

Oracle Banking Digital Experience

**Retail Loans User Manual
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Retail Loans User Manual

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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

www.oracle.com/financialservices/

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

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

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

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

1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

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

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 17.2.0.0.0, refer to the following documents:

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

2. Loans And Finances

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

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

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

Features Supported In Application

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

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

Pre-requisites

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

2.1 Overview

The retail overview/dashboard page displays an overview of the customer's holdings with the bank as well as links to various transactions offered to the customer. The 'My Accounts' widget displays the customer's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans and Credit Cards. On clicking on any account type record, the widget displaying details specific to that account type is displayed. One such widget is the Loans widget which is displayed on selection of account type, 'Loans' under the My Accounts widget.

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

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:** Current & Savings, Term Deposit.
 - I Owe:** Loans.
 - Net worth:** £1,645,927.04
 - Cash:** £1,846,266.76
 - Debt:** £200,339.72
- My Spends (Last 30 days):** Shopping cart icon, "You have no spends in last 30 days", View Details.
- Recent Activity:**

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
- Loans 1 Accounts:**
 - Active: ashok r jain, £49,877.00, Equipment Finance | Conventional.
 - Loan Eligibility Calculator.
- Payments:** Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Request Money, View Repeat Transfer.
- Upcoming Payments:**

30 Jan 2014	Edwin	£21.00
30 Jan 2014	Russel	₹234.00
30 Jan 2014	Elizabeth	₹98.00
- Goals:** Currently, you have 7 active goals!
- Budgets:** You have set 1 budget categories!
- Service Requests:** 2 Pending.
- 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%.
- Promotional Banners:**
 - Deal of the Day:** Get 50% off on your purchase.
 - CHRISTMAS:** Get 50% off on your purchase.

Loans Widget Overview

The loans widget showcases the following:

Active Loans

The loans widget provides the customer with the option to view the summary of both the active loans and closed loans individually. On selecting the status option 'Active', all the active loan accounts of the customer held with the bank are listed down. Each account is displayed along with the outstanding amount, the name of the primary holder (along with

nickname if enabled), the loan offer name, as well as the type of loan i.e. conventional or Islamic. The customer is able to view further details and perform various tasks on any loan account by selecting a specific loan from the widget.

Inactive/Closed Loans:

On selecting the status option 'Inactive/Closed', all the loans of the customer that have been closed are listed down in the widget. The total number of closed loans is displayed and each loan account is listed along with the name of the primary holder (along with nickname if enabled), the loan offer name, loan type i.e. conventional or Islamic and outstanding balance as zero. The customer is able to view further details of any closed loan by selecting a loan from the widget.

Eligibility Calculator:

The loans widget also contains a link by clicking on which the customer can navigate to the loan eligibility calculator. This calculator enables customers to compute the amount of loan they are eligible for based on certain criteria.

Installment Calculator:

In addition to the link provided to navigate to the loan eligibility calculator, the loans widget also contains a link by which the customer can navigate to the loan installment calculator. The installment calculator enables the customer to identify the installment amount payable on a loan of a certain amount for a specific duration.

3. Loan Details

The loan details page displays important information pertaining to a loan account such as the current status of the loan, interest rate, sanctioned amount and total amount outstanding, the branch in which the loan is held as well as important dates associated with the loan such as the opening date and maturity date.

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

How to reach here:

Dashboard > My Accounts > Loans > More Options > Loan Details

To view loan account details:

Loan Account Details


The screenshot displays the ZigBank Loan Details page. At the top, there is a navigation bar with 'Dashboard', 'Trends', and 'Payments' options. Below this, the 'Loan Details' section is active, with sub-tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry', and 'Schedule Inquiry'. The main content area shows the following details:

Customer Name	Account Number	Net Outstanding Balance	Add Nickname	
ashok r jain	xxxxxxxxxxxx009	£49,877.00		

Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***824	Sanctioned Loan Amount £50,000.00	Interest Frequency Monthly	Loan Tenure 12 months 0 days	Principal Arrears £49,877.00
Opening Date 01 Jan 2014	Total Amount Disbursed £50,000.00	Principal Frequency Monthly	Total Installments 13	Interest Arrears £0.00
Maturity Date 01 Jan 2015	Amount Re-paid Till Date £123.00	Repayment Mode Account	Remaining Installments 12	Late Payment Charges £0.00
Status Active	Outstanding Amount £49,877.00	Late Payment Penalty 0.00%	Next Installment Date 01 Feb 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £4,156.42	
Facility ID				
Branch AT3-FCLEXCUBE UNIVERSAL BANK AT3				

