# Oracle Banking Digital Experience

**US Originations Unsecured Personal Loans User Manual**
**Release 17.1.0.0.0**

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ORACLE®

US Originations Unsecured Personal Loans User Manual

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

## 1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

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

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 17.1.0.0.0, refer to the following documents:

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

# 2. Unsecured Personal Loan Application

An unsecured personal loan is a personal loan for which no collateral is provided; hence its issuance is based solely on the applicant's credit worthiness.

The application for unsecured personal loans has been built so as to capture the loan requirements as well as the basic personal (including employment and contact information) and financial information of the applicants. All required disclosures and notices are displayed as part of the application and the regulations imposed by the US government have been kept in mind while identifying information to be captured.

The app tracker has been built so as to enable tracking of the application once it has been submitted. The application tracker also enables the applicant to retrieve and complete an application that has been saved. Additionally, the applicant can perform certain tasks from the app tracker such as uploading documents required by the bank, specifying loan account preferences, etc.

**Unsecured Personal Loans Workflow**



US LZN Unsecured Personal Loan Application Workflow
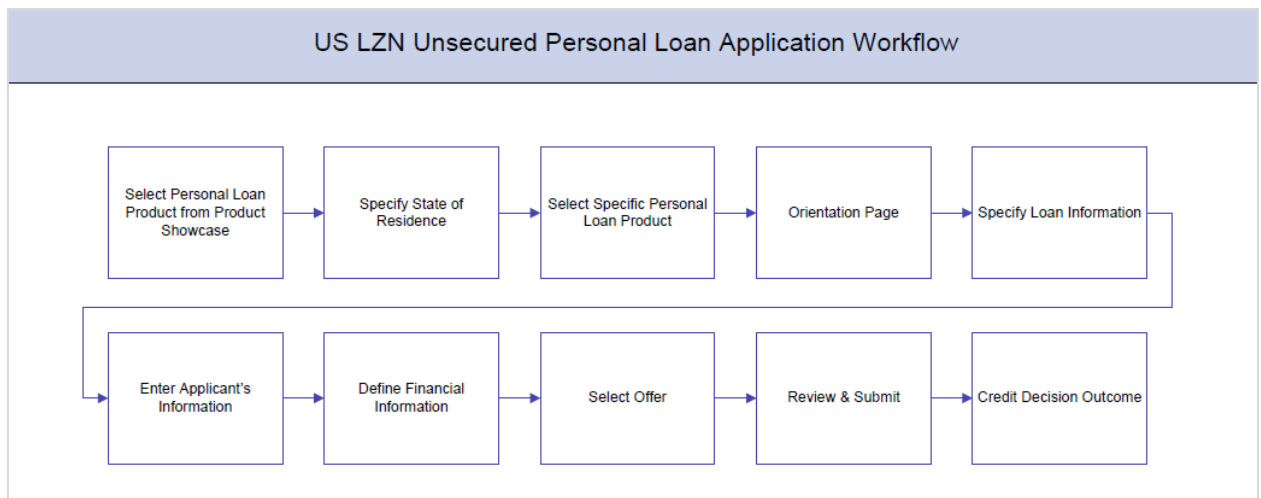
The unsecured personal loan account opening application goes through a particular cycle. Following are the steps involved in the loan account opening application:

- **State Selection:** Once you select the unsecured personal loan product from the product showcase, you will be required to specify your state of residence, after which you can proceed to the loan application.

- **Loan Requirements:** You can specify the amount to be borrowed, purpose of the loan, tenure, and also mention if there is a co-applicant as part of loan application.

- **Applicant Information:** The applicant information sections consist of details such as basic personal information, identity, contact, and employment information of the applicant.

- **Financial Information:** These sections consist of the details such as, income, expense, asset, and liability details of the applicant.

- **Offer Selection:** This section displays multiple loan offers with an option to select any offer of choice.

- **Review and Submit:** This section comprises of two sub sections. The first displays the summary of the loan application. You can verify details submitted as part of the application and can modify any if required. The second sub section displays the disclosures and notices

applicable on the loan application. You can view details of these disclosures and notices and if required, give consent to them before submitting the application to the bank.

- **Credit Decision Outcome:** This section displays the credit decision, once the loan application is submitted successfully.

**How to reach here:**

Dashboard > Personal Loan

**To apply for personal loan:**

1. Select **Personal Loans** on the product showcase screen.
2. The state of residence screen appears.

**State of Residence**

Please Select Your State of Residence ⊗

Product offerings may differ across locations. By selecting your state of residence you will be shown the specific terms and rates that will apply to your new account.

Alaska ∨

Cancel     Select

**Field Description**

| Field Name | Description |
| --- | --- |
| **Please select your state of residence** | |
| **Select State** | You are required to select the state in which you reside. |

3. From the drop-down list, select the state of residence, and click **Select**. The product list screen appears.
   OR
   Click **Cancel** if you do not want to proceed with the application.

**Product List**
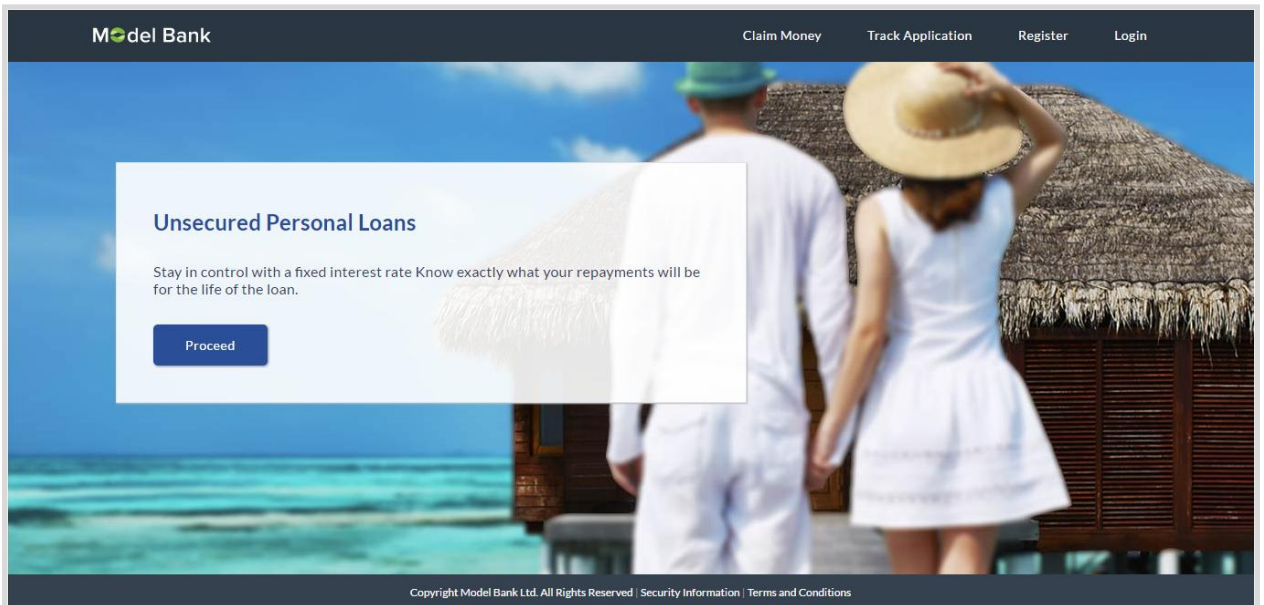


4.  Once the appropriate product is selected, click **Proceed**. The **Unsecured Personal Loans** Orientation screen is displayed containing details informing the applicant about the steps involved in the loan application, details required for application and eligibility criteria. Additionally, the orientation screen also displays text defining the USA Patriot Act, by which you are informed about the bank's need to comply with the specific act and the requirement to capture certain information of all applicants.

