

# **Oracle Banking Digital Experience**

**Islamic Banking – Retail Term Deposit User Manual**

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Islamic Banking – Retail Term Deposit User Manual

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

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

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

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

## 1.4 Structure

This manual is organized into the following categories:

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

*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 17.2.0.0.0, refer to the following documents:

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

## 2. Islamic Banking

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

A customer can either have only Islamic accounts or only conventional accounts or a mix of both types of accounts. The portal caters to each case. If the customer has both conventional TD accounts and Islamic TD accounts under the same ID and password, he will have a consolidated view of all accounts on logging. The widget on the dashboard represents both conventional & Islamic accounts. This is also true for enquiry and transaction screens. While initialing any transaction or payment, the user selects either an Islamic account or a conventional account, grouped under the respective labels.

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

### 3. Term Deposit

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

#### **Pre-requisites**

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

#### **Features Supported In the Application**

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

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

## 4. Term Deposit Widget

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

### Widget Overview

The screenshot displays the ZigBank dashboard with the following components:

- Header:** ZigBank logo, navigation tabs (Dashboard, Trends, Payments), search, notifications (2), and Logout.
- My Net worth (on 31 Aug 2017):**
  - I Have:** Net worth £1,645,927.04. Includes Cash £1,846,266.76 and Debt £200,339.72.
  - I Owe:** Loans.
  - Legend: Current & Savings (blue), Term Deposit (red), Loans (green).
- My Spends (Last 30 days):** Shopping cart icon, message "You have no spends in last 30 days", and a "View Details" link.
- Recent Activity:** Table of transactions.
 

Savings	Account	Amount	Direction
02 Jan 2014	AT3001121014...	\$745.00	Dr
02 Jan 2014	Domestic India R...	\$123.67	Dr
02 Jan 2014	Cross Currency f...	\$44.70	Dr
- Term Deposits (105 Accounts):** Filtered to "Active".
 

Name	Account	Balance	Details
arvind singhs	xxxxxxxxxxxx0538   Active @ 0%   Maturing 21 Jun 2018   Islamic	\$1,000.00	
arvind singhs	xxxxxxxxxxxx0367   Active @ 0%   Maturing 15 Jun 2018   Islamic	\$0.00	
- Payments:** Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Request Money, View Repeat Transfer.
- Upcoming Payments:**

Date	Name	Amount
30 Jan 2014	Edwin	£21.00
30 Jan 2014	Russel	₹234.00
30 Jan 2014	Elizabeth	₹98.00
- Goals:** Target icon, "Currently, you have 7 active goals!".
- Budgets:** Budget icon, "You have set 1 budget categories!".
- Quick Access:** View Statement, Cheque Book Request, New Debit Card, New Credit Card, Installment Calculator, Eligibility Calculator.
- Offers:**
  - BEST PRICE:** Book movie tickets using ZigBank credit card and be assured of the best price.
  - BIG OFFER 50%:** Don't pay the full amount when you can own the same thing at 50%.
- Service Requests:** "2 Pending".
- Bottom Banner:** ZigBank "Deal of the Day" (Get 50% off on your purchase) and "CHRISTMAS" (Get 50% off on your purchase).

## Term Deposits

It displays the details like:

- Customer Name: Name of the customer holding the deposit account.
- Product name: Name of the deposit product.
- Deposit account number: Deposit account number (in masked format) along with the account nickname
- Profit Rate : Profit Rate as applicable for the term deposit
- Maturity Date
- Current Balance

---

**Note:** Each row is labeled if it is Islamic or conventional, for user to easily differentiate between the accounts.

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## Inactive / Closed Deposits

It displays the total number of closed term deposits. Chose this section from drop down to view details of closed term deposit accounts.

## New Deposit

[Click here to apply for a new deposit account.](#)

## Deposit Calculator

[Click here to access deposit calculator](#)

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## 5. New Deposit

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

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

### How to reach here:

*Dashboard > My Accounts > Term deposit > New deposit*

*OR*

*Toggle Menu > Accounts > Term Deposits > New Deposit*

**New Deposit**

**Holding Details**  
Select Holding Pattern  
 Single  Joint

**Deposit Details**  
Select Product  
ISLAMIC TD\_FM

Deposit Amount  
USD \$5,000.00  
Amount should be between \$100.00 and \$20,000.00

Deposit Tenure  
 Tenure  Date  
2 Years 2 Months 2 Days  
Minimum allowed is 1 Day and Maximum allowed is 5 Years

Select Account  
xxxxxxxxxxxx0210 - ASingh  
Balance: \$61,523.53

Maturity Instruction  
Close on Maturity

Pay To  
Own Account

Transfer Account  
xxxxxxxxxxxx0210 - ASingh  
arvind singhs  
AT3-FCLEXCUBE UNIVERSAL BANK  
Unit 1  
Block A  
California  
GB

