

# **Oracle Banking Digital Experience**

**US Originations Auto Loans User Manual  
Release 17.2.0.0.0**

**Part No. E88573-01**

**July 2017**

**ORACLE®**

US Originations Auto Loans User Manual  
July 2017

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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

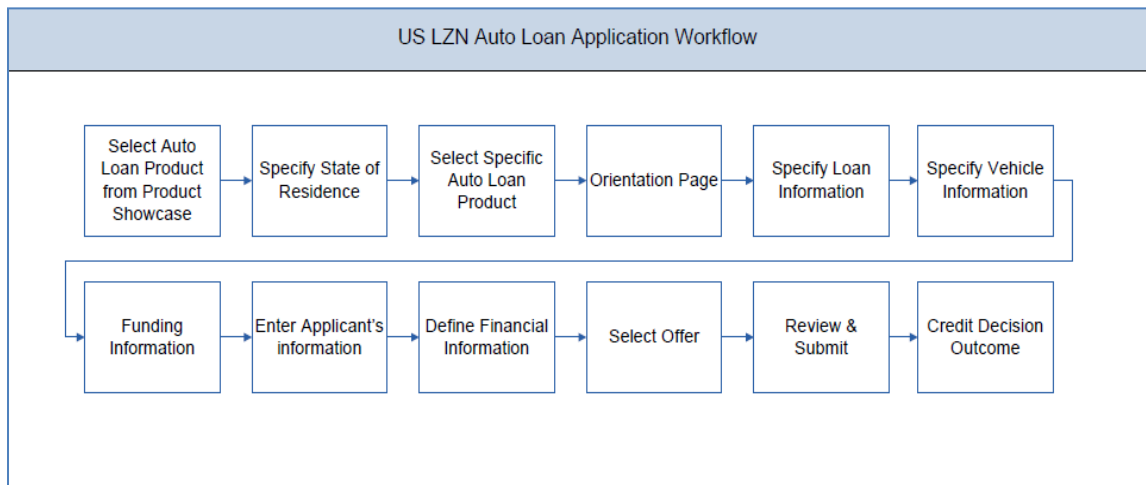
For more information on Oracle Banking Digital Experience Release 17.2.0.0.0, refer to the following documents:

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

## 2. Auto Loans Application

An auto or vehicle loan is a secured personal loan taken to purchase a new or used vehicle. In an auto loan, the vehicle being purchased is considered as the collateral on the loan.

### Auto Loans Application Workflow



Following are the steps involved as part of application submission:

- **State Selection:** Once you select the auto loans product from the product showcase, select the state of residence, after which you can proceed to the loan application.
- **Loan Requirements:** You can specify the amount to be borrowed, purpose of the loan, tenure, and co-applicant if there is any.
- **Vehicle Information:** You can provide vehicle information such as, whether the vehicle is used or new, make and model of the vehicle, estimated price of the vehicle, intended owner, and other details. Additionally, if the vehicle being purchased is a used vehicle, you can opt to lookup the vehicle information.
- **Funding Information:** This section displays the vehicle price, requested loan amount, application fees and contribution amount by the applicant towards the loan.
- **Applicant Information:** The applicant information section consists of details such as, basic personal information, identity, contact, and employment information of the applicant.
- **Financial Information:** These sections consist of details such as, income, expense, asset, and liability details of the applicant.
- **Offer Selection:** This section displays multiple loan offers with an option to select any offer of choice.
- **Review and Submit:** This section comprises of two sub sections. The first displays the summary of the loan application. You can verify details submitted as part of the application can and modify any if required. The second sub section displays the disclosures and notices applicable on the loan application. You can view details of these disclosures and notices and if required, give consent to them before submitting the application to the bank.
- **Credit Decision Outcome:** This section displays the credit decision, once the loan application is submitted successfully.

**How to reach here:**

Dashboard > Auto Loan

**To apply for loan:**

- Select Auto Loans on the product showcase screen.
- The state of residence screen is displayed.

## 2.1 State of Residence

Please Select Your State of Residence
✕

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

Alabama
▼

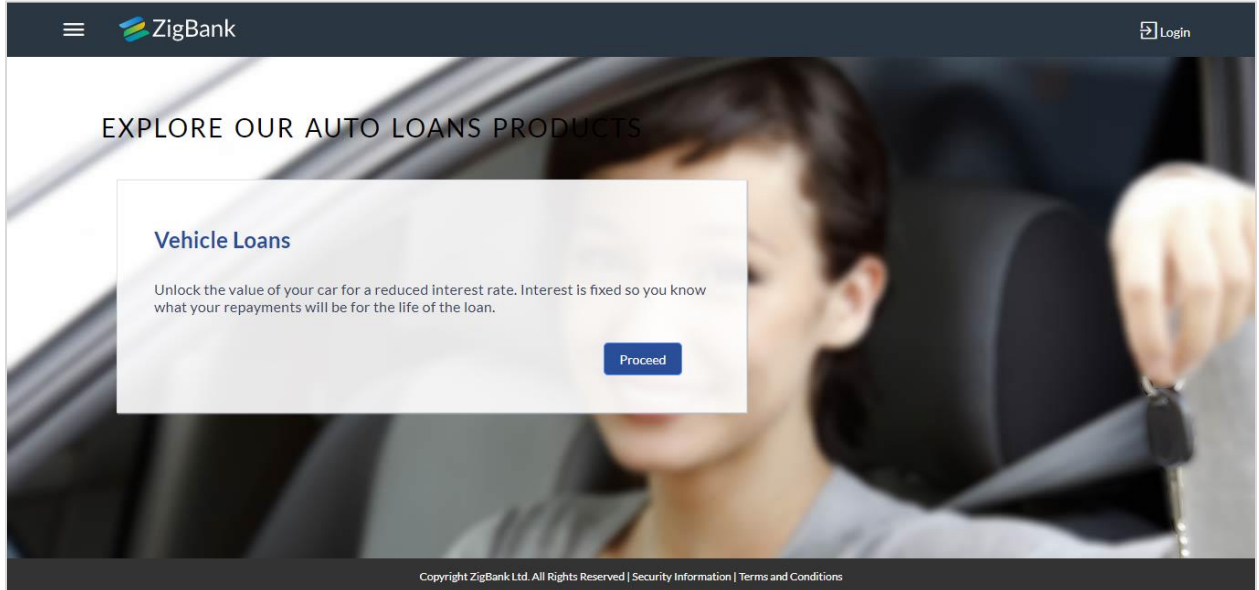
### Field Description

Field Name	Description
<b>Please select your state of residence</b>	
<b>Select State</b>	You are required to select the state in which you reside.

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



## 2.2 Product List




- Click the **Proceed** option available on the desired product card. The **Vehicle Loans** Orientation screen is displayed containing details informing the applicant about the steps involved in the loan application, details required for application and eligibility criteria. Additionally, the orientation screen also displays text defining the USA Patriot Act, by which you are informed about the bank's need to comply with the specific act and the requirement to capture certain information of all applicants.

## 2.3 Orientation Page

BEFORE WE GO AHEAD..


### Vehicle Loans

Model Bank keeps your personal information private and secure.




**Before You Apply**

Applying for a Model Bank Personal Loan is easy. Your application should only take a few minutes but if you don't have enough time to complete your application now, you can save it and complete it at a later date.



**Check your eligibility**

In order to apply for a Model Bank Personal Loan, you must be a legal major, a resident of the country and earn a regular income.



**Review and Submit**

Once your application is complete, review your data entered and submit the application.

**Important Information About Opening a New Account**

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

**What you'll need**

The following details of all applicants

- Personal and Contact details.
- Employment and Income details.
- Financial details.
- Details of Vehicle being purchased.

**What this means for you**

When you open an account, we ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your drivers license or other identifying documents.

**Already a customer banking online with us?**

Signing in with your login credentials will help us prefill some of the data

Login

Cancel

Continue

- Click **Continue**, if you are a new/unregistered user.  
OR  
Click **Login** if you are a registered user. For more information on the application of an existing user, view the **Existing User** section in this document.  
OR  
Click **Cancel** to abort the auto loan application process. For more information on cancelling an application, view the **Cancel Application** section of this document.
- The loan requirement screen is displayed. Enter loan requirement details such as loan amount i.e. the amount to be borrowed, the purpose of the loan, loan tenure, and if a co-applicant is to be added to the application.

## 2.4 Loan Requirements

You are applying for

### VEHICLE LOANS

**Help us understand your loan requirements**

Loan Purpose Motor Cycle

Loan Amount \$10,000.00

Loan Term 3  Years 0  Months

Would you like to add a co-applicant?