**Personal Loans – Orientation Page**



5. Click **Continue**, if you are an anonymous user.
   OR
   Click **Login** if you are a registered user. For more information click here.
   OR
   Click **Cancel** to abort the loan application process.

6. The loan requirement screen is displayed. Enter loan requirement details such as loan amount i.e. the amount to be borrowed, the purpose of the loan, loan tenure, and if a co-applicant is to be added to the application or not.

**Loan Requirement**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Help us understand your loan requirements** | |
| **Loan Purpose** | The reason for which the loan application is being made. |
| **Loan Amount** | The loan amount (in US dollars) that you would like to borrow. |
| **Loan Term** | The tenure of the loan in terms of years and months. |
| **Would you like to add a co-applicant?** | You can identify whether a co-applicant is to be added to the application or not. |
| **Is co-applicant an existing user** | Indicates whether the co-applicant is an existing user. This field is displayed, if you have selected **Yes** in the **Would you like to add a co-applicant?** field. |
| **Co-applicant Customer ID** | You are required to enter the co-applicant's customer ID, if the co-applicant is an existing user. This field is displayed, if you have selected **Yes** in the **Is co-applicant an existing user?** field. |

| Field Name | Description |
|---|---|
| **Send Verification Code via** | Indicates the channel on which the verification code is to be sent. The options are: <br><br> • Co-applicant's registered email address <br><br> • Co-applicant's registered phone number <br><br> This field is displayed, if you have selected **Yes** in the **Is co-applicant an existing user?** field. |

7. Enter the relevant loan requirement details such as loan purpose, loan tenure, amount and other details.

8. If a co-applicant is to be part of the application select option **Yes** in the **Would you like to add a co-applicant?** field.
OR
Click **No** if the loan is required for a single applicant.

9. If the co-applicant is an existing user click **Yes** in the **Is co-applicant an existing user?** field.
OR
Click **No** if the co-applicant is not an existing user.

10. If you have clicked **Yes** in the **Is co-applicant an existing user?** field, enter the co-applicant's customer ID in the **Co-applicant Customer ID** field.

11. Once the co-applicants customer ID is entered, it needs to be verified. In the **Send Verification Code via** field, select the desired option to receive the verification code.

12. Click **Verify**. The **Verification** screen is displayed.

13. In the **Verification Code** field, enter the verification code and click **Submit**.

14. The code verified message is displayed. Click **Continue**.

The application landing page is displayed on which all the section headings (Primary Information, Proof of Identity, Contact Information, and Employment Information) are displayed. If a co-applicant has been added, the sections in which the co-applicants personal information is captured are also displayed as section headings.
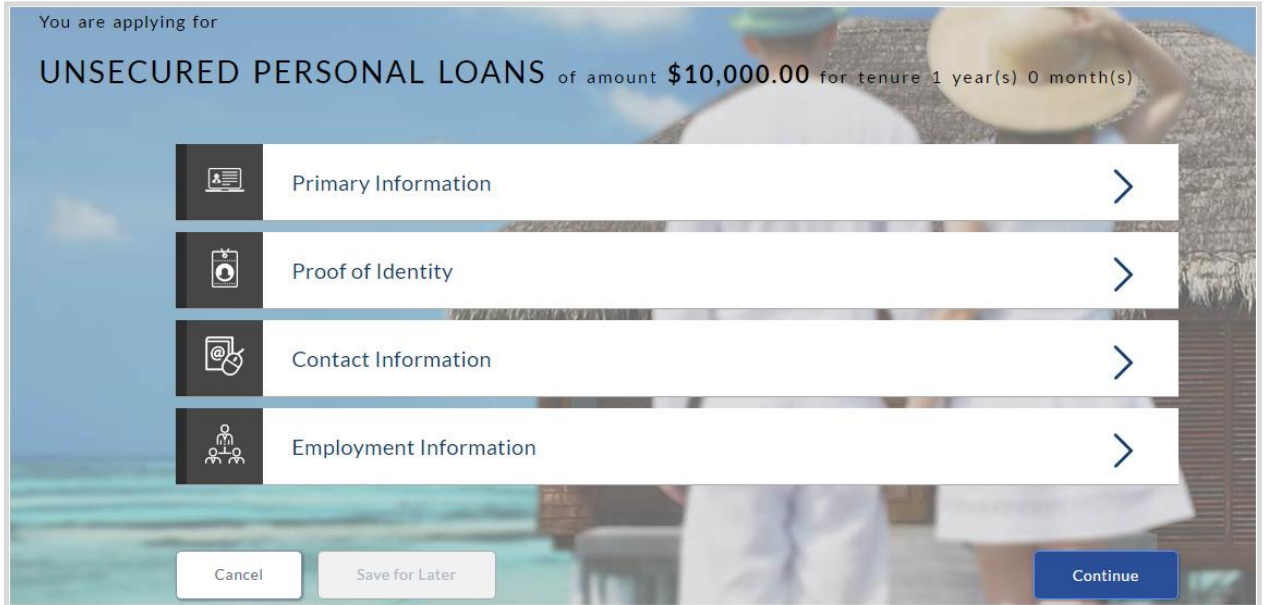
**Applicants Profile Details**



15. Select the desired section in order to enter details.

### 2.1.2 Primary Information

In the primary Information screen enter appropriate information like, salutation, first name, last name, date of birth, citizenship, etc.

**Primary Information**



**Field Description**

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

| Field Name | Description |
|---|---|
| **Salutation** | Identify your salutation.<br><br>The options are:<br><br>• Mr.<br><br>• Ms<br><br>• Mrs.<br><br>• Others |
| **First Name** | Enter your first name. |
| **Middle Name** | Enter your middle name here. This field is optional. |
| **Last Name** | Enter your last name here. |
| **Suffix** | Enter your suffix here. This field is optional. |
| **Date of Birth** | Your date of birth in format MM/DD/YYYY.<br><br>The system validates your date of birth against your state of residence so as to identify whether you have attained age of majority as per your state specifications. |
| **Citizenship** | The country of which you are a citizenship. By default, United States will be selected. You can change this value to reflect the country of which you are a citizen. |
| **Permanent Resident** | You are required to identify whether you are a permanent resident of the United States or not.<br><br>If your citizenship is any other than United States and if you are also not a permanent resident of the United States, you will not be able to proceed with the application as, currently, only US citizens or resident aliens are allowed to submit applications only. |
| **Country of Residence** | This field is enabled only if you have identified that you are not a permanent resident of the United States by selecting **No** in the **Permanent Resident** field. In this case, you are required to indentify the country in which you reside. |

15. Click **Continue**. The **Proof of Identity** section is displayed.

### 2.1.3 Proof of Identity

In the proof of identity section enter your Social Security Number and identity proof details.

**Proof of Identity**



**Field Description**

| Field Name | Description |
|---|---|
| Social Security Number | Enter your Social Security Number |
| Type of Identification | The identification that you want to provide as proof of identity |
| | The identification type could be: |
| | • Driving License |
| | • Matricular Consular Card |
| | • State ID |
| State of Issue | The state in which your ID as selected in **Type of Identification** field, has been issued. |
| | This field is not displayed if you have selected **Matricular Consular Card** as **Type of Identification**. |
| ID Number | Identification number corresponding to the identification type. |

| Field Name | Description |
| --- | --- |
| **Expiration Date** | The date on which you ID expires. |
| | The system will validate if the expiration date has passed or if it is a valid date i.e. not one that is too ahead in the future (the number of years will be defined by the bank) and will display an appropriate error message. In this case, you can either modify the expiration date or select a different ID to submit as proof of identity, one which has a valid expiration date. |

- Click **Continue** to save the identification information. The **Contact Information** section is displayed.

### 2.1.4 Contact Information

In the contact information section enter contact details including your email address, phone numbers, and current residential address.