At the bottom of the page, there is a 'Back to Dashboard' link and a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Customer Name	The name of the primary account holder is displayed here.
Account Number	<p>The loan account number in masked format along with the account nickname. The account number is masked as per account number masking configurations.</p> <p>Click , to add nickname.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
Net Outstanding Balance	The total amount outstanding on the loan is displayed here.
Nickname	The nickname given to the loan account by the account holder. This nickname can be changed or deleted.
<u>Account Details</u>	
Customer ID	The primary account holder's customer ID in masked format.
Opening Date	The date on which the loan account was opened.
Maturity Date	The date on which the loan account will mature.
Status	The current status of the loan account.
Interest Rate	The interest rate charged on the loan.
Facility ID	The facility ID under which the loan account has been opened.
Branch	The branch in which the loan account is held.
<u>Loan Amounts</u>	
Sanctioned Loan Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Total Amount Disbursed	The actual amount of loan that the bank has given the customer till date.
Amount Re-paid till Date	Total loan amount repaid by the customer till date.
Outstanding Amount	The total amount due to be paid by the customer.
<u>Repayment</u>	

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

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

4. Repayment

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

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

Through this feature, customers can make a partial or full settlement of the loan account. In partial settlement, the customer can make payment of any amount that is less than the outstanding loan amount. In this case, if there are any arrears in the loan account, they will be settled first followed by the principal balance of the loan.

In case of full settlement, the final settlement amount is calculated by applying penalties or charges as applicable by the host system. This amount is displayed to the customer, who in turn is required to transfer the final settlement amount in order to make a full repayment.

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

How to reach here:

Dashboard > My Accounts > Loans > More Options > Repayments

OR

Toggle Menu > Accounts > Loans and Finances > Repayments

Loan Repayment

The screenshot displays the ZigBank 'Repayment' page. At the top, there is a navigation bar with 'ZigBank', 'Dashboard', 'Trends', and 'Payments'. The main content area is titled 'Repayment' and includes tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry', and 'Schedule Inquiry'. The 'Repayment' tab is active. The page shows the following details:

- Account Number: xxxxxxxxxxxx0009
- Pending Arrears: £0.00
- Outstanding Principal: £49,877.00
- Disclaimer: If arrears are pending for the account, the same will be settled first. Remaining amount of the payment will be settled against Principal Balance
- Source Account: xxxxxxxxxxxx0014 (Balance: £542.57)
- Repayment Amount: £100.00

At the bottom of the form, there are two buttons: 'Repay' and 'Back'. A 'Back to Dashboard' link is also present. On the right side, there is a 'Repayment Tips' sidebar with a lightbulb icon and the following text:

Repayment Tips

Know what you owe
Understanding your payment responsibilities is crucial to maintaining credit and balancing your personal budget.

Pay it forward It's worth mentioning that making payments ahead of schedule is the best way to lower your overall cost of borrowing.

Interest rate reductions Take advantage of any and all interest rate discounts available to you

Pay Attention to Details and Paperwork Make sure you read everything you receive about your loans and understand your loan terms.

At the bottom of the page, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
Pending Arrears	The amount of arrears pending on the loan along with currency. This is the sum of both principal and interest arrears.
Outstanding Principal	Outstanding principal balance in the account along with currency.
Disclaimer	Text message informing customer about the appropriation of funds in case of a partial payment.
Source Account	The customer's linked current and savings accounts that can be debited to make loan prepayment. <hr/> Note: The list displays the all active accounts of which the customer is the primary or sole owner. <hr/>
Balance	The current balance of the selected source account. This amount will be displayed against the source account field when an account has been chosen from the dropdown.
Repayment Amount	The field in which the customer can enter the amount by which the loan is to be prepaid.

To repay the loan:

1. From the source account selection field, select an account from which funds are to be paid towards the loan.
2. In the **Repayment Amount** field, enter the partial payment amount.
3. Click **Repay**.
OR
Click **Back** to cancel the transaction and to navigate back to the previous screen.
4. The **Review** screen is displayed. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
5. The success message is displayed.
Click **Go To Dashboard** to navigate to the dashboard screen.
OR
Click **Go To Account Details** to view the Loan Details screen.