### Field Description








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

Field Name	Description
<b>Send Verification Code via</b>	<p>Indicates the channel on which the verification code is to be sent</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Co-applicant's registered email address</li> <li>• Co-applicant's registered phone number</li> </ul> <p>This field is displayed, if you have selected <b>Yes</b> in the <b>Is co-applicant an existing user?</b> Field.</p>
<hr/> <ul style="list-style-type: none"> <li>• Enter the relevant loan requirement details such as, loan purpose, loan tenure, amount, and other details.</li> <li>• If you want to add a co-applicant, click <b>Yes</b> from the <b>Would you like to add a co-applicant?</b> field. OR Click <b>No</b> if the loan is for a single applicant.</li> <li>• If the co-applicant is an existing user click <b>Yes</b> in the <b>Is co-applicant an existing user?</b> field. OR Click <b>No</b> if the co-applicant is not an existing user.</li> <li>• If you have selected <b>Yes</b> in the <b>Would you like to add a co-applicant?</b> field; enter the co-applicant's customer ID in the <b>Co-applicant Customer ID</b> field.</li> <li>• Once the co-applicant's customer ID is entered, it needs to be verified. From the <b>Send Verification Code via</b> field, select the desired option through which the verification code is to be sent.</li> <li>• Click <b>Verify</b>. The <b>Verification</b> screen is displayed.</li> <li>• In the <b>Verification Code</b> field, enter the verification code and click <b>Submit</b>.</li> <li>• A message stating that the code has been verified is displayed. Click <b>Continue</b>.</li> <li>• The sections comprising of the application form are displayed. If a co-applicant has been added, the respective sections in which the co-applicant's information is to be captured are enabled.</li> </ul>	

## 2.5 Applicants Profile Details

You are applying for

**VEHICLE LOANS** of amount **\$10,000.00** for tenure **3 year(s) 0 month(s)**

	Applicant Information	>
	Vehicle Information	>
	Funding Information	>
	Primary Information	>
	Proof of Identity	>
	Contact Information	>
	Employment Information	>

- The sections of the application form are displayed on this page. You can start entering information in each section starting with the first section i.e. Applicant Information.

## 2.5.1 Applicant Information

In the applicant Information section enter the first name, middle name, last name, and suffix.

### Field Description

Field Name	Description
<b>First Name</b>	Enter the first name of the applicant.
<b>Middle Name</b>	Enter the middle name of the applicant. This is an optional field.
<b>Last Name</b>	Enter the last name of the applicant.
<b>Suffix</b>	Enter your suffix here. This field is optional. E.g. Junior, Senior, ii, iii.

- Click **Continue** to confirm the applicant's information. If a co-applicant has been added, the screen on which co-applicant's name is to be defined will be displayed, after which the Vehicle Information section will be displayed.

## 2.5.2 Vehicle information

In the vehicle information section, enter vehicle details such as vehicle type, year of manufacture, make, model, estimated value, etc.

Please specify details of the vehicle you are purchasing

New or Used

Vehicle Type  ▾

Vehicle Identification Number (optional)

▾

Year  ▾

Make  ▾

Model  ▾

Estimated Value

### Field Description

Field Name	Description
Vehicle Ownership	<p>You are required to identify if the vehicle is to be owned jointly or not. This field will be displayed only if you have added a co-applicant in the Loan Requirements page.</p> <p>The options available for selection are:</p> <ul style="list-style-type: none"> <li>• Single</li> <li>• Joint</li> </ul>

Field Name	Description
<b>Owner</b>	<p>Depending on the option selected in the <b>Vehicle Ownership</b> field, this field will either be a dropdown or a read only field.</p> <p>If you have selected option <b>Single</b> in the Vehicle Ownership field, this field will be a dropdown which will list down the names of the applicants. You can select either your name or the co-applicant's name to indicate the owner of the vehicle.</p> <p>If you have selected the option <b>Joint</b> in the Vehicle Ownership field, this field will be read only which will display the names of both you and your co-applicant, indicating that the vehicle is going to be owned by both.</p>
<b>New or Used</b>	Whether you are planning to purchase a new or used vehicle.
<b>Vehicle Type</b>	The type of vehicle you are planning on purchasing.
<b>Vehicle Identification Number</b>	<p>A 17 character identifier unique to each vehicle. The Vehicle Identification Number (VIN) can be found on the lower-left corner of the vehicle dashboard or on the instrument panel.</p> <p>This field is optional if the vehicle being purchased is a new vehicle.</p>
<b>Year</b>	<p>The year in which the vehicle was manufactured.</p> <p>If the vehicle being purchased is a used vehicle, there will be an additional validation to ensure that the vehicle is not older than a certain age as defined by the bank. This age in years will be displayed against the field name.</p>
<b>Make</b>	Vehicle manufacturer company name.
<b>Model</b>	<p>Vehicle model name.</p> <p>The values in this field will be displayed based on the make selected.</p> <p>The option Others is provided so that you can enter the name of the model you want to purchase if the same is not listed.</p>
<b>Estimated Value</b>	<p>The approximate value of the vehicle.</p> <p>Once you select the make and model of the vehicle you wish to purchase, the estimated value will be fetched and displayed. You can change this value as seen fit.</p>
<b>Mileage</b>	<p>Enter the total distance covered by the vehicle in terms of miles. This field is displayed only if you have selected <b>Used</b> option in the <b>New or Used</b> field.</p> <p>The maximum mileage for which a loan can be provided will be defined by the bank and will be displayed against the field name.</p>

- Click the **Lookup Vehicle** option displayed against the Vehicle Identification Number field after you have entered a value to have the system pre-populate the vehicle information.




This option is available only if you have selected option **Used** in the **New or Used** field.

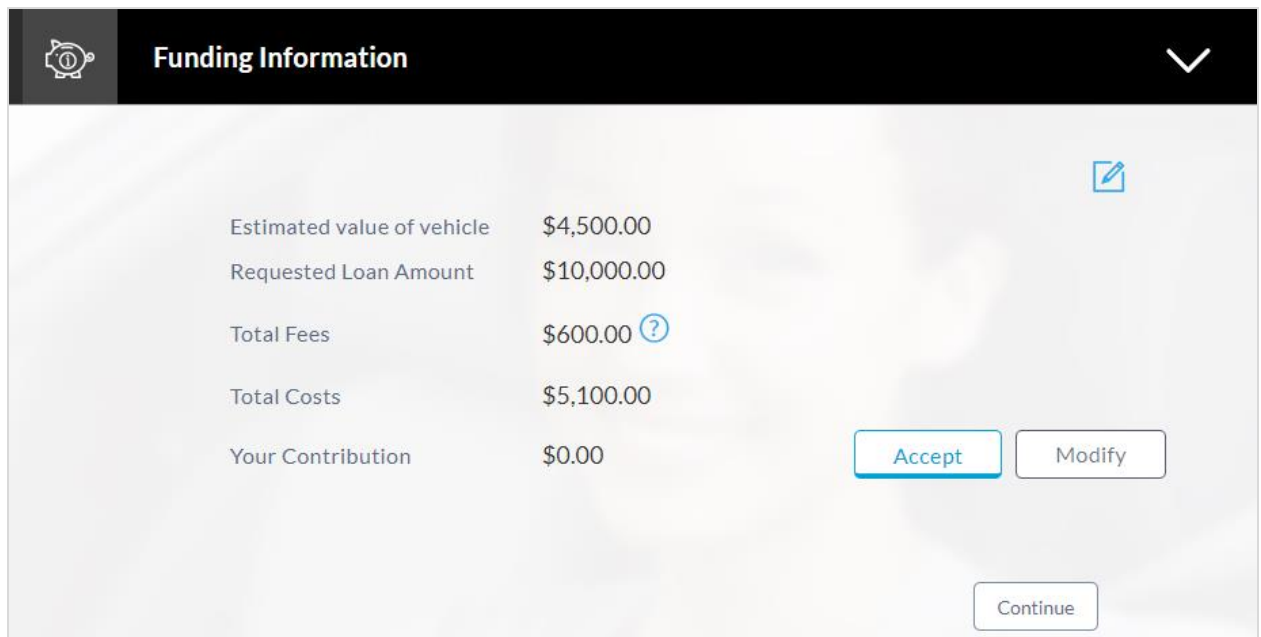
- Vehicle information (year, make, model, estimated value and mileage) is fetched and displayed in each respective field.
- Modify any information if you wish.  
OR  
Click **Continue**.
- The **Funding Information** section is displayed.


### 2.5.3 Funding Information

This section displays the total fees that are applicable on the loan application, the total cost which is the sum of the estimated value of the vehicle and the fees, as well as any amount that needs to be contributed by you which is the difference between the amount of loan you have requested and the total cost.

You can click on  or the **Modify** option to edit either the estimated value of vehicle or the amount of loan you are requesting if the contribution amount is not suitable to you. Once the values displayed are suitable, click on **Accept** and **Continue** to proceed to the next step in the application.


