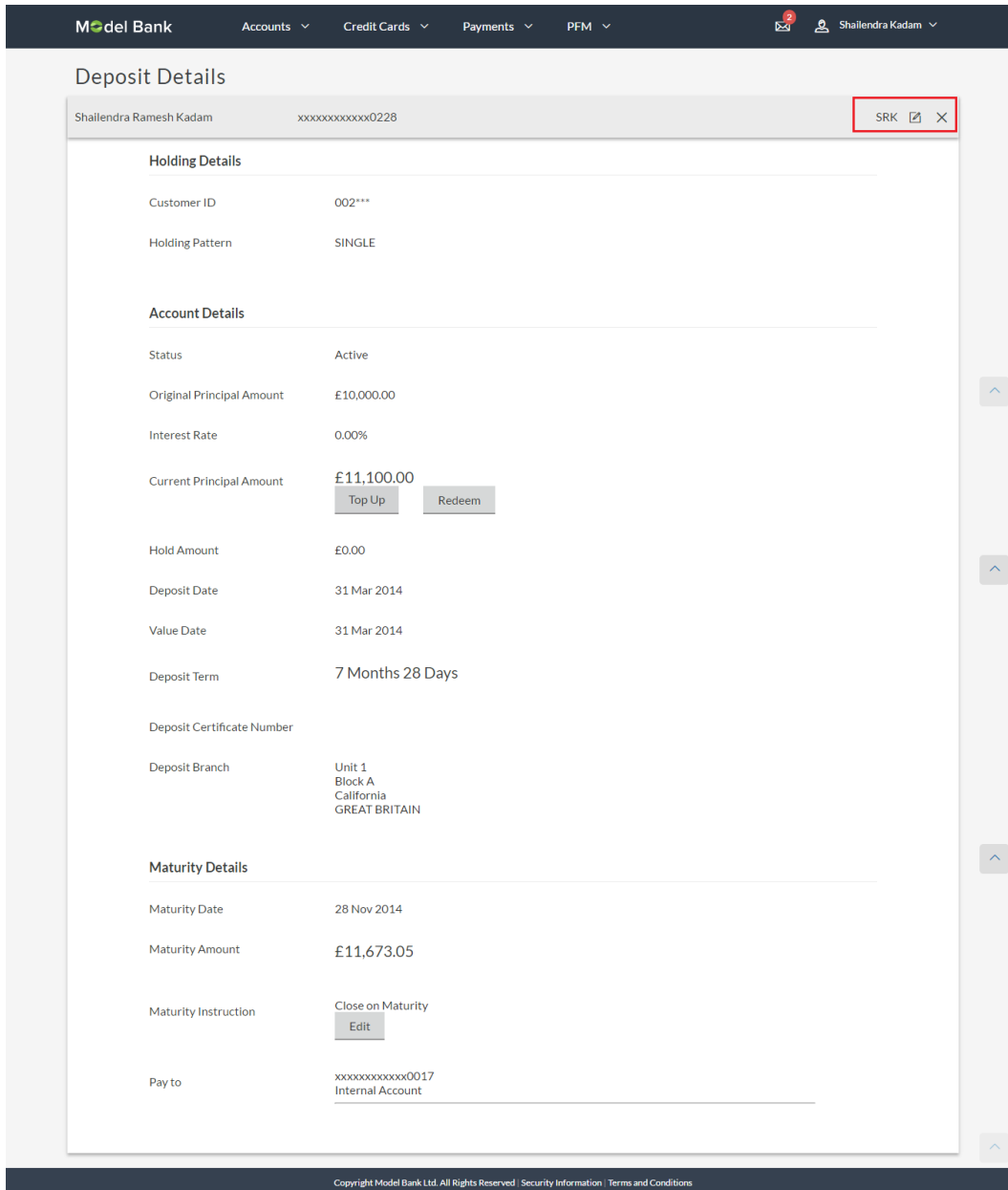
Field Name Description

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



The screenshot shows the 'Deposit Details' page for Shallendra Ramesh Kadam. The page is divided into several sections: Holding Details, Account Details, Maturity Details, and Pay to. A red box highlights the nickname 'SRK' in the top right corner of the main content area. The 'Account Details' section includes fields for Status (Active), Original Principal Amount (£10,000.00), Interest Rate (0.00%), Current Principal Amount (£11,100.00), Hold Amount (£0.00), Deposit Date (31 Mar 2014), Value Date (31 Mar 2014), Deposit Term (7 Months 28 Days), Deposit Certificate Number, and Deposit Branch (Unit 1, Block A, California, GREAT BRITAIN). The 'Maturity Details' section includes Maturity Date (28 Nov 2014), Maturity Amount (£11,673.05), and Maturity Instruction (Close on Maturity). The 'Pay to' section shows the payee as 'xxxxxxxxxxxx0017 Internal Account'. There are 'Top Up' and 'Redeem' buttons next to the Current Principal Amount, and an 'Edit' button next to the Maturity Instruction.

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

FAQs

1. What is advantage of assigning a nickname to an account?

You can personalize your account by giving it a nickname. This way you will be able to easily identify it when viewing account summary.

2. Can I assign a nickname to a joint account?

Yes, you can add nickname to any account of which you are the primary holder.

3. What is Total Maturity Amount?

The total maturity amount is the amount that the deposit is worth at the time of maturity.

4. How does a term deposit work?

A term deposit offers a fixed interest rate for a fixed term. Interest rates differ based on the deposit term, the amount of the deposit and the interest payment frequency.

5. 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 not on the day the application is submitted. Your application will be processed at the interest rate that was in effect on the day that you submitted the application.

6. Can I open a term deposit in joint names?

Yes, it is possible to open the term deposit with joint holders. Details of the holders have to be provided while initiating the deposit. The maximum number of joint holders that can be added depends on the bank's offerings.

7. Can I modify the term deposit details?

Yes, you can modify the maturity instructions defined for your term deposit as well as top up the deposit amount. Both these options are provided on the Term Deposit Details screen.

8. What happens to my term deposit at maturity?

This will depend on the maturity instructions defined by you at the time the deposit was opened. Based on your selection at that point, at the time of maturity, the deposit would either be renewed or the amount will get credited to a specified account. 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.

9. Can I add funds to my term deposit?

If the term deposit product has a facility for top up, then an option will be provided to add funds into the term deposit. The maximum amount with which you can top up the deposit will be defined by the bank and displayed on the top up page.

10. Can I redeem the term deposit before the maturity date?

Yes, it is possible to redeem the term deposit amount either partially or fully before the maturity date.

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

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