**Term Deposits**  
A ZigBank Term Deposit is a straight forward, easy to understand investment. You can choose to invest from a range of fixed terms (from 30 days to five years), and your interest rate is locked in for the whole term - regardless of movements in the market.  
Interest Options  
The minimum investment is \$10,000. For terms of 180 days or more, interest can be either: For terms of less than  
Use our Term Deposit calculator to work out what your return could be, or check out our current interest rates below.  
Interest Rates: View our current interest rates

[Create](#) [Back](#)

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## Field Description

Field Name	Description
<b>Select Holding Pattern</b>	<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"><li>• Single</li><li>• Joint</li></ul>
<b>Joint Account Holder 1</b>	<p>The customer is required to identify the name of the joint holder id, if <b>Joint</b> has been selected as holding pattern.</p> <p>This field is enabled only if the customer selects option <b>Joint</b> in the field <b>Select Holding Pattern</b>.</p>
<b>Joint Account Holder 2</b>	<p>The customer can specify the second joint account holder id. This field is enabled only if the customer selects option <b>Joint</b> in the field <b>Select Holding Pattern</b>.</p>
<b>Deposit Details</b>	
<b>Select Product</b>	<p>All the term deposit products available for application will be listed down.</p>
<b>Deposit Amount</b>	<p>The customer is required to define the amount for which the deposit is to be opened.</p>
<b>Currency</b>	<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>
<b>Deposit Tenure</b>	<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"><li>• Tenure</li><li>• Date</li></ul>
<b>Years</b>	<p>The customer can identify the deposit tenure in years.</p> <p>This field is enabled if the customer selects the <b>Tenure</b> option in the <b>Deposit Tenure</b> field.</p>
<b>Months</b>	<p>The customer can identify the deposit tenure in months.</p> <p>This field is displayed if the customer selects the <b>Tenure</b> option in the <b>Deposit Tenure</b> field.</p>

Field Name	Description
<b>Days</b>	<p>The customer can identify the deposit tenure in days.</p> <p>This field is displayed if the customer selects <b>Tenure</b> option from the <b>Deposit Tenure</b> field.</p>
<b>Date</b>	<p>The customer can define the deposit tenure by selecting a date on which the deposit should mature.</p> <p>This field is displayed if the customer selects <b>Date</b> option in the <b>Deposit Tenure</b> field.</p>
<b>Minimum Deposit Period</b>	Minimum tenure for which deposit account can be opened.
<b>Maximum Deposit Period</b>	Maximum tenure for which deposit account can be opened.
<b>Select Account</b>	<p>The customer is required to select the current or savings account which is to be debited in order to open the term deposit.</p> <p>All the active current and savings accounts of the customer are displayed along with nicknames, if defined.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>
<b>Balance</b>	On selection of a current or savings account in the <b>Select Account</b> field, the current balance of the specific account is displayed against the field.
<b>Maturity Instructions</b>	<p>Maturity instructions to be set by the customer for the deposit account.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• Close on Maturity (No Rollover)</li> <li>• Renew Principal And Profit</li> <li>• Renew Principal and Pay Out the Profit</li> <li>• Renew Special Amount and Pay Out the remaining amount</li> </ul>
<b>Rollover Amount</b>	<p>The amount to be rolled over.</p> <p>This field is displayed if the customer selects <b>Renew Special Amount and Payout the Remaining Amount</b> option from the <b>Maturity Instruction</b> list.</p>

<b>Field Name</b>	<b>Description</b>
<b>Pay To</b>	<p>Account transfer options.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Own Account</li> <li>• Internal Bank Account</li> </ul> <p>This field is not displayed, if the customer has selected <b>Renew Principal And Profit</b> option from the <b>Maturity Instructions</b> list.</p>
<b>Own Account</b>	<p>This section is displayed if the customer has selected the option <b>Own Account</b> in the <b>Pay To</b> field.</p>
<b>Transfer Account</b>	<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 <b>Transfer Account</b> field.</p>	
<b>Beneficiary Name</b>	<p>The name of the holder of the account selected in <b>Transfer Account</b>.</p>
<b>Bank Name</b>	<p>Name of the beneficiary bank.</p>
<b>Bank Address</b>	<p>Address of the beneficiary bank.</p>
<b>City</b>	<p>City of the beneficiary bank.</p>
<b>Internal Bank Account</b>	<p>This section is displayed if the customer has selected the option <b>Internal Account</b> in the <b>Pay To</b> field.</p>
<b>Account Number</b>	<p>The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures.</p>

---

**To open a new term deposit:**

1. In the **Select Holding Pattern** field, select the appropriate option.
2. From the **Select Product** list, select the appropriate option.
3. From the **Currency** list, select the appropriate type of currency.
4. In the **Deposit Amount** field, enter the deposit amount.