You will be required to enter details of your previous residence if you have stayed at your current residence for less than the amount of time required. This amount of time is defined by the bank in terms of years.

**Contact Information**

**Field Description**

| Field Name | Description |
| --- | --- |
| **Email** | |
| **Email** | Your Email ID |
| **Confirm Email** | Re-enter the email ID to confirm. |
| **Phone Number** | |
| **Phone Type** | Type of phone number that is being added as primary<br><br>The options are:<br><ul><li>Personal Mobile</li><li>Work Mobile</li><li>Home Phone</li><li>Work Phone</li></ul> |
| **Primary Phone Number** | Phone number corresponding to the selected phone type. |
| **Alternate Phone Number** | You can select **Yes** if you want to add an alternate phone number. It is not mandatory to add an alternate phone number. |
| **Phone Type** | Type of phone number that is being added as an alternate number.<br><br>The options are the same as those available for the phone type of primary phone number. The type selected as primary phone type will not be part of the list. Hence you cannot enter two phone numbers of the same type.<br><br>This field is displayed if you select **Yes** in the **Add an alternate phone number** field. |
| **Phone Number** | Phone number corresponding to the selected alternate phone type<br><br>This field is displayed if you select **Yes** in the **Add an alternate phone number** field. |
| **Residential Address** | |

| Field Name | Description |
|---|---|
| **Accommodation Type** | The type of residence.<br>The accommodation types are:<br>• Company Provided<br>• Inherited<br>• Leased<br>• Owned<br>• Parental<br>• Rented<br>• Other |
| **Address Line 1 - 2** | Your address details |
| **City** | The city in which you reside |
| **State** | The state in which you reside. The state that you selected upfront will be displayed in this field. You will not be able to change the state here. |
| **Zip Code** | The zip code of your residence. You can enter the zip code in format zip+4 in addition to regular format. |
| **Staying Since** | Date since which you have been residing at the current address. If you identify a date that is less than the minimum amount of time required for you to have resided in the current residence, the system will display fields in which you can specify you previous residence address. |
| **Previous Residential Address** | |
| **Accommodation Type** | The type of residence.<br>The accommodation types are:<br>• Company Provided<br>• Inherited<br>• Leased<br>• Owned<br>• Parental<br>• Rented<br>• Other |
| **Address Line 1 - 2** | Address details of your previous residence |

| Field Name | Description |
| --- | --- |
| City | The city in which you resided previously |
| State | The state in which you resided previously. The state that you selected upfront will be displayed here by default and can be changed. |
| Zip Code | The zip code of your previous residence. You can enter the zip code in format zip+4 in addition to regular format. |

- Click **Continue** to save the contact information. The **Employment Information** section is displayed.

### 2.1.5 Employment Information

In this section enter details of your employment over a defined period starting with your current primary employment. The details required are type of employment, subsequent status, date on which specific employment was started and if you are salaried or self employed, the company or employer name. If the amount of time at which you have been employed in your current employment is less than the required amount, the system will display fields in which you can enter details of previous employment.

**Employment Information**



**Field  Description**

| Field Name | Description |
| --- | --- |
| **Primary Employment** | |
| **Employment Type** | The type of your current primary employment |
| | The types are: |
| | • Salaried |
| | • Self Employed |
| | • Others |

| Field Name | Description |
|---|---|
| **Employment Status** | The status of your employment. The options in this field will depend on your selection as employment type. |
| | If you have selected the option **Salaried** or **Self Employed** the options will be: |
| | • Part Time |
| | • Full Time |
| | If you have selected the option **Others**, the options will be: |
| | • Home Duties |
| | • Non-Resident |
| | • Pensioner |
| | • Retired |
| | • Student |
| | • Superannuation |
| | • Unemployed |
| | • Casual |
| | • Contractor |
| **Company Name or Employer** | Name of the company or firm at which you are employed. This field will be displayed only if you have selected **Salaried** or **Self Employed** as **Employment Type.** |
| **Start Date** | The date on which you started current employment. |
| **Additional Employment** | |
| **Employment Type** | The type of employment |
| | The types are: |
| | • Salaried |
| | • Self Employed |
| | • Others |

| Field Name | Description |
|---|---|
| **Employment Status** | The status of your employment. The options in this field will depend on your selection as employment type. |
| | If you have selected the option **Salaried** or **Self Employed** the options will be: |
| | • Part Time |
| | • Full Time |
| | If you have selected the option **Others**, the options will be: |
| | • Home Duties |
| | • Non-Resident |
| | • Pensioner |
| | • Retired |
| | • Student |
| | • Superannuation |
| | • Unemployed |
| | • Casual |
| | • Contractor |
| **Company Name or Employer** | Name of the company or firm at which you are/were employed. This field will be displayed only if you have selected **Salaried** or **Self Employed** as **Employment Type.** |
| **Start Date** | The date on which you started employment at the specific company or organization. |
| **End Date** | The date on which you employment at the specific company or organization ended. |

- Click **Add** to update the employment information.
  OR
  Click to edit the employment information.

- Click to add more than one employment information.
  OR

- Click **Continue** to proceed with the application process.

16. Click **Continue**.
  OR
  Click **Save for Later**, to register and resume the loan application at later stage. For more information on save for later, click here.
  OR

Click **Cancel** to close the auto loan application process. For more information on cancelling an application, click [here](#).

The Financial Profile screen is displayed with Income, Expense, Asset, and Liability sections.

### 2.1.6 Financial Profile

This page comprises of multiple sections in which you can enter your financial details in the form of income, expenses, assets and liabilities.



Enter the appropriate details in the relevant sections.

### 2.1.7   Income

In this section enter details of all income that you want to be considered to be the basis on which you will repay the loan. Hence, any income earned as alimony or child support need not be identified here if you do not wish for it to be considered.

You can add multiple records of income up to a defined limit. Click the ⊕ icon to add additional income records and the 🗑 icon against a specific record to delete it.

- From the **Source of Income** list, select the income source of the applicant.
- In the **Gross income** field, enter the applicant's gross income.
- In the **Net Income** field, enter the applicant's net income.
- From the **Frequency** list, select the income frequency.

**Income Information**

**Field Description**

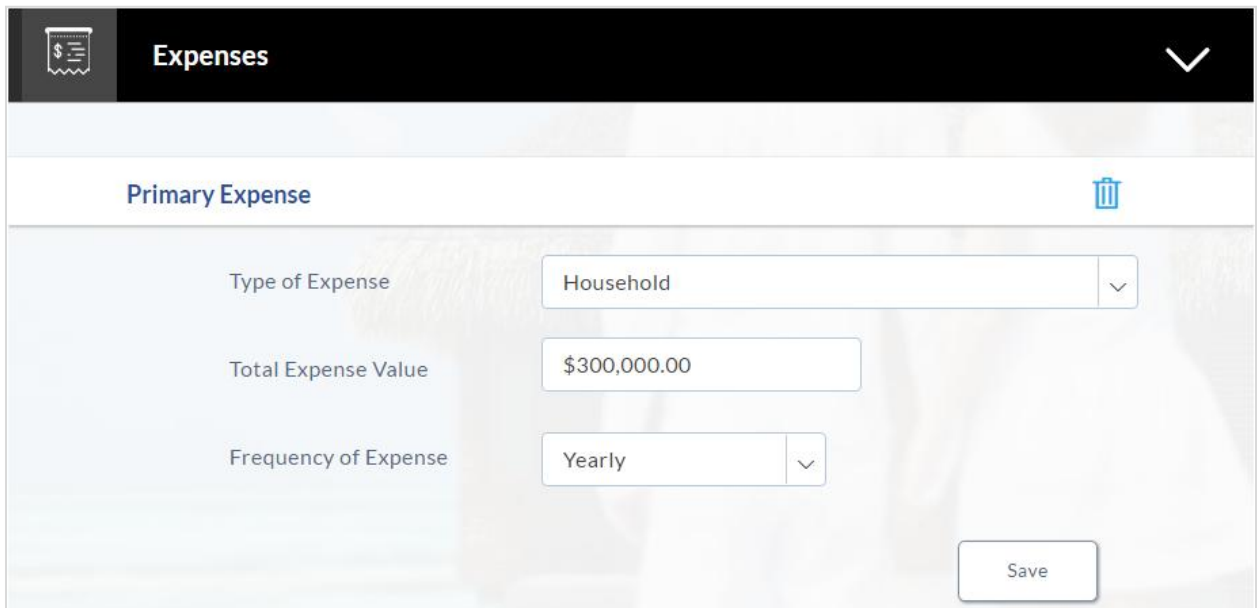| Field Name | Description |
|---|---|
| **Primary Income** | |
| **Source of Income** | The source of your primary income. Examples of source of income can be rental income, salary, etc |
| **Gross Income** | Gross amount of income earned. |
| **Net Income** | Net amount of income. The net income field will be defaulted with the gross income amount entered and can be changed. |
| **Frequency** | The frequency at which you earn the particular income. Examples of income frequency can be Monthly, Yearly, etc.<br><br>• By default Yearly will be selected in this field. You can change this value as required. |