#### Funding Information



Field Name	Value	Actions
Estimated value of vehicle	\$4,500.00	
Requested Loan Amount	\$10,000.00	
Total Fees	\$600.00 	
Total Costs	\$5,100.00	
Your Contribution	\$0.00	<input type="button" value="Accept"/> <input type="button" value="Modify"/>

#### Field Description

Field Name	Description
<b>Estimated Value of Vehicle</b>	The purchase price of the vehicle as defined by you in the previous section.
<b>Requested Loan Amount</b>	Loan amount requested by you to purchase the vehicle.
<b>Total Fees</b>	The total fees applicable on the loan. You can click on the provided link in order to view the breakdown of the fees.
<b>Total Cost</b>	Total cost of the loan. i.e. the sum of the value of the vehicle and the fees applicable.
<b>Your Contribution</b>	The amount to be contributed by you towards the purchase of the vehicle. This amount is the difference between the total cost of the vehicle and the requested loan amount.

- Click **Accept** to accept the contribution amount.  
OR  
Click **Modify** to edit and update the requested loan amount and/or estimated value of the vehicle.
- Click  to save the modified loan details.
- Click Continue. The Primary Information section is displayed.

## 2.5.4 Primary Information

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

The screenshot shows a mobile application interface for entering primary information. At the top, there is a dark header with a list icon on the left, the title "Primary Information" in the center, and a white checkmark icon on the right. Below the header, a light gray background contains the text "All your details are private and secure." followed by a series of input fields. The fields are: "Salutation" with a dropdown menu showing "Mr"; "First Name" with a text input field containing "John"; "Middle Name (optional)" with a text input field containing "A"; "Last Name" with a text input field containing "Smith"; "Suffix (optional)" with a dropdown menu showing "Senior"; "Date of Birth" with a text input field containing "01/01/1990" and a calendar icon; "Citizenship" with a dropdown menu showing "UNITED STATES" and a question mark icon; and "Permanent Resident" with two buttons labeled "Yes" and "No". A "Continue" button is located at the bottom right of the form area.

Salutation	Mr
First Name	John
Middle Name (optional)	A
Last Name	Smith
Suffix (optional)	Senior
Date of Birth	01/01/1990
Citizenship ?	UNITED STATES
Permanent Resident	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>

Continue

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Salutation</b>	<p>Identify your salutation.</p> <p>Examples of salutation are:</p> <ul style="list-style-type: none"> <li>• Mr.</li> <li>• Ms.</li> <li>• Mrs.</li> <li>• Others</li> </ul>
<b>First Name</b>	Your first name as entered in the <b>Applicant Information</b> section is displayed. You can update this value if you wish to.
<b>Middle Name</b>	Enter your middle name here. If you have already entered your middle name in the <b>Applicant Information</b> section, it will be displayed here. You can update this value if you wish to.
<b>Last Name</b>	Your last name as entered in the <b>Applicant Information</b> section is displayed. You can update this value if you wish to.
<b>Suffix</b>	Your suffix. If you have defined your suffix in the <b>Application Information</b> section, it will be displayed here. This field is optional. E.g. Junior, Senior, ii, iii.
<b>Date of Birth</b>	<p>Your date of birth in format MM/DD/YYYY.</p> <p>The system validates your date of birth against your state of residence so as to identify whether you have attained age of majority as per your state specifications.</p>
<b>Citizenship</b>	The country of which you are a citizen. By default, United States will be selected. You can change this value to reflect the country of which you are a citizen.
<b>Permanent Resident</b>	<p>You are required to identify whether you are a permanent resident of the United States or not.</p> <p>If your citizenship is any other than United States and if you are also not a permanent resident of the United States, you will not be able to proceed with the application as, currently, only US citizens or resident aliens are allowed to submit applications online.</p>
<b>Country of Residence</b>	This field is enabled only if you have identified that you are not a permanent resident of the United States by selecting <b>No</b> in the <b>Permanent Resident</b> field. In this case, you are required to identify the country in which you reside.

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

## 2.5.5 Proof of Identity

Enter your Social Security Number and identity details in this section.

### Field Description

Field Name	Description
<b>Social Security Number</b>	Enter your Social Security Number. Your Social Security Number is a 9 digit number issued by the U.S. government to U.S. citizens, permanent residents and temporary residents for taxation and other purposes.
<b>Type of Identification</b>	Select the identification that you want to provide as proof of identity. The identification type could be: <ul style="list-style-type: none"> <li>• State ID</li> <li>• Driving License</li> <li>• Matricular Consular Card</li> </ul>
<b>State of Issue</b>	Enter the name of the state in which your identification document has been issued.  This field is displayed if you have selected <b>State ID</b> or <b>Driving License</b> in <b>Type of Identification</b> list.
<b>ID Number</b>	Enter your Identification number corresponding to the identification type.

Field Name	Description
<b>Expiration Date</b>	Enter the date on which your identification document will expire. This date can be found printed on your identification document. The system will validate if the expiration date has passed or if it is a valid date i.e. not one that is too ahead in the future (the number of years will be defined by the bank) and will display an appropriate error message. In this case, you can either modify the expiration date or select a different ID to submit as proof of identity, one that has a valid expiration date.



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

## **2.5.6 Contact Information**

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


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



## Contact Information

### Email

Email 

Confirm Email

### Phone Number

Phone Type

Primary Phone Number

Alternate Phone Number

We may contact you with important information about your account on your primary phone number. If you have provided a mobile number as primary, we may also send you alerts via SMS. You may contact us at any time to change the preferences.

### Residential Address

We will be sending all postal mail to this address. (P.O. Boxes are not allowed)

Accommodation Type


Address Line 1

Address Line 2 (optional)

City

State

Zip Code (First 5 digits are required)

Staying Since  

### Field Description

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

Field Name	Description
<b>Email</b>	
<b>Email</b>	Enter your email address.
<b>Confirm Email</b>	Re-enter your email address in order to confirm the same.
<b>Phone Number</b>	
<b>Phone Type</b>	<p>Select the phone number type that you want to define as primary contact number.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Personal Mobile</li> <li>• Work Mobile</li> <li>• Home Phone</li> <li>• Work Phone</li> </ul>
<b>Primary Phone Number</b>	Enter your phone number corresponding to the selected phone type.
<b>Alternate Phone Number</b>	You can select <b>Yes</b> if you want to add an alternate phone number. It is not mandatory to add an alternate phone number.
<b>Phone Type</b>	<p>Type of phone number that is being added as an alternate number.</p> <p>The options are the same as those available for the phone type of primary phone number. The type selected as primary phone type will not be part of the list. Hence you cannot enter two phone numbers of the same type.</p> <p>This field is displayed if you select <b>Yes</b> in the <b>Add an alternate phone number</b> field.</p>
<b>Phone Number</b>	<p>Phone number corresponding to the selected alternate phone type.</p> <p>This field is displayed if you select <b>Yes</b> in the <b>Add an alternate phone number</b> field.</p>
<b>Residential Address</b>	
<b>Default as that of Primary Applicant</b>	<p>This field will be enabled only when the contact information of a co-applicant is being entered.</p> <p>By selecting this checkbox, the primary applicant's address will be defaulted in the fields capturing address of the co-applicant.</p>


Field Name	Description
<b>Accommodation Type</b>	<p>The type of accommodation in which you reside.</p> <p>The accommodation types are:</p> <ul style="list-style-type: none"> <li>• Company Provided</li> <li>• Inherited</li> <li>• Leased</li> <li>• Owned</li> <li>• Parental</li> <li>• Rented</li> <li>• Other</li> </ul>
<b>Address Line 1 - 2</b>	Enter your address details.
<b>City</b>	Enter the name of the city in which you reside.
<b>State</b>	The state in which you reside. The state that you selected upfront will be displayed in this field. You will not be able to change the state here.
<b>Zip Code</b>	The zip code of your residence. You can enter the zip code in format zip+4 in addition to regular format.
<b>Staying Since</b>	Date since which you have been residing at the current address. If you identify a date that is less than the minimum amount of time required for you to have resided in the current residence, the system will display fields in which you can specify you previous residence address.
<b>Previous Residential Address</b>	This sub section will be enabled and displayed only if you have identified a date in the Staying Since field that falls short of the minimum amount of time required for you to have resided in the current residence.
<b>Accommodation Type</b>	<p>The type of residence in which you resided previously.</p> <p>The accommodation types are:</p> <ul style="list-style-type: none"> <li>• Company Provided</li> <li>• Inherited</li> <li>• Leased</li> <li>• Owned</li> <li>• Parental</li> <li>• Rented</li> <li>• Other</li> </ul>

<b>Field Name</b>	<b>Description</b>
<b>Address Line 1 - 2</b>	Enter address details of your previous residence
<b>City</b>	Enter the name of the city in which you resided previously.
<b>State</b>	The state in which you resided previously. The state that you selected upfront will be displayed here by default and can be changed.
<b>Zip Code</b>	The zip code of your previous residence. You can enter the zip code in format zip+4 in addition to regular format.