5. In the **Deposit Tenure** field, click the appropriate button.
  - a. If you select the **Tenure** option:
    - i. In the **Years, Months and Days** field enter the appropriate values.
  - b. If you option the **Date** option:
    - ii. From the **Date** list, select the appropriate date.
6. From the **Select Account** list, select the appropriate option.
7. From the **Maturity Instructions** list, select the appropriate option, if you select **Close on Maturity (No Rollover)** or **Renew Principal and Pay Out the Profit** option:
  - a. From the **Pay To** list, select the appropriate option, if you select **Own Account** option:
    - i. From the **Transfer Account** list, select the appropriate option.
  - b. If you select **Internal Bank Account** option:
    - i. In the **Account Number** field, enter the account number of the beneficiary.
8. If you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.
  - a. In the **Roll over Amount** field, enter the amount.
  - b. Repeat steps 1, a to c
9. Click **Create**.  
OR  
Click **Cancel** to cancel the transaction.
10. The **Review** screen is displayed. Verify the details and click **Confirm**. The success message of opening a new term deposit along with the reference number is displayed.  
OR  
Click **Cancel** to cancel the transaction.
11. Click **Go To Dashboard** link to navigate back to 'Dashboard'.  
OR  
Click **Go To Account Details** link to view the deposit details.

## 6. Deposit Details

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

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

- Holding Details - Single / Joint

### **Account Details**

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

### **Maturity details**

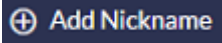
- Maturity date
- Maturity instructions
- Payout instructions

### **How to reach here:**

*Dashboard > My Accounts > Term Deposit > More Information > Deposit Details*

## Deposit Details

## Field Description

Field Name	Description
<b>Customer Name</b>	The name of the primary account holder is displayed.
<b>Account Number</b>	Term deposit account number in masked format along with the account nickname.
<b>Current Balance</b>	Available balance in the account.
<b>Add Nick Name</b>	Click  , to add nickname, for more information click <a href="#">Account Nickname</a> .
<b>Holding Details</b>	
<b>Customer ID</b>	The primary account holder's customer ID.
<b>Holding Pattern</b>	Holding pattern of the term deposit. For example: <ul style="list-style-type: none"> <li>• For single owner - Single</li> <li>• For joint ownership - Joint or multiple</li> </ul> This field appears if the TD is opened in a ' <b>Joint</b> ' mode.

Field Name	Description
<b>Joint Account Holder</b>	Name of the joint account holder. This field appears if the if the holding pattern of the term deposit is <b>Joint</b> . <hr/> <b>Note:</b> In case of multiple joint holders, all joint account holder names will be displayed separated by a comma. <hr/>
<b>Account Details</b>	
<b>Customer ID</b>	The primary account holder's customer ID.
<b>Original Principal Amount</b>	The amount for which the deposit was opened.
<b>Holding Pattern</b>	The holding pattern of the term deposit account.
<b>Current Principal Amount</b>	The current principal amount is the revised principal amount after top-up / partial redemption, if done.
<b>Status</b>	The current status of the term deposit account. This field does not appear for Closed Deposit.
<b>Hold Amount</b>	Hold amount for the term deposit as maintained at the host.
<b>Deposit Details</b>	
<b>Deposit Date</b>	Date on which the amount is deposited for initiation of deposit.
<b>Deposit Term</b>	Term of deposit in years, months and days for the respective product (as maintained by the bank).
<b>Value Date</b>	Value date of the deposit as maintained by the bank.
<b>Deposit Branch</b>	Details of the branch at which the deposit account is held.
<b>Maturity Details</b>	
<b>Accrued Profit</b>	The total amount of profit accrued till the last accrual date.
<b>Maturity Date</b>	The date on which the term deposit will mature.



Field Name	Description
<b>Maturity Instructions</b>	<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"> <li>• Close on Maturity (No Rollover)</li> <li>• Renew Principal and Profit</li> <li>• Renew Principal and Pay Out the Profit</li> <li>• Renew Special Amount and Pay Out the remaining amount</li> </ul>
<b>Special Amount</b>	<p>Special amount to be rolled over.</p> <p>This field appears if maturity instructions are <b>Renew Special Amount and Payout the Remaining Amount</b>.</p>
<b>Pay to</b>	<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 maturity instructions are <b>Renew Principal and Profit</b>.</p>

You can also perform following actions:

- Add account nickname/ modify/ delete nickname, for more information click [here](#).
- To modify the maturity instruction, click **Edit**.
- To top-up (add additional amount) the deposit, click **Top-up**.
- To redeem the term deposit, click **Redeem**.