- Click **Save** to update the income details.
- Click **Continue** to proceed with the expense details section.

    OR

- Click ⊕ to add another income record.

### 2.1.8 Expenses

In this section enter details of all expenses you incur on a regular basis. You can add multiple expense records up to a defined limit. Click the ⊕ icon to add additional expense records and the 🗑 icon against a specific record to delete it.

- From the **Type of Expense** list, select the applicant's expense.
- In the **Total Expense Value** field, enter the applicant's expense value.
- From the **Frequency of Expense** list, select the expense frequency.

**Expense Information**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Primary Expense** | |
| **Type of Expense** | The type of expense. Example - household, school fees, etc. |
| **Total Expense Value** | The total value of expenditure against the specific type identified. |
| **Frequency of Expense** | The frequency at which you incur the specific expense. By default the value Monthly will be selected and can be changed. |

- Click **Save** to update the expense details.
- Click **Continue** to proceed with the asset details section.

OR

- Click ⊕ to add another expense record.

### 2.1.9 Asset

In this section enter details of all assets owned by you. You can add multiple asset records up to a defined limit. Click the ⊕ icon to add additional asset records and the 🗑 icon against a specific record to delete it.

- From the **Type of Asset** list, select the appropriate option.

- In the **Value** field, enter the value of the asset in the given currency.

**Assets**



**Field Description**

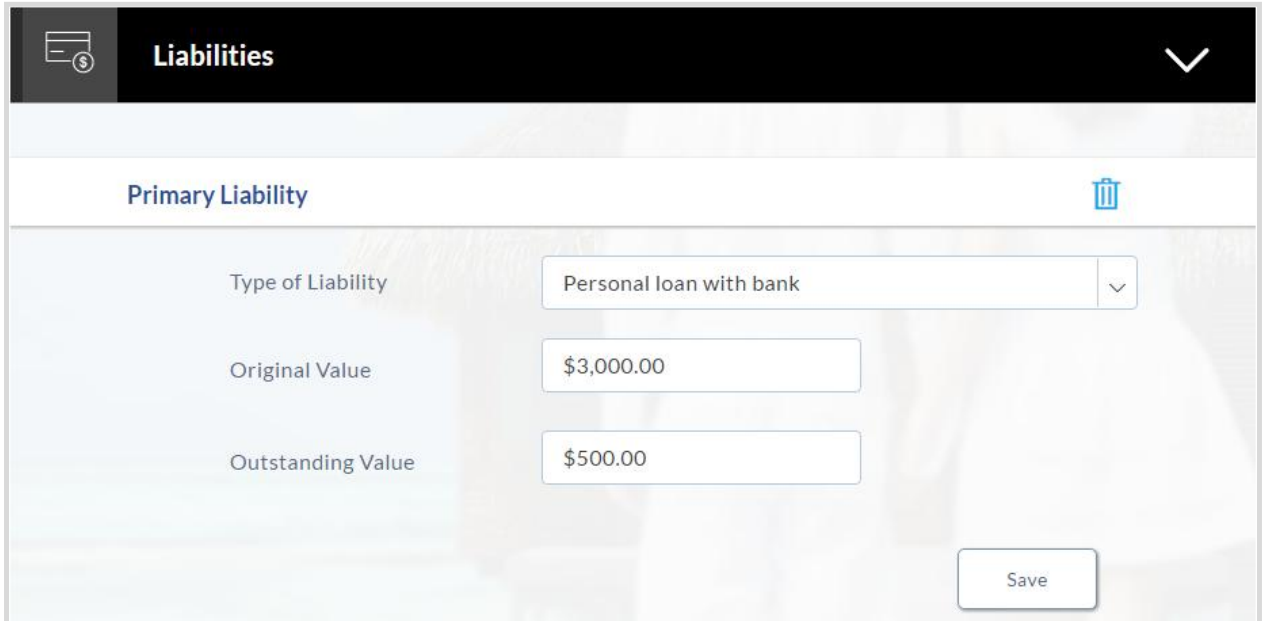| Field Name | Description |
| --- | --- |
| **Primary Assets** | |
| **Type of Asset** | Type of asset owned by you. Examples of assets are – Home, Savings account with bank, etc. |
| **Value** | The market value of the asset. |

- Click **Save**.
- Click **Continue** to proceed with the liability details section.

  OR

- Click ⊕ to add another asset record.

### 2.1.10 Liabilities

In this section enter details of all your liabilities. You can add multiple records up to a defined limit. Click the ⊕ icon to add additional records and the 🗑 icon against a specific record to delete it.

- From the **Type of Liability** list, select an appropriate option.
- In the **Original Value** field, enter the original value i.e. the initial value of the liability.
- In the **Outstanding Value** field, enter the outstanding value of the liability.

**Liabilities**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Primary Liability** | |
| **Type of Liability** | The type of liability being defined. Examples can be home loan, personal loan, credit card debt, etc. |
| **Original Value** | Original value of the liability. |
| **Outstanding Value** | Outstanding value of the liability. |

- Click **Save**.
- Click **Continue** to proceed with the loan application process.

  OR

- Click ⊕ to add another liability record.

19. Once the asset, liability, income, and expense details are entered click **Continue**.
20. The **Offers** screen is displayed.

**Offers**



21. Select a suitable offer.

22. Click **Continue**.
    OR
    Click **Save for Later**, to register and resume the loan application at later stage. For more information on save for later, click here.
    OR
    Click **Cancel** to close the auto loan application process. For more information on cancelling an application, click here.

23. Click **Review and Submit**. The review screen appears.

### 2.1.11 Review and Submit

The review and submit page consists of the following two sub sections:

- **Application Verification** – This section displays the information entered in the application. You can verify the information provided by you is correct and modify, if required.

- **Disclosures and Consents** – This section displays the various disclosures and notices impacting you and the bank. The facility to provide your consent to a disclosure is provided against each disclosure.