5. Disbursement Inquiry

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

Especially in case of multiple loan disbursements, the customer needs to be aware of the disbursement details of the loan account. This feature allows the customer to view the disbursement details such as disbursed amount, disbursal date and sanctioned amount. It helps the customer to analyze the current position of the loan account as to how much is disbursed and how much is yet to be disbursed.

How to reach here:

Dashboard > My Accounts > Loans > More Options > Disbursement Inquiry
OR

Toggle Menu > Accounts > Loans and Finances > Disbursement Inquiry

Disbursement Inquiry

The screenshot displays the 'Disbursement Inquiry' page in the ZigBank interface. At the top, there are navigation tabs: 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry' (which is active), and 'Schedule Inquiry'. Below these tabs, the account details are shown:

- Account Number: xxxxxxxxxxxx0009
- Sanctioned Amount: £50,000.00
- Disbursed Amount: £50,000.00

A table below shows the disbursement details:

Date	Amount
01 Jan 2014	£50,000.00

To the right of the table is a 'Tips' section with a lightbulb icon. The tips include:

- Always ensure that the amount of simple interest is available in your bank account to avoid dishonour of the cheque.
- Keep photocopies of all documents/agreements/letters submitted to the bank to avoid any misunderstandings later.
- All banks charge interest on the loan amount from the day on which the cheque has been made and not from the day on which the cheque is handed over to you/seller. So, take delivery of the cheque the same day or the very next day to avoid paying extra interest on money.

At the bottom left, there is a 'Back to Dashboard' link. At the bottom right, there are up and down arrow icons. The footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name

Description

Account Number

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

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

Field Name	Description
Sanctioned Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Disbursed Amount	The amount of loan that the bank has given the customer till date.
Date	The date on which the specific amount was disbursed. <hr/> Note: If there are multiple disbursements in the account, the last disbursement will be displayed first followed by others accordingly in that order. The last entry in this list will be of the first disbursement date. <hr/>
Amount	The amount disbursed on the specific date.

6. Schedule Inquiry

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

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

How to reach here:

Dashboard > My Accounts > Loans > More Options > Schedule Inquiry

OR

Toggle Menu > Accounts > Loans and Finances > Schedule Inquiry

Schedule Inquiry

ZigBank
Dashboard Trends Payments

Schedule Inquiry

[Loan Details](#)
[View Statement](#)
[Repayment](#)
[Disbursement Inquiry](#)
[Schedule Inquiry](#)

Account Number
xxxxxxxxxxxx0009

First Installment
01 Jan 2014

Last Installment
01 Jan 2015

Total Installments
13

Installments Paid
1

Amount Paid Till Date
£123.00

Date Range: 01 Jan 2014 to 01 Jan 2015

Sr No.	Due Date	Principal	Interest	Charges	Installment	Unpaid Installment
1	01 Jan 2014	£0.00	£0.00	£0.00	£0.00	£0.00
2	01 Feb 2014	£4,156.42	£0.00	£0.00	£4,156.42	£4,156.42
3	01 Mar 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
4	01 Apr 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
5	01 May 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
6	01 Jun 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
7	01 Jul 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
8	01 Aug 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
9	01 Sep 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67
10	01 Oct 2014	£4,166.67	£0.00	£0.00	£4,166.67	£4,166.67

Page 1 of 2 (1-10 of 13 items) | [1](#) | [2](#) | [X](#)

[Back to Dashboard](#)

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Field Description

Field Name

Description

Account Number

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

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

First Installment

The date on which the first installment payment is due on the loan.


Field Name	Description
Last Installment	The date on which the last installment payment is due on the loan.
Total Installments	The total number of installments of the loan.
Installments Paid	The number of installments paid till date.
Amount paid till date	The total amount paid in installments till date.
Graphical representation of loan schedule	
The loan schedule is displayed in graphical form.	
Date Range	The customer can select the period for which to view installment details.
Sr. No.	Serial number of each installment will be displayed against the installment record.
Due Date	The date on which the specific installment is due.
Principal	Principal amount that is due corresponding to the installment date.
Interest	Interest amount that is due corresponding to the installment date.
Charges	Charge (fee) amount that is due corresponding to the installment date.
Installment	Total installment amount that is due corresponding to the installment date.
Unpaid Installment	Any amount that remains to be paid, if at all, on the specific installment date.

To view loan schedule:

1. In the **Date Range** field select the period for which installment details in the repayment schedule are to be viewed.