## 7. Edit Maturity Instruction

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

Users can use any of the below maturity instruction;

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

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

### How to reach here:

*Dashboard > My Accounts > Term Deposits > Deposit Details > Edit*  
*OR*  
*Toggle Menu > Accounts > Term Deposits > Edit Maturity Instruction*

### Edit Maturity Details

The screenshot displays the 'Edit Maturity Instruction' interface on the ZigBank website. The top navigation bar includes the ZigBank logo, 'Dashboard', 'Trends', and 'Payments' links, along with search, notification, and logout icons. The main content area is titled 'Edit Maturity Instruction' and contains the following fields:

- Account Number:** xxxxxxxxxxxx1406
- Balance:** \$3,000.00
- Maturity Instruction:** A dropdown menu currently set to 'Renew Principal and Pay Out the Profit'.
- Pay To:** A dropdown menu currently set to 'Own Account'.
- Transfer Account:** A dropdown menu currently set to 'xxxxxxxxxxxx0210 - ASingh'.

Below these fields, the transfer account details are listed: arvind slings, AT3-FCLEXCUBE UNIVERSAL BANK, Unit 1, Block A, California, GB. At the bottom of the form are 'Save' and 'Back' buttons.

A 'Notes' section on the right side of the page provides additional information: 'You can change the maturity instructions set at the time of opening this deposit. Select Pay out at maturity and update your account details. If your maturity instruction is to Renew Principal and Interest, it will be reinvested at the interest rate applicable on the maturity date for a deposit of that term and amount.'

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## Field Description

Field Name	Description
<b>Account Number</b>	<p>Account number along with the account nickname of the term deposit in the masked format.</p> <p>For more information on Account Nickname, refer <a href="#">Account Nickname</a>.</p>
<b>Maturity Instruction</b>	<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"><li>• Close on Maturity (No Rollover)</li><li>• Renew Profit and Principal</li><li>• Renew Principal and Pay Out the Profit</li><li>• Renew Profit and Pay Out the Principal</li><li>• Renew Special Amount and Pay Out the remaining amount</li></ul>
<b>Roll over Amount</b>	<p>Special amount be rolled over.</p> <p>This field is displayed if the option <b>Renew Special Amount and Pay Out the Remaining Amount</b> has been selected as <b>Maturity Instruction</b>.</p>
<b>Pay To</b>	<p>Account transfer options.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Own accounts</li><li>• Internal Account</li></ul> <p>This field does not appear, if the option <b>Renew Principal and Profit</b> has been selected as <b>Maturity Instruction</b>.</p>
<b>Own Account</b>	<p>This section is displayed if the option <b>Own Account</b> has been selected in the <b>Pay To</b> field.</p>
<b>Transfer Account</b>	<p>The account number along with the account nickname to which the funds are to be transferred.</p>

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

---

Field Name	Description
<b>Beneficiary Name</b>	The name of the holder of the account selected in <b>Transfer Account</b> .
<b>Bank Name</b>	Name of the beneficiary bank.
<b>Bank Address</b>	Address of the beneficiary bank.
<b>City</b>	City of the beneficiary bank.
<b>Internal Bank Account</b>	
This section is displayed if the customer has selected the option <b>Internal Account</b> in the <b>Pay To</b> field.	
<b>Account Number</b>	The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures.

**To edit the maturity details:**

1. From the **Maturity Instructions** list, select the appropriate option, if you select **Close on Maturity (No Rollover)** or **Renew Principal and Pay Out the Profit** option:
  - a. From the **Pay To** list, select the appropriate option, if you select **Own Account** option:
    - i. From the **Transfer Account** list, select the appropriate option.
  - b. If you select **Internal Bank Account** option:
    - i. In the **Account Number** field, enter the account number of the beneficiary.
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 **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
4. The **Review** screen appears. Verify the details and click **Confirm**. OR  
Click **Cancel** to cancel the transaction.
5. The success message appears.  
Click **Go To Dashboard** link to navigate back to 'Dashboard'.  
OR  
Click **Go To Account Details** link to view the deposit details

## 8. Redeem

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

The application provides a clear picture of the current position of the term deposit and net available balance that can be withdrawn by the user.