**Loan Requirements**



**Offers**



**Primary Information**

**Proof of Identity**

| Proof of Identity | | |
| --- | --- | --- |
| Social Security Number | xxx-xx-2974 | |
| Type of Identification | Driving License | |
| State of Issue | Alaska | |
| ID Number | A21365 | |
| Expiration Date | 10/10/2030 | |

**Contact Information**

**Contact Information**

**Email**

| Email | sam@mail.com |
| --- | --- |

**Phone Number**

| Primary Phone Number | Work Mobile: (879)032-5636 |
| --- | --- |
| Phone Number | Personal Mobile: (567)829-0870 |

**Residential Address**

| Accommodation Type | Owned |
| --- | --- |
| Address | A21, NKP, Berkshire Alaska 40029-2929 |
| Staying Since | 10/10/1990 |

**Employment Information**



**Financial Profile**

**Incomes**

**Expenses**



| Expenses | | |
|---|---|---|
| **Primary Expense** | | |
| Type of Expense | Household | |
| Total Expense Value | $300,000.00 | |
| Frequency of Expense | Yearly | |

**Assets**

**Liabilities**



23. Click ✏️ against a specific section in order to edit details of that section.

**Disclosures and Consents**

## Disclosures and Consents

Please go through the following disclosures thoroughly. They contain important information about your legal rights. Copies of all disclosures will be sent to you at samwilliams@ofss.com once you consent to E-sign Disclosure.

### E-SIGN Disclosure

We are bound by specific laws that require us to provide certain application and account information to you. Your consent to the E-SIGN disclosure gives us the permission to provide information to you electronically and covers all subsequent disclosures, notices and communications regarding your application as well as the resulting account.

When you consent to our E-SIGN Disclosure, you agree that we will deliver communications to you in electronic format by posting them on the banking website or also through Email. All electronic communication intended to be sent through Email will be sent to the Email address provided in your application.

Please review the terms and conditions of our E-SIGN Disclosure and indicate your consent to receive electronic disclosures and agreements. If you do not wish to receive these documents electronically, you may cancel this application by clicking on the Cancel button at the bottom of this page.

E-SIGN Disclosure

**Primary Applicant**

☑   I have reviewed and consent to the E-SIGN Disclosure.

**Additional Disclosures**

Please review important deposit product disclosures and our privacy policy. Select the links to review each item and print or save copies for your records.

Account Agreement

Conusmer Privacy Notice

**Primary Applicant**

☑   I acknowledge that I have reviewed and agree to the Product Legal Documents and the Privacy Policy Notice

By clicking submit I agree that :

- All the information I have submitted in the application, is to the best of my knowledge, true and correct.
- I am the person named in the application and I have obtained approval from my co-applicant to submit his/her information.
- If I am applying with a co-applicant, we will be held jointly liable for the requested credit amount.
- I authorize Model Bank to obtain a credit report or any other report or account information from credit or information services agencies to help verify the information provided in this application
- Model Bank may ask for documents to verify the identity of some or all applicants.
- This application and supporting documents remain the property of Model Bank.
- All loan applications are subject to normal credit qualification and Model Bank is not obligated to approve my application.
- Credit approval, Annual Percentage Rate (APR) and credit terms are based on the review of each applicant's information and credit report.
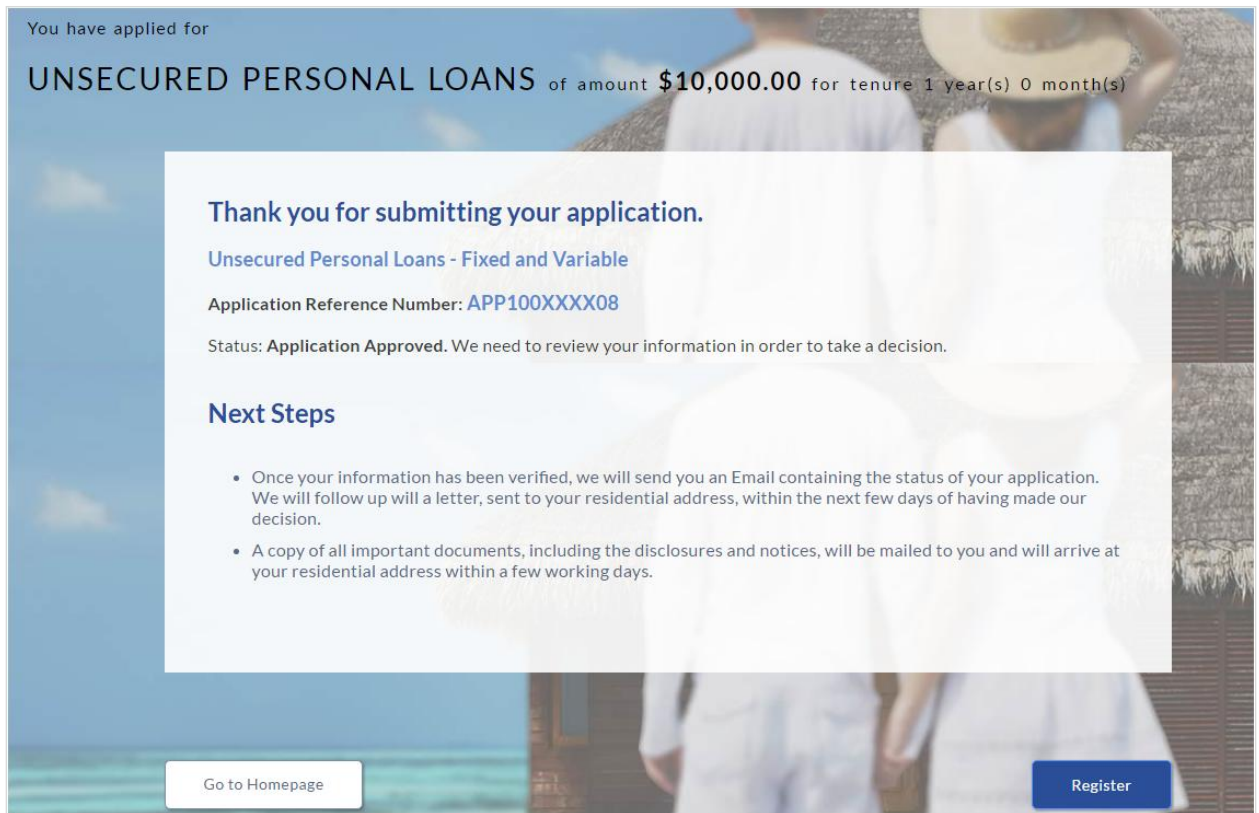
Cancel          Save for Later                                                        Submit

**Field Description**

| Field Name | Description |
|---|---|
| **ESIGN Disclosure** | |
| **I have reviewed and consent to the ESIGN Disclosure** | Select this check box to provide consent to the ESIGN Disclosure |
| **Additional Disclosures** | |
| **I acknowledge that I have reviewed and agree to the Product Legal Documents and Privacy Policy Notice** | Select this check box to acknowledge that you have reviewed the product legal documents and the privacy policy of the bank. |

24. Once you have verified all the information and have provided consent to all the disclosures click **Submit.**

25. The screen confirming application submission will be displayed which will contain the application reference number, decision outcome and any additional steps that might need to be undertaken by you or the bank.

**Submitted Application Confirmation**



26. Click **Track your Application**. The application dashboard screen appears. For more information on track application click here.
OR
Click **Go to Homepage** to navigate to the application dashboard screen.

27. The **Login** screen is displayed if option **Track your Application** has been selected.

In the **USERNAME** field, enter the user name created while submitting the application.

In the **PASSWORD** field, enter the password.

28. Click **Login**. The application tracker screen appears with submitted as well as in draft applications.

29. If the applicant who has filled in the application details is not a registered channel user will have an option to register for channel access. Click **Register** to register yourself for online access to the banking website.

### 2.1.12 Register User

**To register an applicant:**

1. In the **Email** field, enter the email address.

2. To confirm re-enter the email ID in the **Confirm Email** field.

3. Click **Verify** link to verify the entered email address.

   a. In the **Verification Code** field, enter the verification code sent on the registered email ID.

   b. Click **Resend Code**, if the code is not received.

   c. Click **Submit**. The successful email verification message appears.