Based on selected period, the set of installments in loan repayment schedule are displayed. To view the next set of entries in the Loan Schedule of the account, click on the pagination options available.

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

2. Click  to download the details in .pdf format.
OR
Click **Back to Dashboard** to navigate back to the main dashboard.

7. View Statement

Customers should be able to keep track of transactions that are performed on their loan accounts. The account statement feature enables customer to view details of all transactions made in their loan accounts. The account statement feature displays all debit and credit entries along with the transaction amount and reference details.

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

Transaction details are fetched online and displayed on the screen. The **Download Statement** link provided, enables saving of the activities displayed on the page.

How to reach here:

Dashboard > My Accounts > Loans > More Options > View Statement
OR
Toggle Menu > Accounts > Loans and Finances > View Statement

Statement

The screenshot displays the 'View Statement' page for a loan account. The account number is masked as 'xxxxxxxxxxxx0004'. The table shows 10 transactions, all dated 01 Jan 2014, with a description of 'PRINCIPAL Liquidation' and a reference number starting with 'AT3ZTRF1400100'. Each transaction has an amount of '\$41.00 Cr'. The interface includes a sidebar with 'View Options' (Current Period, All) and a 'Pre-Generated Statement' section. A pagination bar at the bottom indicates 'Page 1 of 4 (1-10 of 40 items)'.

Date	Description	Reference No	Amount
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100S7	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RX	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RZ	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100S3	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100RF	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QP	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QV	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QL	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100QH	\$41.00 Cr
01 Jan 2014	PRINCIPAL Liquidation	AT3ZTRF1400100Q7	\$41.00 Cr

Field Description

Field Name

Description

Account Number

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

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

Field Name	Description
Filter/ Options	
Transaction Period	Filters to view the transactions of a particular period. The options are: <ul style="list-style-type: none"> • Current Period • Previous Month • Previous Quarter • Select Date Range
From / To	Option to view transactions for the selected period. This field is displayed if you select the Date Range option from the first filter.
Date Range	Search option by which to view transactions for a specific period. This option is enabled when 'Select Date Range' is selected as transaction period.
Transaction Description	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> • All • Debits Only • Credits Only

To generate the statement:

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

Field Description

Field Name	Description
Date	Date on which the transaction took place.
Description	A short description of the transaction.
Reference No.	Transaction reference number.
Amount	The amount for which the transaction took place.

1. Click the download statement link to download the transaction details in the format of choice.

7.1 Pre-Generated Statement

At times the user may require the physical copy of an account statement for a certain period. The statement request feature enables customers to request the bank for a physical copy of the loan statement. This physical copy will be sent to the user's mailing address registered with the bank.

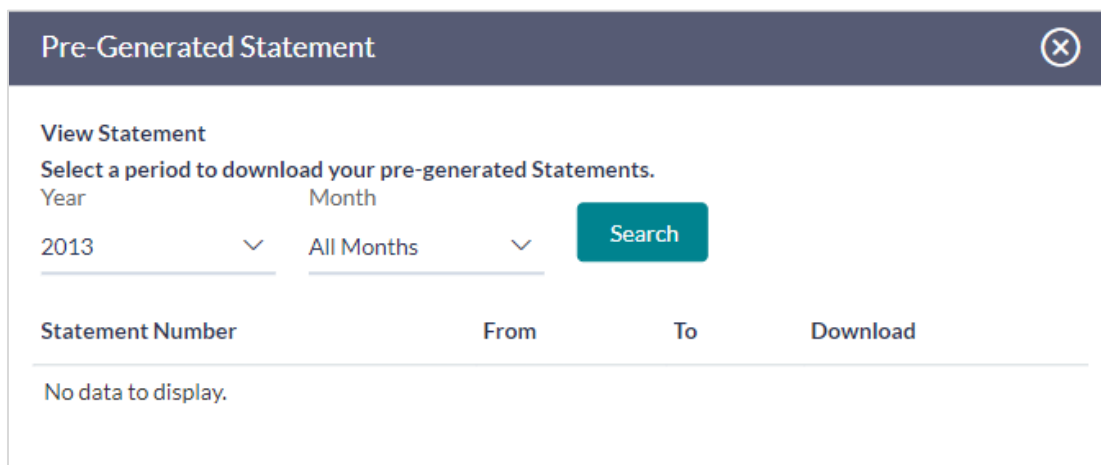
How to reach here:

Dashboard > My Accounts > Loans > More Options > View Statement > Pre-Generated Statement

OR

Toggle Menu > Accounts > Loans and Finances > View Statement > Pre-Generated Statement

Pre-Generated Statement



Pre-Generated Statement

View Statement

Select a period to download your pre-generated Statements.