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

- Transfer to own account
- Transfer to internal account

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

### How to reach here:

*Dashboard > My Accounts > Term Deposits > Redemption*

*OR*

*Toggle Menu > Accounts > Term Deposits > Redemption*

### Redeem

The screenshot shows the ZigBank 'Redeem' page. At the top, there's a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below that, the 'Redemption' section is active, with sub-tabs for 'Deposit Details', 'View Statement', 'Top Up', 'Redemption', and 'Statement Request'. The 'Redemption Details' section shows: Account Number (xxxxxxx1406), Balance (\$3,000.00), Redeemable Amount (\$3,000.00), Redemption Type (Full selected), Charges/Penalty (\$0.00), and Final Redemption Amount (\$3,000.00). The 'Payout Details' section shows 'Pay To' as 'Own Account' and 'Transfer Account' as 'arvind singhs AT3-FCLEXCUBE UNIVERSAL BANK'. A 'Tips' box on the right explains that users can withdraw before the term is up but at a lower interest rate, and that there are no account management fees but early termination charges apply. At the bottom, there are 'Redeem' and 'Back' buttons, and a 'Back to Dashboard' link.

## Field Description

Field Name	Description
<b>Redemption Details</b>	
<b>Account Number</b>	Account number along with the account nickname of the term deposit for which redemption is to be done.
<b>Balance</b>	This field displays the balance amount in the account.
<b>Redeemable Amount</b>	Total amount of the deposit that can be redeemed.
<b>Redemption Type</b>	The customer can select whether redemption is to be partial of full. The options are: <ul style="list-style-type: none"><li>• Partial</li><li>• Full</li></ul>
<b>Redemption Amount</b>	Amount along with the currency to be redeemed in case of partial redemption. This field is displayed if the customer selects the <b>Partial</b> option in the <b>Redemption Type</b> field.
<b>Charges/ Penalty</b>	Any charges or penalty, if applicable, will be displayed.
<b>Final Redemption Amount</b>	Final redeemable amount after redemption (i.e. after deducting any penalty charges if applicable).
<b>Payout Details</b>	
<b>Pay To</b>	Account transfer options. The options are: <ul style="list-style-type: none"><li>• Own accounts</li><li>• Internal Bank Account</li></ul> This field does not appear, if you select <b>Renew Principal and Profit</b> option from the <b>Maturity Instructions</b> list.
<b>Own Account</b>	
This section is displayed if the customer has selected the option <b>Own Account</b> in the <b>Pay To</b> field.	
<b>Transfer Account</b>	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 <b>Transfer Account</b> field.	
<b>Beneficiary Name</b>	The name of the holder of the account selected in <b>Transfer Account</b> .
<b>Bank Name</b>	Name of the beneficiary bank.
<b>Bank Address</b>	Address of the beneficiary bank.
<b>City</b>	City of the beneficiary bank.
<b>Internal Account</b>	
This section is displayed if the customer has selected the option <b>Internal Account</b> in the <b>Pay To</b> field.	
<b>Account Number</b>	The customer can identify a current or savings account of the bank to which the funds are to be transferred.

**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.
3. To redeem the deposit, click **Redeem**.  
OR  
Click **Back** to navigate to the previous screen.
4. The **Review** screen appears. Verify the details and click **Confirm**. The success message appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
5. Click **Go To Dashboard** link to navigate back to 'Dashboard'.  
OR  
Click **Go To Account Details** link to view the deposit details.

## 9. View 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 > My Accounts > Term Deposits > View Statement  
OR

Toggle Menu > Accounts > Term Deposits > View Statement

### View Statement

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### Field Description

#### Field Name

#### Description

#### Account Number

The customer can select the deposit account number for which to view the account statement.

#### Filter section



Field Name	Description
<b>Transaction Period</b>	Filters to view the transactions of a specific period. The options are: <ul style="list-style-type: none"> <li>• Current Period</li> <li>• Previous Month</li> <li>• Previous Quarter</li> <li>• Select Date Range</li> </ul>
<b>Date From / Date To</b>	Option to view transactions for the selected period. This field is displayed if the customer selects the <b>Date Range</b> option from the first filter.
<b>Transaction Description</b>	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Debits Only</li> <li>• Credits Only</li> </ul>
<b>Statement Records</b>	
<b>Date</b>	Date on which the activity was performed.
<b>Description</b>	Short description of the transaction.
<b>Reference No</b>	Reference number for the transaction.
<b>Amount</b>	Transaction amount along with the debit or credit indicator.

**To view the statement:**

1. 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.
2. Click **Download Statement** to download the transaction details in .pdf format.