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

## 2.5.7 Employment Information

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



### Employment Information



Please specify details of your employment for the past 36 months

#### Primary Employment


Employment Type	Salaried	▼
Employment Status	Full Time	▼
Company Name or Employer	BOFA	
Start Date	01/01/2012	📅

Add


**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Primary Employment</b>	
<b>Employment Type</b>	<p>The type of your current primary employment.</p> <p>The types are:</p> <ul style="list-style-type: none"> <li>• Salaried</li> <li>• Self Employed</li> <li>• Others</li> </ul>
<b>Employment Status</b>	<p>The status of your employment. The options in this field will depend on your selection as employment type.</p> <p>If you have selected the option <b>Salaried</b> or <b>Self Employed</b> the options will be:</p> <ul style="list-style-type: none"> <li>• Part Time</li> <li>• Full Time</li> </ul> <p>If you have selected the option <b>Others</b>, the options will be:</p> <ul style="list-style-type: none"> <li>• Home Duties</li> <li>• Non-Resident</li> <li>• Pensioner</li> <li>• Retired</li> <li>• Student</li> <li>• Superannuation</li> <li>• Unemployed</li> <li>• Casual</li> <li>• Contractor</li> </ul>
<b>Company Name or Employer</b>	The name of the company or firm at which you are employed.
<b>Start Date</b>	The date on which you started current employment.
<b>Additional Employment</b>	

Field Name	Description
<b>Employment Type</b>	<p>The type of employment.</p> <p>The types are:</p> <ul style="list-style-type: none"> <li>• Salaried</li> <li>• Self Employed</li> </ul> <p>Others</p>
<b>Employment Status</b>	<p>The status of your employment. The options in this field will depend on your selection as employment type.</p> <p>If you have selected the option <b>Salaried</b> or <b>Self Employed</b> the options will be:</p> <ul style="list-style-type: none"> <li>• Part Time</li> <li>• Full Time</li> </ul> <p>If you have selected the option <b>Others</b>, the options will be:</p> <ul style="list-style-type: none"> <li>• Home Duties</li> <li>• Non-Resident</li> <li>• Pensioner</li> <li>• Retired</li> <li>• Student</li> <li>• Superannuation</li> <li>• Unemployed</li> <li>• Casual</li> <li>• Contractor</li> </ul>
<b>Company Name or Employer</b>	Name of the company or firm at which you are/were employed.
<b>Start Date</b>	The date on which you started employment at the specific company or organization.
<b>End Date</b>	The date on which you employment at the specific company or organization ended.

- Click **Add** to update the employment information.
- Click  to add more than one employment information.

---

**Note:** You can click  to edit the employment information.

---

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

1. Click **Continue**. The **Financial Profile** screen is displayed with **Income, Expense, Asset, and Liability** sections.





## 2.6 Financial Profile


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

The screenshot shows a mobile application interface for an auto loan application. At the top, it states "You are applying for VEHICLE LOANS of amount \$10,000.00 for tenure 3 year(s) 0 month(s)". Below this is a large white box with the title "Financial Profile". Underneath the title are four horizontal menu items, each with an icon on the left and a chevron on the right: "Income" (wallet icon), "Expenses" (receipt icon), "Assets" (house icon), and "Liabilities" (list icon). At the bottom of the screen are three buttons: "Cancel", "Save for Later", and "Continue".


- Select a section in which to enter appropriate financial information.

## 2.6.1 Income

In this section enter details of all income that you want to be considered. Hence, any income earned as alimony or child support need not be identified here if you do not wish for it to be considered. You can add multiple records of income up to a defined limit. Click the  icon to add additional income records and the  icon against a specific record to delete it.

 **Income**
▼


You do not have to include alimony, child support or separate maintenance income if you do not want it considered as a basis for repayment.

**Primary Income**




Source of Income	PAYG or Salary	▼
Gross Income	\$500,000.00	
Net Income	\$500,000.00	
Frequency	Yearly	▼

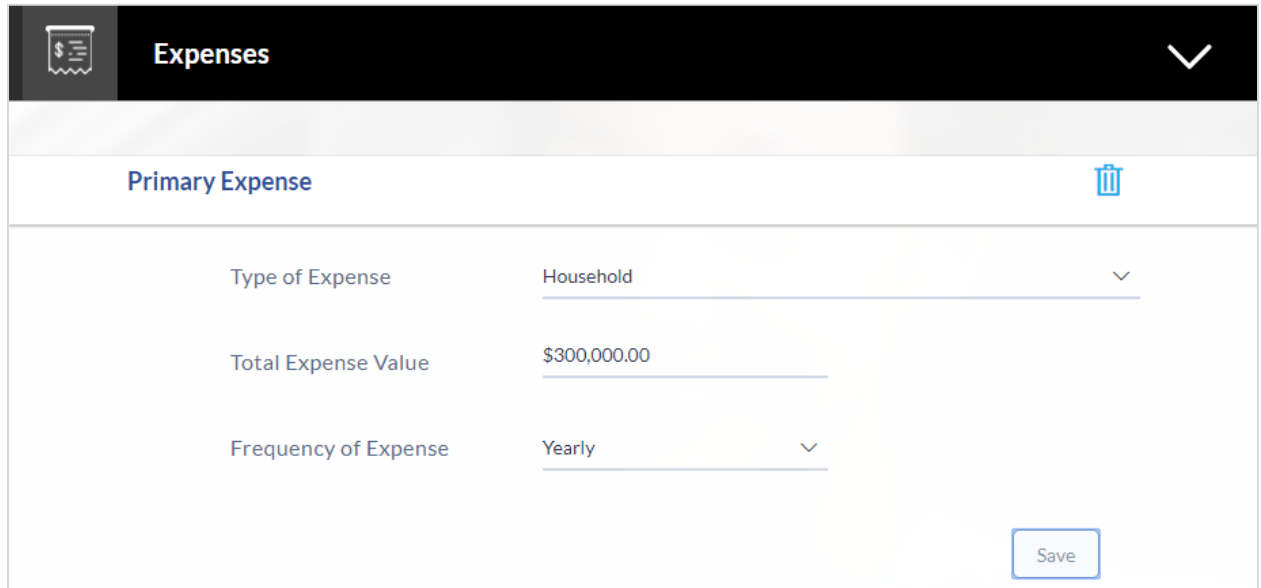
### Field Description

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

- Click **Save** to update the income details.
  - Click **Continue** to proceed with the expense details section.
- OR
- Click  to add another income record.


## 2.6.2 Expenses

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





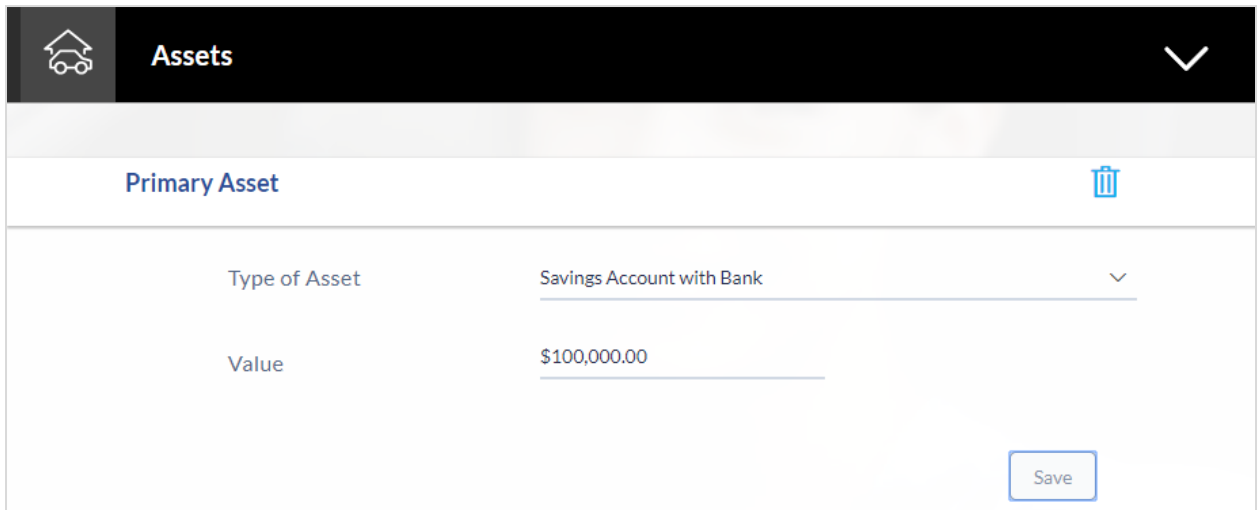
### Field Description

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

- Click **Save** to update the expense details.
  - Click **Continue** to proceed with the asset details section.
- OR
- Click  to add another expense record.


### 2.6.3 Assets

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





#### Field Description

Field Name	Description
<b>Primary Asset</b>	
<b>Type of Asset</b>	Select the type of asset you own. The asset could be: <ul style="list-style-type: none"> <li>• Home</li> <li>• Savings Account with Bank</li> </ul>
<b>Value</b>	The market value of the asset.


- Click **Save**.
  - Click **Continue** to proceed with the liability details section.
- OR
- Click  to add another asset record.