Year: 2013 Month: All Months **Search**

Statement Number	From	To	Download
No data to display.			

Field Description

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

Select a period to download your pre-generated statements.

Period

Year	The customer is required to select a year as the first step in selecting a period.
-------------	--

Months	The customer is required to specify the month, after having specified a year, so as to be displayed the statements generated for that particular month of the defined year.
---------------	---

Statement Number	Statement reference number.
-------------------------	-----------------------------

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

From	Start date of the date period for which the statement is generated.
-------------	---

To	End date of the date period for which the statement is generated.
-----------	---

Download	Click the link to download the specific statement.
-----------------	--

1. From the **Period** lists, select the desired year and month to be displayed all the statements generated within that period.
2. Click **Search** to be displayed all statements generated within the specified period.
3. Click on the link (.pdf) available against any statement record to **Save / Print** that particular statement.

8. Closed Loans

Customers should be able to view details of all loans held with the bank including those that are currently closed. The loans dashboard, hence, displays a widget containing a summary of such closed loan accounts. The account details page of closed accounts displays information similar to that of active loans. Additional features available on the details page of active loans such as the facility view loan schedule, disbursement details or repay the loan are not available on the closed loans details page.

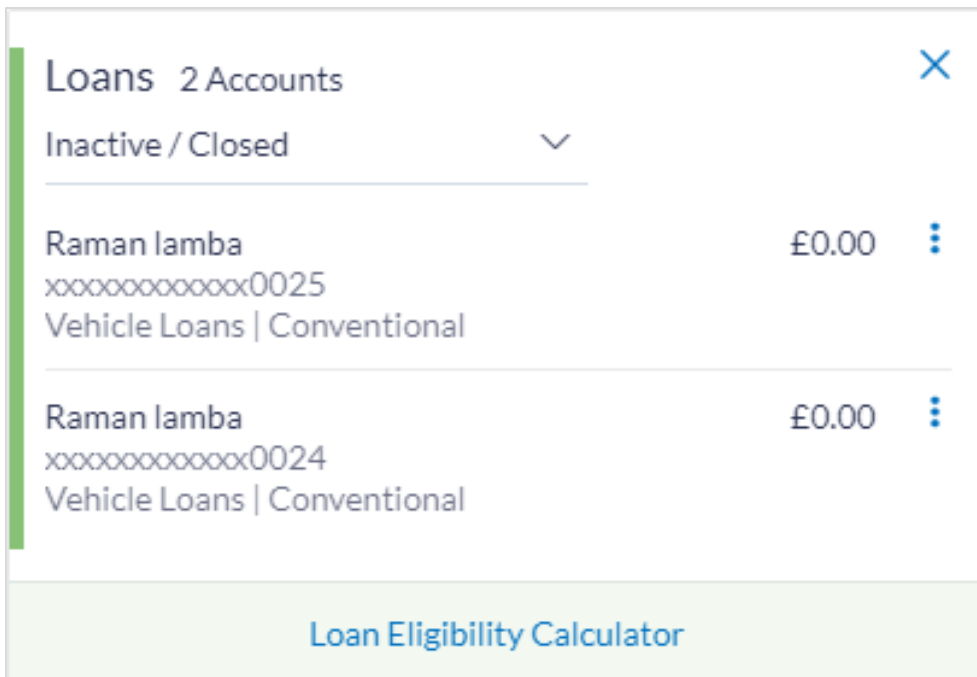
How to reach here:

Dashboard > My Accounts > Loans > Inactive / Closed

To view closed loan card details:

1. Select the option **Inactive/Closed** from the provided filter option on the loans widget.
2. All the closed loans cards held by a customer are displayed.

Closed Loan Account Card



Field Description

Field Name	Description
Customer Name	Names of the primary holder of the loan.
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.

Field Name	Description
Product/Offer Name	The name of the loan product or offer.
Loan Type	The type of loan i.e. conventional or Islamic.
Outstanding Amount	Outstanding loan amount along with the currency.

1. To view further details of any closed loan account, click on the specific record in the widget.
2. The **Loans Details** screen is displayed.