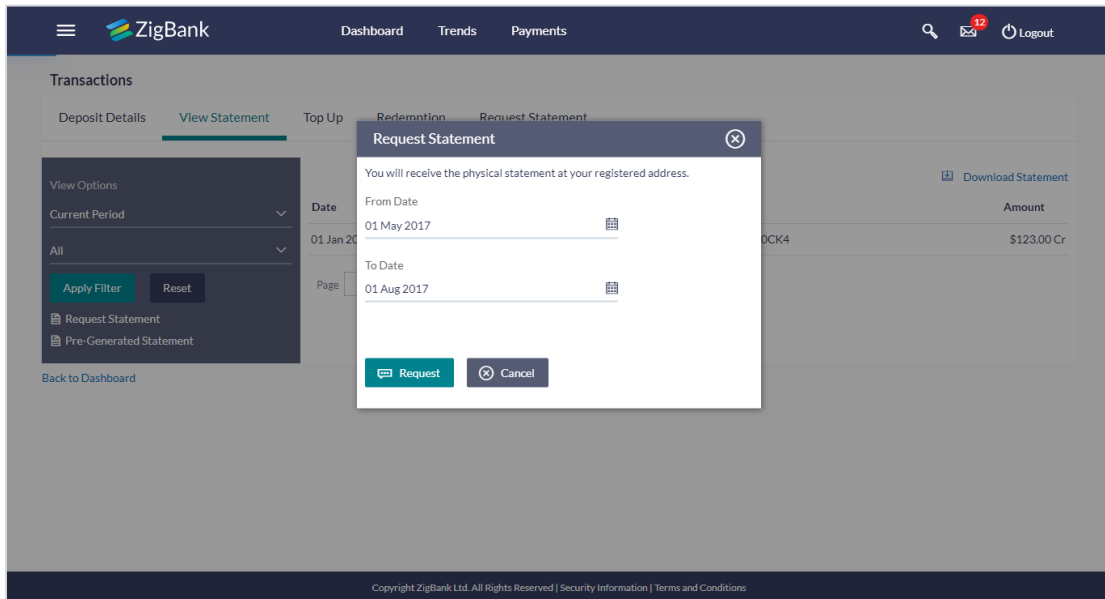
## 9.1 Request Statement

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:

*My Accounts > Term Deposits > View Statement > Request Statement*  
*OR*  
*Toggle Menu > Accounts > View Statement > Request Statement*

### Request Statement



### Field Description

Field Name	Description
<b>From Date</b>	The customer is required to specify the start date from which the account statement is required.
<b>To Date</b>	The customer is required to specify the date until when the statement is required.

### To request for a physical statement:

1. From the **From Date** list, select the start date of the account statement.
2. From the **To Date** list, select the end date of the account statement.

3. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back To Dashboard** link to navigate back to 'Dashboard'.
4. The **Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message of **Request Statement** appears along with the transaction reference number.  
Click **Go To Dashboard** link to navigate back to 'Dashboard'.  
OR  
Click **Go To Account Details** link to view the deposit details.

## 9.2 Pre-generated Statement

Pre-generated statements are statements that have been generated by the system, for an account, in the past. Through this option, the user can view a statement that was generated previously – he may want to do this if he has missed a past statement for some reason. (like accidentally deleting e-statements or misplacing his mail in case of a physical copy).

### How to reach here:

*Dashboard > My Accounts > Term Deposits > View Statement > Pre-generated Statement*

OR

*Toggle Menu > Accounts > Term Deposits > View Statement > Pre-generated Statement*

### To download pre-generated statements:

1. Click **Pre-generated Statement** to download a pre-generated statement.  
The **Pre-Generated Statement** screen appears.

### Pre-generated Statement

**Pre-Generated Statement** ✕

**View Statement**

Select a period to download your pre-generated Statements.

Year                      Month

2017                      All Months                      **Search**

## Field Description

Field Name	Description
<b>Period</b>	
<b>Year</b>	The year for which the pre-generated statement to be generated.
<b>Month</b>	The month for which the pre-generated statement to be generated.
<b>Statement Number</b>	Statement number assigned to a statement.
<b>From</b>	Start date of the statement.
<b>To</b>	End date of the statement.
<b>Download</b>	Click the link to download the statement.

2. From the **Period** list, select the desired year and month for which pre-generated statement is to be generated.
3. Click **Search** to generate the statement for the selected period.
4. Click on Download column (.pdf) to **Save / Print** the statement.

## 10. Request Statement

The request statement 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:

*Dashboard > Toggle menu > Accounts > Term Deposits > Request Statement*

### Request Statement

Select Account Number  
xxxxxxxxxxxx0913  
Balance: \$3,000.00

From Date  
01 Jun 2017

To Date  
21 Aug 2017

Submit Cancel

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### Field Description

Field Name	Description
<b>Account Number</b>	Account number for which statement has to be requested in masked format along with the account nickname, if defined. For more information on Account Nickname, refer <a href="#">Account Nickname</a> .
	<b>Note:</b> If this screen is navigated to from the Term Deposits widget after having selected the View Statement option against a specific deposit account, that deposit account number is defaulted in this field.
<b>Balance</b>	The balance in the account in the account currency.
<b>From Date</b>	The customer is required to specify the start date from which the deposit account statement is required.