## 2.6.4 Liabilities

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

Liabilities
▼


---

**Primary Liability**


Type of Liability	Personal Line of Credit with Bank <span style="float: right;">▼</span>
Original Value	\$2,000.00
Outstanding Value	\$200.00

### Field Description

Field Name	Description
<b>Primary Liability</b>	
<b>Type of Liability</b>	Select the type of liability you want to define. The liability type could be, home loan, personal loan, credit card, and others.
<b>Original Value</b>	Identify the original value of the liability.
<b>Outstanding Value</b>	Enter the current outstanding value of the liability.

- Click **Save**.
  - Click **Continue** to proceed with the loan application process.
- OR
- Click  to add another liability record.
  - Once the asset, liability, income, and expense details are entered click Continue.
  - The Offers screen is displayed.

## 2.7 Offers

This section displays all the product offers applicable to you. You can select any one offer that best suits your needs.

You are applying for  
**VEHICLE LOANS** of amount **\$10,000.00** for tenure **3 year(s) 0 month(s)**

**Offers**

Please make your selection by clicking one of the offers below.

- Vehicle Loans - Fixed
- Vehicle Loans - Fixed and Variable

Continue

Cancel Save for Later Review & Submit

- Select a suitable offer.
- Click **Continue**.
- Click **Review and Submit**. The review screen is displayed.

## 2.8 Review and Submit

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

- **Application Verification** – This section will display all the information you have entered in the application. You can verify that all the information provided by you is correct and make any changes if required.
- **Disclosures and Consents** – This section displays all the various disclosures and notices impacting you and the bank. The facility to provide your consent to a disclosure is provided against each disclosure.

The following are the different sections of **Application Verification** sub section.

### Loan Requirements

You are applying for

**VEHICLE LOANS** of amount **\$10,000.00** for tenure 3 year(s) 0 month(s)

Please review your information before submitting your application.

Loan Requirements	
Loan Purpose	Motor Vehicle-Motor Cycle
Loan Amount	\$10,000.00
Tenure	3 Year(s)
Would you like to add a co-applicant ?	No

### Vehicle Information



Vehicle Information	
Vehicle Ownership	Single
Owners	John Smith
New or Used	New
Vehicle Type	Motorcycle
Year	2017
Make	Brand 2
Model	
Estimated Value	\$4,500.00



### Funding Table

Funding Table	
Estimated value of vehicle	\$4,500.00
Requested Loan Amount	\$10,000.00
Total Fees	\$600.00 <span>?</span>
Total Costs	\$5,100.00
Your Contribution	\$0.00



### Offer

Offer	
OfferName	Vehicle Loans - Fixed



### Primary Information

 <b>Primary Information</b> 	
Name	Mr John A Smith SR
Date of Birth	01/01/1990
Citizenship	UNITED STATES
Permanent Resident	Yes

### Proof of Identity

 <b>Proof of Identity</b> 	
Social Security Number	xxx-xx-3784
Type of Identification	Driving License
State of Issue	Alabama
ID Number	A3267
Expiration Date	01/01/2030

### Contact Information

 <b>Contact Information</b> 	
<b>Email</b>	
Email	john20@ofss.com
<b>Phone Number</b>	
Primary Phone Number	Work Mobile: (468)376-2834
<b>Residential Address</b>	
Accommodation Type	Owned
Address	A21, Express Towers, Brmingham Alabama 35267
Staying Since	01 Jan 1990

### Employment Information


Employment Information 	
<b>Primary Employment</b>	
Employment Type	Salaried
Employment Status	Full Time
Company Name or Employer	BOFA
Start Date	01/01/2012

### Financial Profile


#### Income

Financial Profile	
<b>Incomes </b>	
<b>Primary Income</b>	
Source of Income	PAYG or Salary
Frequency	Yearly
Gross Income	\$500,000.00
Net Income	\$500,000.00


## Expenses


Expenses 	
<b>Primary Expense</b>	
Type of Expense	Household
Total Expense Value	\$300,000.00
Frequency of Expense	Yearly

## Assets

Assets 	
<b>Primary Asset</b>	
Type of Asset	Savings Account with Bank
Value	A\$100,000.00

## Liabilities

Liabilities 	
<b>Primary Liability</b>	
Type of Liability	Personal Line of Credit with Bank
Original Value	\$2,000.00
Outstanding Value	\$200.00

- Click  against any section if you wish to edit any information that is part of that section.
- Once the details are edited click **Continue**.

## 2.9 Disclosures and Consents

## Disclosures and Consents

---

Please go through the following disclosures thoroughly. They contain important information about your legal rights. Copies of all disclosures will be sent to you at john20@ofss.com once you consent to E-sign Disclosure.

**E-SIGN Disclosure**

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

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

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

E-SIGN Disclosure

**Primary Applicant**

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

---

**TIN Certification and Backup Withholding**

Under penalties of perjury, I certify that

1. The number provided on this application is my correct taxpayer identification number,
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and,
3. I am a U.S. person (including a U.S. resident alien)
4. I am exempt from FATCA reporting

Please note: If you are unable to certify that you are no subject to backup withholding, you cannot apply online. Please visit us at a banking center near you and we will help you with your application.

**Primary Applicant**

I certify and under penalty of perjury, that all four tax status certification statements above are true.

---

**Additional Disclosures**

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

Account Agreement  
Consumer Privacy Notice

**Primary Applicant**

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

By clicking submit I agree that :

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

**Field Description**

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

- You can view each disclosure by clicking on the respective link provided.
- Once you have verified all the information and have provided consent to all the disclosures click **Submit**. The screen confirming application submission will be displayed which will contain the application reference number, decision outcome and any additional steps that might need to be undertaken by you or the bank.

## 2.10 Submitted Application Confirmation

The confirmation page is displayed once you have submitted your application. This page displays the current status of the application along with details of any further steps that might be required to be taken. The application reference number, by which you can track the status of your application, is also displayed on this page. Additionally, the options to register (if you are a new customer and have not yet registered with the bank) and to track the application are also provided on this page.

You have applied for

**VEHICLE LOANS** of amount **\$10,000.00** for tenure **2 year(s) 0 month(s)**

**Thank you for submitting your application.**

**Vehicle Loans - Fixed**

Application Reference Number: **APP100XXX58**

Status: **Application Approved.** We need to review your information in order to take a decision.

**Next Steps**

- Once your information has been verified, we will send you an Email containing the status of your application. We will follow up with a letter, sent to your residential address, within the next few days of having made our decision.
- A copy of all important documents, including the disclosures and notices, will be mailed to you and will arrive at your residential address within a few working days.

[Go to Homepage](#) [Register](#)

- If you are not a registered channel user, you will have an option to register for channel access. Click **Register**.  
OR
- Click **Go to Homepage** to navigate to the product showcase.
- Click **Track your Application** to track your submitted application. For more information on track application view the **Application Tracker** section in this document.



### 3. Register User

Only those applicants who do not have a prior relationship with the bank might be required to register. When an existing customer is making an application, the option to register is disabled.

Registration might be mandatory or optional. In case registration is mandatory and you have not yet registered at the time of submitting the application, you will be required to mandatorily register before the application can be submitted. In this case, when you select the option to Submit the application on the Review & Submit page, the registration page will be opened. Once you have registered, you will be able to proceed with application submission.

In case registration is not mandatory and you have not yet registered at the time of submission, the option to register yourself for channel access will be provided on the confirm screen. Clicking on the link will open the Registration page.

#### To register an applicant:

1. In the **Email** field, enter the email address.
2. To confirm enter re-enter the email ID in the **Confirm Email** field.
3. Click **Verify** link to verify the entered email address.
  - a. In the **Verification Code** field, enter the verification code sent on the registered email ID.
  - b. Click **Resend Code**, if the code is not received.
  - c. Click **Submit**. The successful email verification message is displayed.
4. In the **Password** field, enter the password required for log-in.
5. To confirm enter the password in the **Confirm Password** field.

### Registration

You will need to register with us in order to track your application. Please provide the following details to register with ZigBank.

Email ?

Confirm Email  [Verify](#)

Password ?