Closed Loan Details

Loan Details

Customer Name	Account Number	Net Outstanding Balance	Add Nickname	
Raman Iamba	xxxxxxxxxxxx0025	£0.00		


Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***961	Sanctioned Loan Amount £20,000.00	Interest Frequency Semi-Annually	Loan Tenure 20 months 29 days	Principal Arrears £0.00
Opening Date 05 Dec 2013	Total Amount Disbursed £20,000.00	Principal Frequency Semi-Annually	Total Installments 6	Interest Arrears £0.00
Maturity Date 03 Sep 2015	Amount Re-paid Till Date £20,000.00	Repayment Mode Account	Remaining Installments 0	Late Payment Charges £0.00
Status Closed	Outstanding Amount £0.00	Late Payment Penalty 0.00%	Next Installment Date 05 Jun 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £0.00	
Facility ID				
Branch AT3-FCLEXCUBE UNIVERSAL BANK AT3				

[Back to Dashboard](#)

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Field Description

Field Name	Description
Customer Name	The name of the primary holder of the loan.
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
Net Outstanding Balance	The net outstanding amount due to be paid by the customer. The outstanding balance includes outstanding principal, interest, penalties, and premature closure charges if any.

Field Name	Description
Add Nick Name	Click  , to add nickname, for more information click Account Nickname .
<u>Account Details</u>	
Customer ID	The primary holder's customer ID in masked format.
Opening Date	The date on which the loan account was opened.
Maturity Date	Loan account maturity date.
Status	The current status of the loan account. <hr/> Note: Since the details are being viewed of a loan account that has been closed, the status will be 'Closed'. <hr/>
Interest Rate	The interest rate charged on the loan.
Facility ID	The facility ID under which the loan account has been opened.
Branch	The branch in which the loan account was held.
<u>Loan Amounts</u>	
Sanctioned Loan Amount	The amount of loan that the bank had agreed to provide the customer/s.
Total Amount Disbursed	The total amount of loan given to the customer.
Amount Re-paid Till Date	Total loan amount repaid by the customer till date.
Outstanding Amount	The total amount due to be paid by the customer.
<u>Repayment</u>	

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

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

9. Loan Calculator And Loan Eligibility Calculator

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

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

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

How to reach here:

Dashboard > My Accounts > Loans > Installment Calculator

Dashboard > My Accounts > Loans > Eligibility Calculator

Field Description

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

Select the appropriate tab.

9.1 Loan Calculator

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

Loan Calculator

The screenshot displays the ZigBank 'Loan Calculator' interface. At the top, there is a navigation bar with 'ZigBank' logo, 'Dashboard', 'Trends', and 'Payments' links, along with search, notification, and 'Logout' icons. Below this, the 'Manage Accounts' section is active, with 'Loan Calculator' selected. The main area is titled 'How Much Loan Can You Get' and contains three input fields: 'Amount' (set to £50,000.00), 'For' (set to 5 Years), and '@Interest' (set to 8%). A 'Calculate' button is located below these fields. The result shows an 'Installment Amount : £1,013.92'. A disclaimer box on the right provides additional criteria for eligibility.

Field Description

Field Name	Description
How Much Loan Can You Get	
Amount	The amount that the customer wants to borrow from the bank.
For	Desired tenure of the loan in terms of years.
@ Interest	Interest rate that bank will charge on the applied loan.
Installment Amount	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the customer.