4. In the **Password** field, enter the password required for log-in.

5. To confirm enter the password in the **Confirm Password** field.

**Register Applicant**



**Field Description**

| Field Name | Description |
| --- | --- |
| Email | The email ID of the applicant. |

| Field Name | Description |
| --- | --- |
| **Confirm Email** | To confirm re-enter the email ID entered in the **Email** field. |
| **Password** | Indicates the password required for login. |
| **Confirm Password** | To confirm re-enter the password entered in the **Password** field. |

6. Click **Register** to register the applicant.

**Register Applicant - Confirm**

**Field Description**

| Field Name | Description |
| --- | --- |
| Email | The email ID of the co-applicant. This field will be displayed only if the co-applicant involved in the application is not registered with the bank. |

7. Click **Send Link** to send a verification link to the co-applicant's email address.

8. Click **Track Application** to view the applications status.
   OR
   Click **Go To Homepage** to view the loan application.

### 2.1.13 Cancel an Application

You can cancel your application at any step while filling in the application form.

**To cancel an application:**

1. Click **Cancel**. The cancel application screen is displayed with reasons to cancel listed down.

**Cancel Application**



**Field Description**

| Field Name | Description |
| --- | --- |
| **What is the reason for cancelling?** | Indicates the reason to cancel an application. The cancellation reason could be: <br>• Difficulty in completing the form <br>• Insufficient time <br>• Need more product details <br>• Incorrect product selection <br>• Others |

| Field Name | Description |
| --- | --- |
| **Please Specify** | Specify the reason to cancel the application. |
| | This field is displayed if you select **Others** option in the **Reason for Cancelling**. |

2. Select the appropriate reason for cancelling the application.

3. Click **Cancel and Exit** to cancel and exit the application. Application has been cancelled message appears.
   OR
   Click **Return to Application** to view the loan application.

**Application Cancelled**
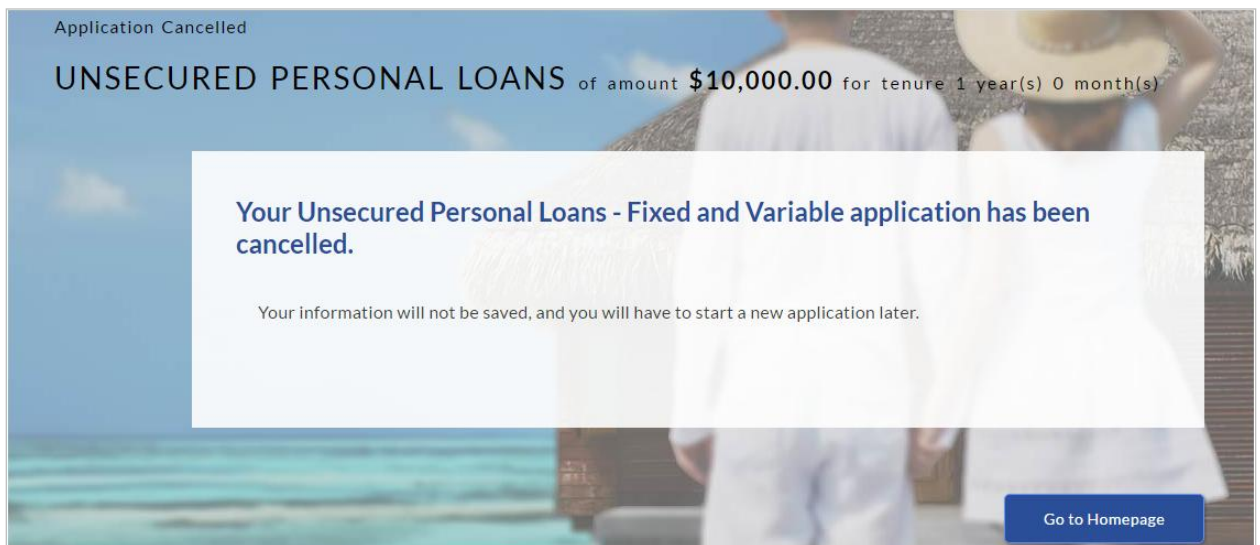


4. Click **Go To Homepage** to navigate to the application dashboard screen.

### 2.1.14  Save for Later

There will be two scenarios in this case

- If the applicant is a registered user and he/she is already logged in then the applicant will get a confirmation page indicating submission saved successfully.

- If the applicant is a new user i.e. who is not registered on channel, then he/she will need to go through the following steps.

**To save an application:**

1. Click **Save for Later**. The **Save and Complete Later** screen appears.

2. In the **Email** field, enter the email address.

3. To confirm re-enter the email ID in the **Confirm Email** field.

4. Click **Verify** link to verify the entered email address.

    a. In the **Verification Code** field, enter the verification code sent on the registered email ID.

    b. Click **Resend Code**, if the code is not received.

    c. Click **Submit**. The successful email verification message appears.

5. In the **Password** field, enter the password required for log-in.

6. To confirm enter the password in the **Confirm Password** field.

**Save and Complete Later**

**Field Description**

| Field Name | Description |
| --- | --- |
| Email | The email ID of the user. |
| Confirm Email | To confirm re-enter the email ID entered in the **Email** field. |
| Password | Indicates the password required for login. |
| Confirm Password | To confirm re-enter the password entered in the **Password** field. |

7. Click **Save Application**.
   OR
   Click **Cancel Application** to close the save and complete later screen.
   OR
   Click **Return to Application** to navigate to the application screen.

**Note:** The saved application appears in **Track Application** under **In Draft**. You can click the application summary and resume application submission process.

**Saved Application**



8. Click **Track your Application** to view the application status.

# 3.  Application Tracker

The track application allows you to view the progress of the application. Through track application you can:

- **View submitted application**: It allows you to view the submitted application details, information related to the application and complete pending tasks applicable.

- **View application in draft**: If you click save for later while submitting the application, the application is saved as draft application. So that you can retrieve the application at later stage and complete the application submission process.

**To track an application:**

1. Click **Track Application** on the dashboard. The **Login** screen appears.

2. Enter the registered email ID and password, click **Login**.

3.  The **Application Tracker** screen appears. By default the submitted application view appears.

**Submitted Application**

## TRACK YOUR APPLICATION

| Submitted | In Draft |
|-----------|----------|

### Submitted Applications

**Home Loan**                                                  $89,800.00

| Application Id | APP100XXXX41 |
| Applicant Name | nehal joshimarchsixteen,nehal joshimarchtwentyone |

75%

| Submitted On | 21 Mar 2017 |

Status    **Submission In Progress**

---

**Home Loan**                                                  $79,800.00

| Application Id | APP100XXXX55 |
| Applicant Name | nehal joshimarchsixteen,nehal joshimarchtwentyone |

71%

| Submitted On | 24 Mar 2017 |

Status    **Submission In Progress**

---

**Unsecured Personal Loans**                                   $66,000.00

| Application Id | APP100XXXX70 |
| Applicant Name | nehal joshimarchtwentyone |

67%

| Submitted On | 27 Mar 2017 |

Status    **Submission In Progress**

---

**Credit Card for Product**                                    $50,000.00

| Application Id | APP100XXXX80 |
| Applicant Name | nehal joshimarchtwentyone,Deepak Joshi,Purnima Joshi,Nishant Vasani |

50%

Status    **Submission In Progress**

| Submitted On | 30 Mar 2017 |

---

**Unsecured Personal Loans**                                   $66,000.00

| Application Id | APP100XXXX82 |
| Applicant Name | nehal joshimarchtwentyone |

100%

| Submitted On | 30 Mar 2017 |

Status    **Submission In Progress**

Go to Homepage

**Field Description**

| Field Name | Description |
| --- | --- |
| Loan Offer Name | The name of the loan offer selected during application. |
| Application ID | Application reference number. |
| | It is a unique number generated by the application and allotted to an application. |
| Amount | The approved loan amount. |
| Applicant Name | Name of the loan applicant. |
| Submitted On | Application submission date. |
| Status | Current status of the application. |

4. Click the application details to view the application summary. The **Application Summary** screen is displayed with details such as actions to be performed and application details to be viewed.