Confirm Password

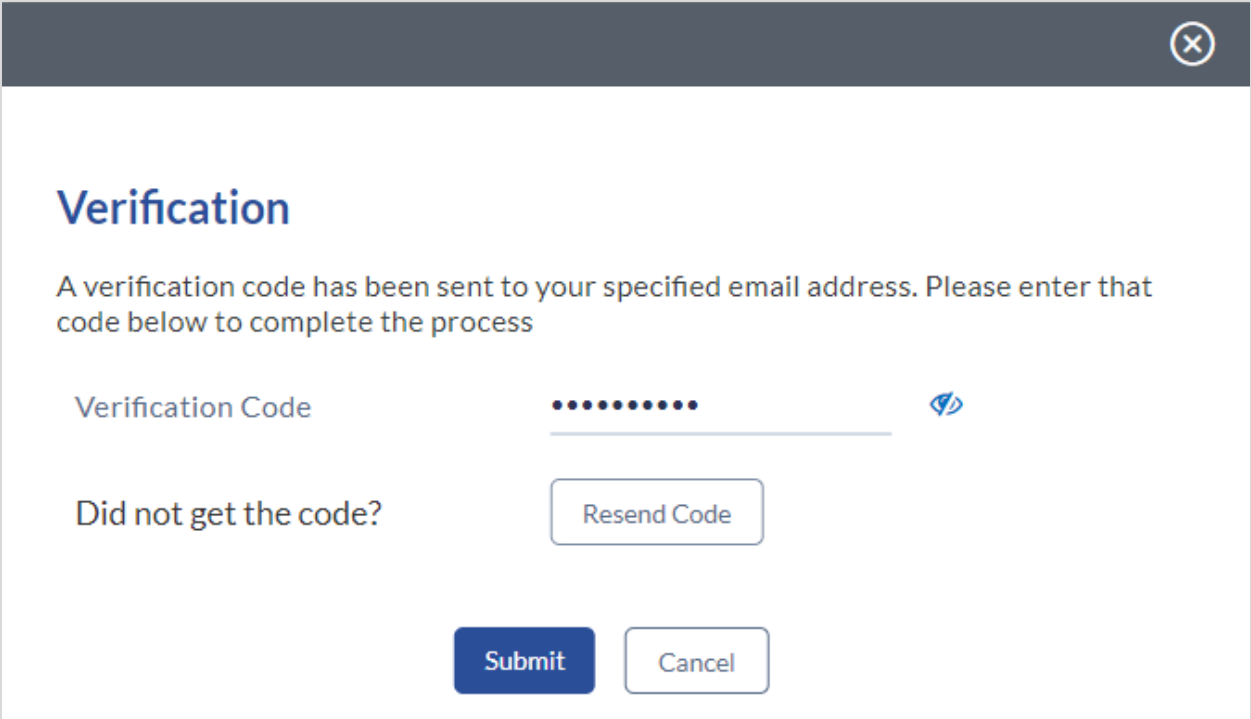
[Register](#)

**Field Description**

Field Name	Description
<b>Email</b>	Enter the email ID with which you would like to register
<b>Confirm Email</b>	To confirm the email ID re-enter the email ID entered in the <b>Email</b> field.
<b>Verify</b>	Click on this link to verify the email ID entered. A unique security code will be sent to the email address defined and a pop up window will be opened in which you can verify the email ID by entering the security code in the specified field.
<b>Password</b>	Enter a password to be used for the purpose of registration. You will be required to enter this password when you login to the system in the future.
<b>Confirm Password</b>	To confirm the password re-enter the password entered in the <b>Password</b> field.

6. Click **Register**.

**Verification**

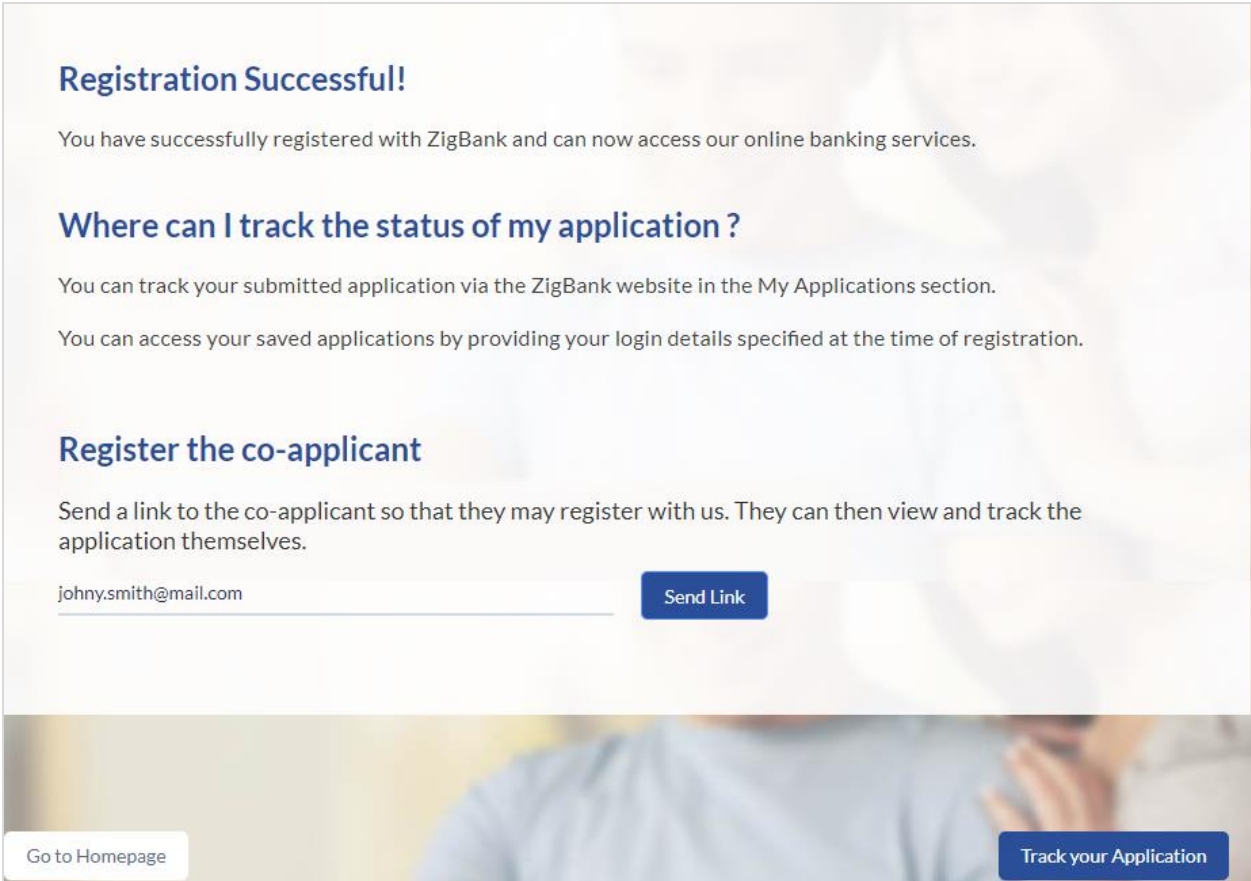


The image shows a verification screen with a dark header bar containing a close button (X). The main content area has the title "Verification" in blue. Below the title is a message: "A verification code has been sent to your specified email address. Please enter that code below to complete the process". There is a text input field labeled "Verification Code" with a masked code of ten dots and a toggle icon to its right. Below the input field is a link "Did not get the code?" and a "Resend Code" button. At the bottom are "Submit" and "Cancel" buttons.

Field Name	Description
<b>Verification Code</b>	Enter the security code sent to the email ID you have defined in the registration screen.

- Click Submit to submit the verification code. On successful verification, a message stating that verification has been completed successfully will be displayed.  
OR
- Click Resend Code if you wish for the system to send you a different security code.  
OR
- Click Cancel to cancel the close the screen and return to the registration screen.

**Register Applicant – Confirm**



**Field Description**

Field Name	Description
<b>Email</b>	Specify the email ID of the co-applicant to register the co-applicant.  This field will be displayed only if the co-applicant involved in the application is not registered with the bank

- Click **Send Link** to send the registration link to the co-applicant's email ID specified.  
OR  
Click Track Application to navigate to application tracker to view the applications status.  
OR  
Click Go To Homepage to navigate to the product showcase.

## 4. Cancel an Application

The option to cancel the application is provided throughout the application and you can opt to cancel the application at any step.

### To cancel an application:

1. Click **Cancel**. The cancel application screen is displayed. You will be able to select a reason for which you are cancelling the application.
2. Click **Cancel and Exit**. The application is cancelled.

You are applying for  
**VEHICLE LOANS** of amount **\$10,000.00** for tenure **3 year(s) 0 month(s)**

**Cancel Application**

What is the reason for cancelling ?

Having difficulty in completing the application form

Not enough time I will complete it later

Need more product details

Made a mistake in product selection

Others

Your information will not be saved, and you will have to start a new application later.