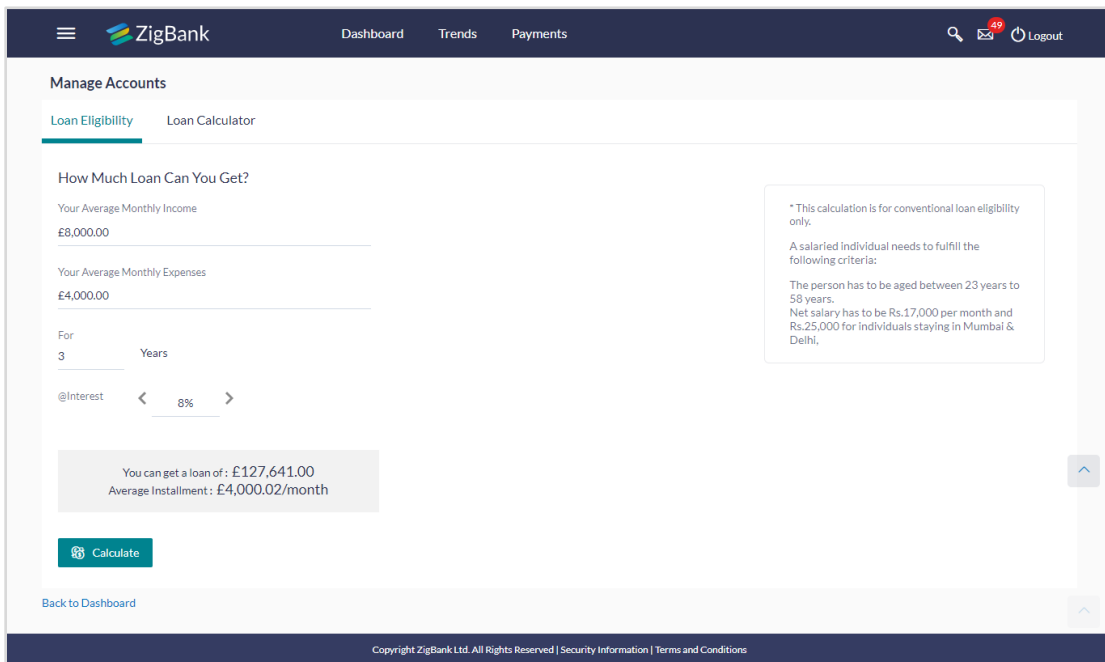
1. In the '**Amount**' field, enter the loan amount.
2. In the '**For Years**' field, enter the loan tenure in years.
3. In the '@**Interest**' field, enter the interest rate.
4. The system calculates and displays the monthly installment for the loan required.

9.2 Eligibility Calculator

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

- The customer’s average monthly income
- The customer’s average monthly expenditures
- Tenure of the loan
- Estimated rate of interest

Loan Eligibility



Field Description

Field Name	Description
How Much Loan Can You Get?	
Your Average Monthly Income	The customer is required to specify his monthly income.
Your Average Monthly Expenses	The customer is required to specify the amount spent per month towards expenses.
For Years	The customer is required to specify the desired loan tenure.
@ Interest	The customer should specify the desired interest rate of the loan.


Field Name	Description
You can get a loan of	Based on all the values defined by the customer in the previous fields, the system will calculate the amount of loan that the customer is eligible to borrow.
Average Installment	The system will display the estimated monthly installment amount.

1. In the **Your Average Monthly Income** field, enter your monthly income.
2. In the **Your Average Monthly Expenses** field, enter your monthly expenses.
3. In the **For Year** field, enter the desired loan tenure.
4. In the **@Interest** field, enter the rate of interest.
The application calculates and displays the eligible loan amount and the installment amount.