**Application Summary**
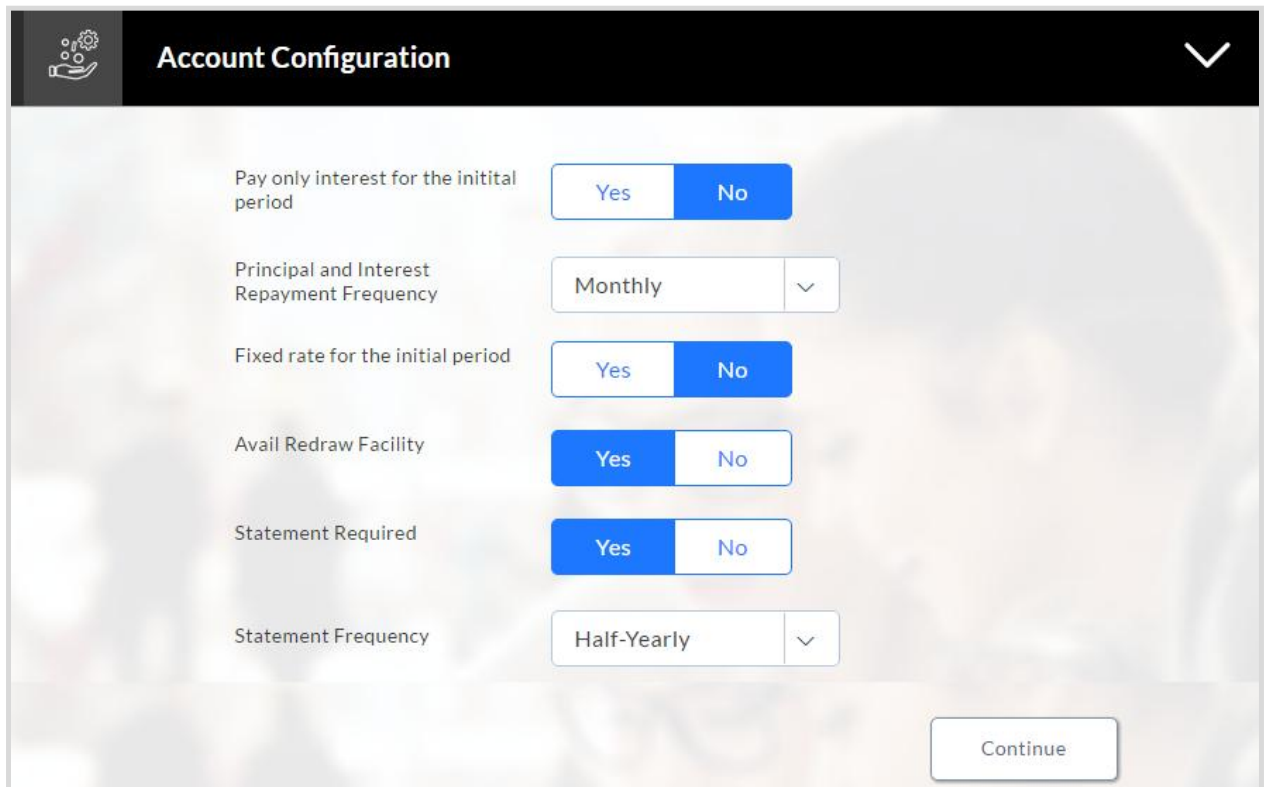
**Field Description**

| Field Name | Description |
|---|---|
| Application ID | Application reference number. |
| | It is a unique number generated by the application and allotted to an application. |
| Applicant Name | Name of the loan applicant. |
| Submitted On | Application submission date. |
| Loan Amount | The approved loan amount. |
| Status | Current status of the application. |
| Tenure | Loan repayment tenure. |

5. Click the links under the **Action Required** section. The **Account Configuration** screen appears.

**Account Configuration**

This section allows you to view and configure the features of the loan account.

**Field Description**

| Field Name | Description |
| --- | --- |
| Pay only interest for the initial period | Indicates if you wish to pay only interest at the beginning of the loan. |
| Interest Only Term | The interest only term in terms of years and months.<br><br>This field is displayed if you select **Yes** option in the **Pay only interest for the initial period** field. |
| Principal and Interest Repayment Frequency | The principal and interest repayment frequency.<br><br>The frequency could be:<br><br>• Monthly<br>• Quarterly<br>• Half Yearly<br>• Annually<br>• Daily |
| Fixed rate for the initial period | Indicates to avail fixed rate of interest loan. |
| Fixed Rate Term | Term for fixed rate of interest in terms of years and months.<br><br>This field is displayed if you select **Yes** option in the **Fixed rate for the initial period** field. |
| Avail Redraw Facility | Indicates whether redraw facility is required on the loan account. |
| Statement Required | Indicates whether loan statement is required. |
| Statement Frequency | Frequency to receive the loan statement.<br><br>This field is displayed if you select **Yes** option in the **Statement Required** field. |

6. Enter the appropriate values in the relevant fields.

7. Click **Continue**. The **Account Summary** screen appears with details, rate type, loan term, loan repayment frequency, and repayment amount.

**Account Summary**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Account Summary** | |
| **Rate Type** | Indicates the rate type of the loan, it could be fixed or variable or both. |
| **Frequency** | The principal and interest repayment frequency: |
| | The frequency could be: |
| | • Monthly |
| | • Quarterly |
| | • Half Yearly |
| | • Annually |
| | • Daily |
| **Term** | Term applicable to the repayment and the rate type. |
| **Approximate Repayment Amount** | Loan repayment amount for the repayment and the rate type. |

8. Click **Continue**. The **Application Summary** screen appears

9. Click on the links under the **View** section to view application summary, account summary and other details.

**Application Summary**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Application Summary** | |
| **Applicant Name** | Loan applicants name. |
| **Purpose** | Purpose of loan application. |
| **Requested Amount** | The amount for which the loan is applied. |
| **Approved Amount** | Loan amount approved by the bank including the fees, and other costs. |
| **Tenure** | Loan repayment tenure. |
| **Loan Date** | Loan application date. |

Click **View Complete Application** to view details of the entire application in PDF format.

**Application Fees**

Application Fees section allows you to view the details about the fees paid towards the loan application.



**Field Description**

| Field Name | Description |
| --- | --- |
| **Application Fees** | |
| **Fees** | All the fees applied are listed down with the amount charged displayed against each fee type. |

**Status History**

Status history displays the status of the various stages of loan application, remarks, user name, and date on which the status is updated.



**Field Description**

| Field Name | Description |
| --- | --- |
| **Status History** | |
| **State** | Application status. |
| **Remarks** | Displays the remarks if any. |
| **Acted By** | User ID who has processed the account application. |
| **Updated On** | Account application updated date. |

**Document Upload**

Document upload allows you to upload the documents which are required for the application processing. You can upload multiple documents for a document type. Simultaneously you can upload multiple documents. You can remove any uploaded document.