[Return to Application](#) [Cancel and Exit](#)

### Field Description

Field Name	Description
<b>Reason for Cancelling</b>	<p>Indicate the reason for which you are cancelling the application. This is an optional step.</p> <p>The cancellation reason could be:</p> <ul style="list-style-type: none"> <li>• Difficulty in completing the form</li> <li>• Insufficient time</li> <li>• Need more product details</li> <li>• Incorrect product selection</li> <li>• Others</li> </ul>

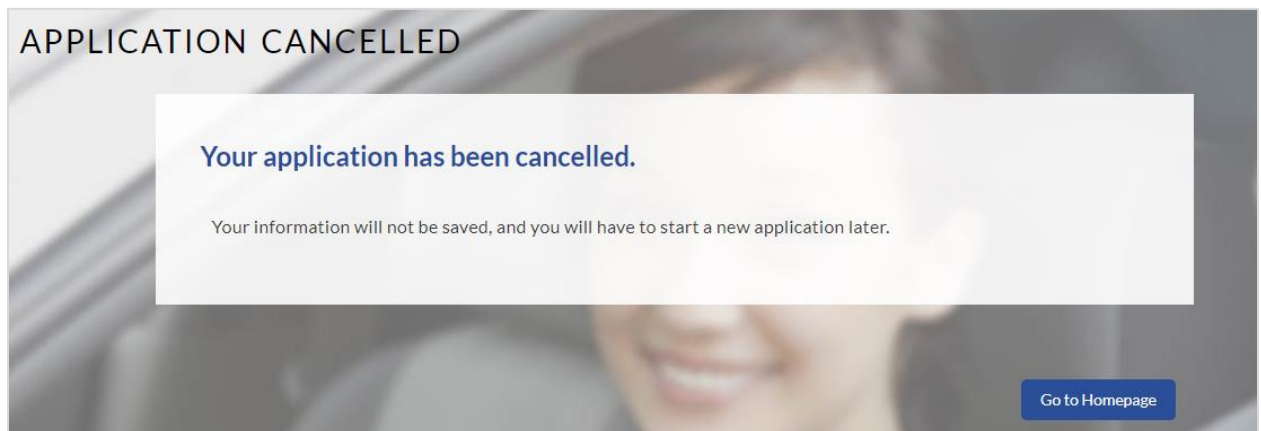
Field Name	Description
<b>Please Specify</b>	This field is displayed if you have selected the option <b>Others as Reason for Cancelling</b> . Enter the reason for which you are cancelling the application in this field.

- Select the appropriate reason for which you are cancelling the application.
- Click **Cancel and Exit** to cancel and exit the application. A message confirming that the application has been cancelled is displayed.

OR

Click **Return to Application** to return to the application.

### Application Cancelled



- Click **Go to Homepage** to navigate to the product showcase.

## 5. Save for Later

There are two scenarios in this case

- If the applicant is a registered user and he/she is already logged in then the applicant will be displayed a confirmation page indicating submission saved successfully.
- If the applicant is a new user i.e. who is not registered for channel access, then he/she will be required to register while saving the application. The following steps are involved in the process of saving an application in this scenario.

All saved applications will be available in the app tracker under the In Draft tab. You can select any application to resume the application submission process.

### To save an application:

1. Click **Save for Later**. The **Save and Complete Later** screen is displayed.
2. In the **Email** field, enter the email address with which you would like to register.
3. To confirm the email, re-enter the email ID in the **Confirm Email** field.
4. Click the **Verify** link to verify the entered email address.
  - a. In the **Verification Code** field, enter the verification code sent to the email ID entered in the **Email** field.
  - b. Click **Resend Code** if the code is not received.
  - c. Click **Submit**. A message stating that the email ID has been verified successfully is displayed.
5. In the **Password** field, enter the password required for log-in.
6. To confirm the password, enter the password in the **Confirm Password** field.

You are applying for  
**VEHICLE LOANS** of amount **\$5,000.00** for tenure **3 year(s) 0 month(s)**

### Save and Complete Later

Do you need more time ? Save your application now and come back later to complete your application.

If you cancel your application, your information will not be saved and you will have to start a new application.

We need just your email id and a password to enable you to resume your application later.

Email ?

Confirm Email  Verify

Password ?

Confirm Password

Cancel Application
Return to Application
Save Application

## Field Description

Field Name	Description
<b>Email</b>	Enter the email ID with which you would like to register
<b>Confirm Email</b>	To confirm the email ID re-enter the email ID entered in the <b>Email</b> field.
<b>Verify</b>	<p>Click on this link to verify the email ID entered. A unique security code will be sent to the email address defined and a pop up window will be opened in which you can verify the email ID by entering the security code in the specified field.</p> <p>Refer the <b>Verify</b> sub section under section <b>Register User</b> for further information on verification.</p>
<b>Password</b>	Enter a password to be used for the purpose of registration. You will be required to enter this password when you login to the system in the future.



Field Name	Description
<b>Confirm Password</b>	To confirm the password re-enter the password entered in the <b>Password</b> field.

- Click **Save Application**.  
OR  
Click **Cancel Application** to cancel the application.  
OR  
Click **Return to Application** to navigate back to the application screen.

### Saved Application

You are applying for

**VEHICLE LOANS** of amount **\$5,000.00** for tenure **3 year(s) 0 month(s)**

**Your Vehicle Loans - Fixed and Variable application has been saved!**

Your submission id is : **SUB100XXXX74**

You can access your saved application anytime within the next 30 days to complete it.  
If you do not complete your application within the next 30 days it will expire.

**Where can I find my saved application ?**

You can retrieve your saved application via the ZigBank website in the Track Application section.  
You can access your saved applications by providing your login details specified at the time of registration.

Go to Homepage      Track your Application

- Click **Track your Application** to navigate to the app tracker.  
OR
- Click **Go to Homepage** to navigate to the product showcase.

## 5.1 Existing User

An application form being initiated by an existing user will differ from that of one being initiated by a new/unregistered user. If you are applying for an auto loan as an existing user, once you login to the banking system after having entered your login credentials, the application form will be displayed with all your personal details pre-populated in the respective fields and sections. You will, hence, be required to only specify details pertaining to the loan and vehicle including vehicle funding information. The sections that will be pre-populated with your information are Primary Information, Proof of Identity, Contact Information, Employment Information and Financial Information including Income, Expenses, Assets and Liabilities.

## 6. Application Tracker

The Application Tracker enables you to view the progress of submitted applications and also to retrieve and complete applications that have been saved. Through the application tracker you can perform the following actions:

- **View submitted application:** The app tracker enables you to view details of submitted application which includes viewing status history, application summary and uploaded documents as well as performing any pending tasks required for the processing of the application.
- **View application in draft:** While filling out an application form, if you opt to save the application instead of submitting it, the application is saved in the app tracker as an 'In Draft application'. You can select any of the applications available under this tab in order to complete and submit that application.

### To track an application:

1. Click **Track Application** on the dashboard. The **Login** screen is displayed.
2. Enter the registered email ID and password, click **Login**.
3. The **Application Tracker** screen is displayed. By default the submitted application view is displayed.

## 6.1 Submitted Application – Auto Loan

**TRACK YOUR APPLICATION**

Submitted Applications

**Vehicle Loans** \$67,600.00

Application Id	APP100XXXX58	<div style="width: 40%;"></div>
Applicant Name	John Smith	40%
Submitted On	07/27/2017	Status: Submission In Progress

**Vehicle Loans** \$0.00

Application Id	APP100XXXX08	<div style="width: 20%;"></div>
Applicant Name	John Smith	20%
Submitted On	07/27/2017	Status: Submission Submitted

[Go to Homepage](#)

### Field Description

Field Name	Description
<b>Loan Offer Name</b>	The name of the offer for which the application has been made.
<b>Application ID</b>	The application reference number as generated by the bank at the time the application was submitted.
<b>Progress Bar</b>	The current status of the application is displayed graphically with the help of a progress bar.
<b>Loan Amount</b>	The requested loan amount.
<b>Applicant Name</b>	The names of both the primary and co-applicant will be displayed here. If no co-applicant has been added, only the primary applicant's name will be displayed.
<b>Submitted On</b>	The date on which the application was submitted.

Field Name	Description
<b>Status</b>	The current status of the application.
<ul style="list-style-type: none"><li>• Select the application card.</li><li>• The <b>Application Details</b> screen is displayed with options to view additional details of the application and pending tasks, if any.</li></ul>	

## 6.2 Loan Application Details

TRACK YOUR APPLICATION

### Vehicle Loans

Application Id	APP100XXXX58	
Applicant Name	John Smith	<div style="width: 70%;"><div style="background-color: #00a651; height: 10px;"></div></div>
Submitted On	07/27/2017	
Loan Amount	\$67,600.00	Status: Submission In Progress
Tenure	3 year(s) 0 month(s)	

View

- Application Summary >
- Account Summary >
- Application Fees >
- Documents >
- Offer >
- Status History >

[Return to Tracker](#) [Cancel Application](#)

- Click any section heading to view details or to take required action on the application.

## 6.3 Account Configuration

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

### Field Description

Field Name	Description
<b>Pay only interest for the initial period</b>	You can identify if you wish to pay only interest during the initial period of the loan by selecting the option <b>Yes</b> in this field.
<b>Interest Only Term</b>	<p>If you have identified that you want to pay only interest during the initial period of the loan, you will then have to identify the period for which you would like to only pay interest. You can identify this period in terms of years and months.</p> <p>This field is displayed if you select the option <b>Yes</b> in the <b>Pay only interest for the initial period</b> field.</p>
<b>Principal and Interest Repayment Frequency</b>	<p>You can specify the frequency at which you would like to repay the principal and interest to the bank.</p> <p>The frequency could be:</p> <ul style="list-style-type: none"> <li>• Monthly</li> <li>• Quarterly</li> <li>• Half Yearly</li> <li>• Annually</li> <li>• Daily</li> </ul>


Field Name	Description
<b>Fixed rate for the initial period</b>	You can identify whether or not you would like to be charged a fixed rate of interest on the loan for the initial period.
<b>Fixed Rate Term</b>	<p>If you have identified that you would like to be charged a fixed rate of interest for the initial period, you will then be required to identify the period for which you would wish to be charged the fixed rate. You can identify this period in terms of years and months.</p> <p>This field is displayed if you select option <b>Yes</b> in the <b>Fixed rate for the initial period</b> field.</p>
<b>Avail Redraw Facility</b>	You can identify whether or not you would like to avail of a redraw facility on the loan.
<b>Statement Required</b>	You can identify whether you want to receive the loan statement.
<b>Statement Frequency</b>	<p>If you have stated that you wish to receive the loan statement, you will be required to specify the frequency at which to receive the statement.</p> <p>This field is displayed if you select option <b>Yes</b> in the <b>Statement Required</b> field.</p>

- Enter the appropriate values in the relevant fields.
- Click **Continue**. The updates made on the screen are saved.