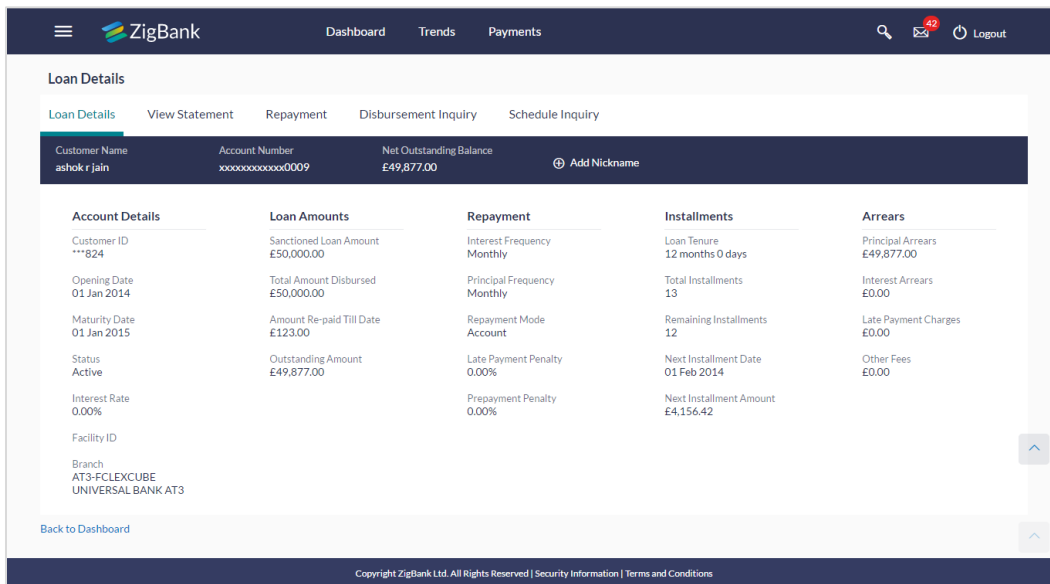
10. Account Nickname

A customer may wish to assign nicknames to loan accounts so as to be able to easily identify them. The **Add Nickname** feature enables customers to easily assign nicknames to any loan account. Once a nickname is assigned to a loan account, it is displayed on various transactions instead of the standard account description. This option also allows customer to modify or delete the nickname whenever required.

To assign a nickname to a loan account:

1. Click the  option to assign a nickname to the loan account.
2. In the **ADD Nickname** field, enter the nickname you want to assign to the loan account.

Add Nickname- Example



The screenshot shows the ZigBank dashboard with the 'Loan Details' page open. The page header includes the ZigBank logo, navigation links (Dashboard, Trends, Payments), and user options (Logout). The 'Loan Details' section has tabs for Loan Details, View Statement, Repayment, Disbursement Inquiry, and Schedule Inquiry. A summary bar displays: Customer Name (ashok r jain), Account Number (xxxxxxxxxxxx0009), and Net Outstanding Balance (£49,877.00). An 'Add Nickname' button is visible next to the balance. Below this, a table provides detailed loan information:


Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***824	Sanctioned Loan Amount £50,000.00	Interest Frequency Monthly	Loan Tenure 12 months 0 days	Principal Arrears £49,877.00
Opening Date 01 Jan 2014	Total Amount Disbursed £50,000.00	Principal Frequency Monthly	Total Installments 13	Interest Arrears £0.00
Maturity Date 01 Jan 2015	Amount Re-paid Till Date £123.00	Repayment Mode Account	Remaining Installments 12	Late Payment Charges £0.00
Status Active	Outstanding Amount £49,877.00	Late Payment Penalty 0.00%	Next Installment Date 01 Feb 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £4,156.42	
Facility ID				
Branch AT3-FCLEXCUBE UNIVERSAL BANK AT3				

At the bottom of the page, there is a 'Back to Dashboard' link and a footer with copyright information: Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions.

Field Description

Field Name Description

Add Nickname On clicking on the Add Nickname link, a field is displayed in which the customer can specify a nickname to be assigned to the account.

1. Click  to save your changes. The specified nickname will be displayed on various transaction screens.

To edit / delete a nickname:

Add Nickname - Edit/ Delete

The screenshot shows the ZigBank interface with the following elements:

- Header:** ZigBank logo, navigation links (Dashboard, Trends, Payments), search, notifications (42), and Logout.
- Loan Details Section:**
 - Sub-headers: Loan Details (selected), View Statement, Repayment, Disbursement Inquiry, Schedule Inquiry.
 - Summary Row:

Customer Name ashok r jain	Account Number xxxxxxxxxxxx0009	Net Outstanding Balance £49,877.00	Nickname AJ
-------------------------------	------------------------------------	---------------------------------------	----------------
- Main Table:**

Account Details	Loan Amounts	Repayment	Installments	Arrears
Customer ID ***824	Sanctioned Loan Amount £50,000.00	Interest Frequency Monthly	Loan Tenure 12 months 0 days	Principal Arrears £49,877.00
Opening Date 01 Jan 2014	Total Amount Disbursed £50,000.00	Principal Frequency Monthly	Total Installments 13	Interest Arrears £0.00
Maturity Date 01 Jan 2015	Amount Re-paid Till Date £123.00	Repayment Mode Account	Remaining Installments 12	Late Payment Charges £0.00
Status Active	Outstanding Amount £49,877.00	Late Payment Penalty 0.00%	Next Installment Date 01 Feb 2014	Other Fees £0.00
Interest Rate 0.00%		Prepayment Penalty 0.00%	Next Installment Amount £4,156.42	
Facility ID				
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- Click the link displayed against the nickname in order to modify the nickname. Modify the nickname as required and save your updates.
OR
Click the link to delete the nickname.

FAQs

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

This depends on the features of the loan you have applied for. If enabled, you will be subject to pre-payment charges applicable as per your loan type.

2. Can I view the partial disbursements on my loan?

Yes, you can view partial disbursements made towards your loan using the disbursement inquiry function.