**To upload / remove a document:**

1. Click **Documents** link.
2. Click **Choose file**.
3. The open file screen appears. Select the appropriate file to be uploaded and click **Open**.
4. Click **Upload**. The file is uploaded.
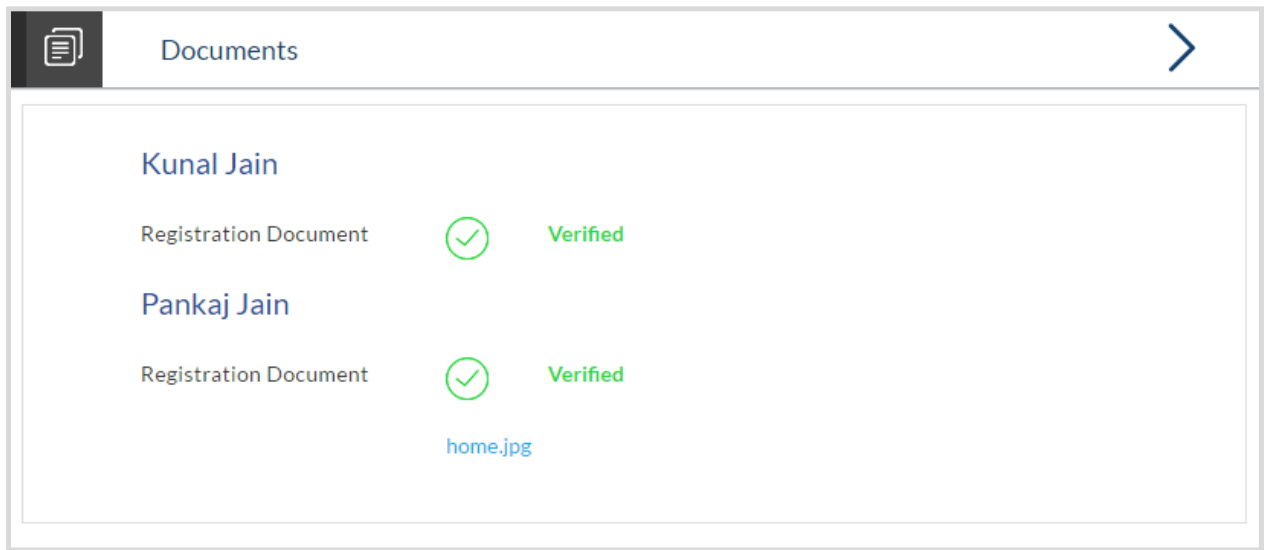
**Document Upload**



**Note:** Click ⊗ to remove the uploaded document.

**Field Description**

| Field Name | Description |
| --- | --- |
| Choose File | File to be uploaded. |

5. Click **Document** link. The status of the uploaded document appears, once the document is verified.

**Uploaded Document**



6. Click on the image link to download the uploaded document file.

**Accept / Reject Offer**

Once the account configuration and required documents are uploaded, offer is generated and made available in the tracker for you to view, download, and provide approval / rejection.

**To accept / reject an offer:**

1. Click **Offer** link. The screen with the offer letter and agreement section appears.

**Accept / Reject Offer**



**Field Description**

| Field Name | Description |
|---|---|
| **Offer Letter** | Displays the generated offer letter. |
| **Offer Letter Acceptance** | Select the check box to accept the terms and conditions to accept / reject the offer. |

2. Click ![pdf icon] to download the offer letter and other document.

3. Select the terms and conditions check box and click **Yes** to select the offer. The offer acceptance message appears.

OR
Click **No** to reject the offer.

4. Click **Cancel Application** to cancel the application.
OR
Click **Return to Tracker**. The **Submitted Application** screen appears.

# FAQs

1. **Why do I have to select my state of residence when I select the Loan product on the product showcase?**

   Since banking rules and regulations that impact the bank's product offers vary from state to state in the US, it is imperative that when choosing a product for which to apply, you specify your state of residence. This way, only those products that are available for your state are displayed. Hence, the facility to select state of residence on selection of personal loan product group in product showcase has been added.

2. **If I am an existing customer, do I still have to specify my state of residence on selecting a product?**

   No, you need to be a legal major in the state in which you reside in order to be eligible to apply for a loan online.

3. **Can I apply for a personal loan if I am not a citizen of the United States?**

   As per US law, US citizens and resident aliens can apply for banking products online. Hence, if you are not a citizen of the United States but are a permanent resident of the United States and have a Social Security Number you can apply for a loan online. However, if you are not a United States citizen and are not a permanent resident either, you cannot apply for a loan online.

4. **I am 18 years old and currently residing in Alabama where the age of majority is 19 years. Can I apply for a loan online?**

   No, you need to be a legal major in the state in which you reside in order to be eligible to apply for a loan online.

5. **Why am I not required to enter information such as gender, marital status etc as part of primary information?**

   Financial institutions in the US are governed by strict laws one of them being the Equal Credit Opportunity Act (ECOA) which dictates that it is unlawful for any creditor to discriminate against any applicant on the basis of race, color, religion, national origin, sex, marital status or age (as long as the applicant is a legal major). Hence, information such as the applicant's gender, number of dependents, marital status, etc are not captured in the loan application.

6. **Why do I have to provide my Social Security Number (SSN) in the application? How does the bank ensure that my information is safe?**

   Your Social Security Number is required as it is part of the information we use to verify your identity and is also used by our third party credit reporting agencies to identify your credit worthiness.

   Your Social Security Number is masked as soon as you enter it so as to eliminate the risk of shoulder surfing security threat.

7. **Why do you require the expiry date of my identity proof?**

We ask for the expiry date of your identity proof to ensure that you are providing us with a valid proof of identity, one that is currently not expired.

8. **Can I provide my P.O. box as residential address?**

No, we require the address at which you currently reside and if required the address at which you resided previously.

9. **I have my entire zip code i.e. in zip+4 format. Can I provide my entire zip code?**

Yes, the application accepts regular zip format as well as zip+4 format.

10. **Do I need to include the income I get as alimony in the income section of the application?**

No, you do not have to include income from alimony, child support or any separate maintenance income if you do not wish for it to be considered as a basis for loan repayment.

11. **Why do I have to give my consent to all the disclosures displayed under the Review & Submit section?**

As per US law, all customers of the bank are to be made aware of all the disclosures and notices impacting them. Hence, we require your consent to all these disclosures and also provide links for you to view the details of each disclosure.

12. **I am adding a co-applicant to the loan application. Does he have to provide his consent to all these disclosures as well?**

Yes, all applicants are required to provide consent to all disclosures and notices.

13. **I am an existing customer of the bank but do not have channel access, how can I proceed?**

You can register yourself as a channel user through the 'Register' option available on the portal page and provide the required details.

14. **Can I proceed with the application if I am not an existing channel user?**

Yes, you can continue filling in the application details as a guest user and need not necessarily login.

15. **Why am I asked to capture previous residential address details?**

The bank has a resident stability policy in place wherein if the applicant is staying at the current address for less than a defined term then he/she needs to define the previous residential address.

16. **Is it mandatory to change the default configuration for an account as part of application tracker?**

   No, you can simply view and confirm the account configuration. This facility has been provided so that you can edit any parameter or facility of the account that you wish to change.

17. **Does the Co-Applicant also need to login for the system to populate the information if he/she is an existing channel user?**

   No, the co-applicant's customer ID needs to be entered by the primary applicant if he/she is an existing user. A verification code will be sent to the co-applicants email ID and/or mobile number.

   Once the verification process is successful, the co-applicant's details will be populated.

18. **My co-applicant and I live in the same house; do I need to enter address details again while defining co-applicant information?**

   No, there is an option in the co-applicant contact information section to default the primary applicant's address in that of the co-applicant's residential address fields.

19. **I have saved the application. Can my co-applicant resume the application from the application tracker?**

   Yes, the co-applicant needs to be a registered channel user to login to the application tracker and resume the application.

20. **Can the co-applicant perform all the pending tasks in the application tracker?**

   Yes, the co-applicant has all the rights as that of the primary applicant.

21. **The application requires me to define certain financial details that are not applicable to me. How do I proceed?**

   In case a financial parameter such as, an expense as mortgage is not applicable to you, you can mention the value '0' against that specific financial parameter and proceed with the application.

22. **Why am I being asked to capture previous employment details?**

   The bank has an employment stability policy in place wherein if the applicant has not completed a defined term in the current organization then he/she needs to define previous employment details