## 6.4 Account Summary

The Account Summary section enables you to view basic details of the loan account.


Account Summary

>

**Principal and Interest**

Rate Type	<b>Fixed</b>	Frequency	<b>Monthly</b>
Term	<b>3 year(s) 0 month(s)</b>	Approx Repayment Amount	<b>\$2,221.26</b>

### Field Description

Field Name	Description
<b>Rate Type</b>	Indicates the rate type of the loan, it could be fixed or variable or both.
<b>Frequency</b>	The principal and interest repayment frequency: The frequency could be: <ul style="list-style-type: none"> <li>• Monthly</li> <li>• Quarterly</li> <li>• Half Yearly</li> <li>• Annually</li> <li>• Daily</li> </ul>
<b>Term</b>	The loan term.
<b>Approximate Repayment Amount</b>	The approximate amount that has to be repaid towards the loan.

## 6.5 Application Summary

Application Summary
>

Applicant Name	Mr John A Smith Senior		
Purpose	Motor Vehicle		
Requested Amount	\$67,000.00	Loan Date	05/31/2016
Approved Amount	\$67,600.00		
Tenure	3 year(s) 0 month(s)		

[View Complete Application](#)

### Field Description

Field Name	Description
<b>Applicant Name</b>	The names of the applicants will be displayed here.
<b>Purpose</b>	The purpose for which the loan was applied.
<b>Requested Amount</b>	The amount for which the loan is applied.
<b>Approved Amount</b>	Loan amount approved by the bank including the fees, and other costs.
<b>Tenure</b>	Loan repayment tenure.
<b>Loan Date</b>	Loan application date.

- Click the **View Complete Application** link to view the complete application in PDF format.

## 6.6 Application Fees

This section lists down all the fees that are applicable on the loan.

Application Fees	
VehRegFeesUSLZN	\$100.00
LienOnVehfeesUSLZN	\$200.00
TitleTrfFeeUSLZN	\$300.00
<b>Total Fees</b>	<b>\$600.00</b>

### Field Description

#### Field Name

#### Description

#### Fees

All the fees applicable are listed down with the amount charged displayed against each fee type.

## 6.7 Status History

This section displays the status history of the loan application i.e. the various stages through which the loan application has passed along with the current status.

Status History			
State	Submitted	Acted By	john23@ofss.com
Remarks	Submitted	Updated On	07/27/2017
State	Auto Due Diligence Approved	Acted By	john23@ofss.com
Remarks	Auto Due Diligence Approved	Updated On	07/27/2017
State	Auto Decision Approved	Acted By	john23@ofss.com
Remarks	Auto Decision Approved	Updated On	07/27/2017

### Field Description

Field Name	Description
<b>State</b>	The status of the application.
<b>Remarks</b>	Displays the remarks, if any.
<b>Acted By</b>	The User ID of the person that updated the status of the application.
<b>Updated On</b>	The date on which the specific status was updated.

## 6.8 Document Upload


Document upload allows you to upload the documents which are required for the processing of the application. You can upload multiple documents against a document type. You can also delete any document that has been uploaded previously.

### To upload / remove a document:

1. Click **Documents** link.
2. Click **Choose file**.
3. The option to browse the computer's folders is displayed.
4. Select the appropriate file to be uploaded and click **Open**.
5. Click **Upload**. The file is uploaded.

The screenshot shows a web interface titled "Documents" for a user named "Sam Wilson". It lists seven document types, each with a "Choose file..." link and an "Upload" button. Two entries, "United States Passport" and "Financials", have already been uploaded, with the filename "home.jpg" and a delete icon (a blue circle with an 'x') shown next to them. The other five entries ("Latest Tax Return", "Board Approval Letter", "3 Months Pay Slips", "Rental Agreement", and "Employment Proof Letter") have not been uploaded yet, showing only the "Choose file..." link and "Upload" button.

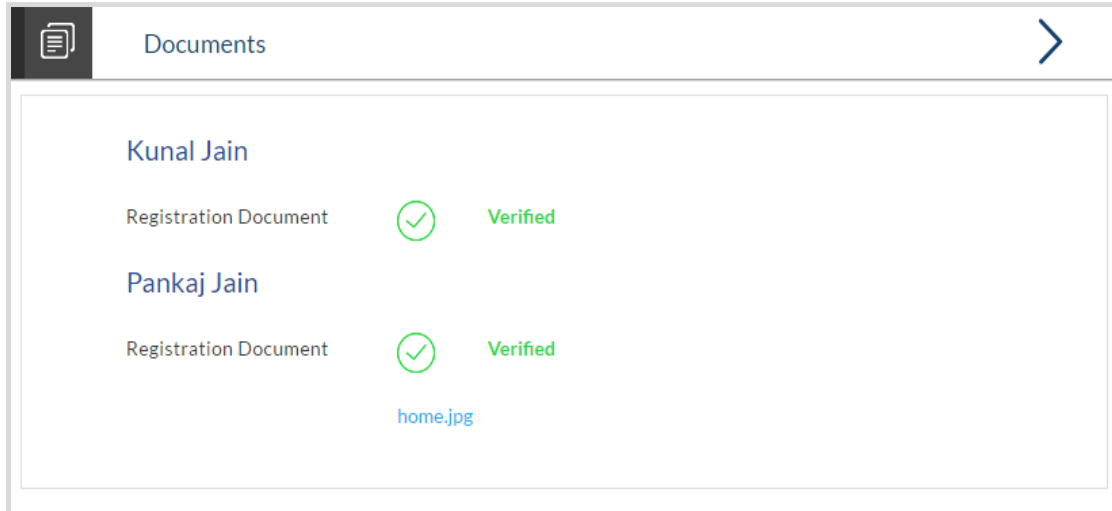
Document Type	File Name	Action
United States Passport	home.jpg	Upload
Financials	home.jpg	Upload
Latest Tax Return	Choose file...	Upload
Board Approval Letter	Choose file...	Upload
3 Months Pay Slips	Choose file...	Upload
Rental Agreement	Choose file...	Upload
Employment Proof Letter	Choose file...	Upload

**Note:** Click the  icon to delete the uploaded document.

## Field Description

Field Name	Description
Choose File	On selecting this link, the browse option is opened, by which you can select the required file to upload.

### 6.8.1 View Documents




- Click on the link displayed against a specific document type in order to view the document.

## 7. Accept / Reject Offer

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

### Field Description

Field Name	Description
<b>Letter Of Offer</b>	Displays the generated offer letter.
<b>Offer Letter Acceptance</b>	In order to accept the loan offer, you will be required to accept the terms and conditions of the loan. Select the check boxes to accept the specific terms and conditions defined.
<b>Accept/Reject Offer</b>	Select the appropriate option in order to accept or reject the offer. In order to accept the offer, select the <b>Yes</b> button. In order to reject the offer, select the <b>No</b> button.

- Click  to download the offer letter and other document.
- Select the terms and conditions check box and click **Yes** to select the offer. The offer acceptance message is displayed.

OR

Click **No** to reject the offer.

## 8. Cancel Application

The option to cancel the application once submitted is provided in the application tracker and is available only if the application has not yet been processed to completion.

In order to cancel an application from the app tracker, select the Cancel option available on the application tracker details page and follow on with confirming the cancellation.



## 9. FAQs

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

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

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

No, if an existing customer has logged in and is then selecting a product, the system will automatically display only those products that are enabled for the customer's state of residence.

### 3. Can I apply for an auto loan if I am not a citizen of the United States?

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

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

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

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

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

### 6. Are there any types of vehicles that the bank will not finance?

Yes, the following vehicles are not eligible for financing:

- Used vehicles that are older than the defined number of years.
- Used vehicles that have run more than the defined number of miles.
- Commercial vehicles

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

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

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

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

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

**9. Can I provide my post office box number as residential address?**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**24. Can I change the contribution amount as part of funding information?**

No, if you are not OK with the contribution amount displayed in the funding information then you need to edit the requested loan amount or vehicle purchase price or both. You can click on the Modify button to change the loan amount and/or the vehicle purchase price. Once the edit is complete, you will need to click on the Save button and system will display the updated contribution amount.