Field Name	Description
<b>To Date</b>	The customer is required to specify the date until when the statement is required.

**To request for a physical statement:**

1. From the **Account Number** list, select the appropriate deposit account for which you want to view the statement.  
This step is required only if this screen has been navigated to from the Toggle Menu.
2. From the **From Date** list, select the start date of the deposit account statement.
3. From the **To Date** list, select the end date of the deposit account statement.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click on the **Back to Dashboard** link to go back to Dashboard screen.
5. The **Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Back** to make changes if any. User is directed to **Request Statement** – screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.
6. The success message of **Request Statement** appears along with the transaction reference number.  
Click **Go To Account Details** link to go to **Deposit Details** screen.  
OR  
Click **Go To Dashboard** link to go to Dashboard screen.

## 11. Closed Deposits

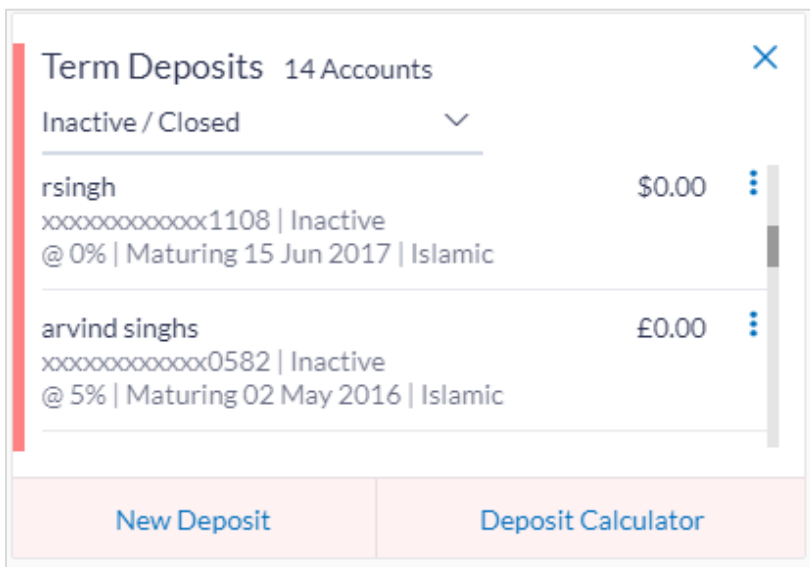
A term deposit is closed when it has attained maturity or if the entire deposit amount has been redeemed.

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

### How to reach here:

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

### Closed Deposits



### Field Description

Field Name	Description
<b>Customer Name</b>	Name of the primary account holder.
<b>Product / Offer Name</b>	Name of the product / offer under which the account was opened.
<b>Account Number</b>	Deposit account number along with the account nickname in a predefined format.
<b>Profit percentage</b>	Profit percentage added on the term deposit.

Field Name	Description
<b>Maturity Date</b>	The maturity date of the term deposit
<b>Current Balance</b>	The current balance of the term deposit

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

### Closed Deposit Details

### Field Description

Field Name	Description
<b>Customer Name</b>	Name of the primary account holder.
<b>Account Number</b>	Term deposit account number along with the account nickname in the masked format.
<b>Current Balance</b>	Indicates the current balance in the account.
<b>Account Details</b>	
<b>Customer ID</b>	Customer Id of the primary account holder.
<b>Original Principal Amount</b>	The amount for which the term deposit was opened.



<b>Field Name</b>	<b>Description</b>
<b>Profit Rate</b>	Rate of profit applicable on the term deposit.
<b>Holding Pattern</b>	Holding pattern of the term deposit. For example: <ul style="list-style-type: none"> <li>• For single owner - Single</li> <li>• For joint ownership - Joint or multiple</li> </ul>
<b>Joint Account Holder</b>	Name of the joint account holders. This field is displayed only if the term deposit was opened in Joint mode. <hr/> <b>Note:</b> In case of multiple joint holders, all joint account holder names will be displayed separated with a comma. <hr/>
<b>Status</b>	Status of the term deposit account. Displays the status as <b>Closed</b> .
<b>Deposit Details</b>	
<b>Deposit Date</b>	Date on which the deposit was opened.
<b>Deposit Term</b>	Term of deposit in years, months or days.
<b>Value Date</b>	Value date of the deposit.
<b>Deposit Certificate Number</b>	Unique number as assigned by the bank for the term deposit.
<b>Deposit Branch</b>	The address details of the branch in which the deposit was held.
<b>Maturity Details</b>	
<b>Accrued Profit</b>	The profit amount accrued till date.
<b>Maturity Date</b>	The maturity date of the term deposit.
<b>Charges</b>	The charges to be paid in case if the deposit is premature withdrawal.
<b>Net Credit Amount</b>	Net amount credited in the account at the time of Term Deposit closure.
<b>Special Amount</b>	Special amount rolled over. This field is displayed if the maturity instructions are <b>Renew Special Amount and Payout the Remaining Amount</b> .

Field Name	Description
<b>Paid to</b>	The account number in masked format to which the deposit amount was transferred at the time of maturity along with the account type is displayed.  This field is not applicable, if the option <b>Renew Principal and Profit</b> has been selected as maturity instructions.

## 12. 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 > My Accounts > Term Deposits > Deposit Calculator*

### Deposit Calculator

The screenshot displays the ZigBank Term Deposit Calculator. The header includes the ZigBank logo and navigation links for Dashboard, Trends, and Payments. The main content area is titled 'Term Deposit Calculator' and contains the following fields and information:

- How Much would you like to Deposit:**
  - Amount: £10,000.00
- Frequency:**
  - Years: 2
  - Months: 2
  - Days: 2
- @Interest:** 8%
- Result:** You get back: £11,901.25
- Calculate** button
- Disclaimer:** \* This calculation is for conventional loan eligibility only. A salaried individual needs to fulfill the following criteria: The person has to be aged between 23 years to 58 years. Net salary has to be Rs.17,000 per month and Rs.25,000 for individuals staying in Mumbai & Delhi.
- Back To Dashboard** link
- Footer:** Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>How much would you like to Deposit</b>	
<b>Amount</b>	The amount that the customer is willing to deposit.
<b>Frequency: Years/ Months / Days</b>	The amount of time in years, months or days that the customer is willing to deposit the amount.
<b>@ Interest</b>	The interest rate to be applied on the deposit.

### To calculate deposit value at maturity:

1. In the **Amount** field, enter the deposit amount.

2. In the **Frequency: Years/ Months / Days** fields, enter the relevant information.
3. In the **Interest** field, enter the rate of interest to be applied on the deposit.
4. Click **Calculate**. The Deposit Value at maturity is displayed.

---


**Note:** This section is not meant for Islamic deposit calculations

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## 13. 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 , to add nickname to an account.
2. In the **ADD Nickname** field, enter the nickname you want to use.

## Add Nickname- Example

**Deposit Details**

Deposit Details | View Statement | Top Up | Redemption | Statement Request

Customer Name arvind singhs	Account Number xxxxxxxxxxxx1406	Current Balance \$3,000.00	<a href="#">+ Add Nickname</a>
--------------------------------	------------------------------------	-------------------------------	--------------------------------

Account Details	Deposit Details	Maturity Details
Customer ID ***816	Deposit Date 01 Jan 2014	Accrued Profit \$0.00
Original Principal Amount \$3,000.00	Deposit Term 2 years	Maturity Date 01 Jan 2016
Holding Pattern SINGLE	Value Date 01 Jan 2014	Maturity Instruction Renew Principal and Profit
Current Principal Amount \$3,000.00	Deposit Branch Unit 1 Block A California GB	<a href="#">Edit</a>
Status Active		
Hold Amount \$0.00		


[Back to Dashboard](#)

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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 ZigBank user interface. At the top, there is a navigation bar with the ZigBank logo, a menu icon, and links for Dashboard, Trends, and Payments. On the right side of the navigation bar, there are icons for search, notifications (with a red '7'), and a Logout button. Below the navigation bar, the main content area is titled 'Deposit Details'. Under this title, there are tabs for 'Deposit Details', 'View Statement', 'Top Up', 'Redemption', and 'Statement Request'. The 'Deposit Details' tab is active. Below the tabs, there is a summary row with the following information: Customer Name: arvind singhs, Account Number: xxxxxxxxxxx1406, Current Balance: \$3,000.00, and Nickname: ASingh. The Nickname field is highlighted with a red box and includes edit and delete icons. Below this summary row, there are three columns of details: Account Details, Deposit Details, and Maturity Details. The Account Details column includes Customer ID, Original Principal Amount, Holding Pattern, Current Principal Amount, Status, and Hold Amount. The Deposit Details column includes Deposit Date, Deposit Term, Value Date, and Deposit Branch. The Maturity Details column includes Accrued Profit, Maturity Date, and Maturity Instruction. There is an 'Edit' button in the Maturity Details section. At the bottom left of the main content area, there is a 'Back to Dashboard' link. At the bottom of the page, there is a footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

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 having access to.

### 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 profit rate for a fixed term. Profit rates differ based on the deposit term, the amount of the deposit.

**5. 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.

**6. 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.

**7. 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.

**8. 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.

**9. 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.

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

No, it is not possible for the money to be credited in a different account. However it may vary with different host settings.