# Oracle Banking Digital Experience

**Retail Term Deposits User Manual**
**Release 18.2.0.0.0**

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**June 2018**

**ORACLE®**

Retail Term Deposits User Manual

June 2018

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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 18.2.0.0.0, refer to the following documents:

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

# 2.    Transaction Host Integration Matrix

**Legends**

| | |
|---|---|
| **NH** | No Host Interface Required. |
| ✔ | Pre integrated Host interface available. |
| ✘ | Pre integrated Host interface not available. |

| Sr No | Transaction / Function Name | Oracle FLEXCUBE Core Banking 11.7.0.0.0 | Oracle FLEXCUBE Universal Banking 12.4.0.0.0 | Oracle FLEXCUBE Universal Banking 14.0.0.0.0 |
|---|---|---|---|---|
| 1 | Overview | ✔ | ✔ | ✔ |
| 2 | New Deposit with single and joint holders | ✔ | ✔ | ✔ |
| 3 | View Interest Link | ✔ | ✘ | ✘ |
| 4 | Add/ View Nominee Details | ✔ | ✘ | ✘ |
| 5 | **New Deposit (Maturity Instruction)** | | | |
| | With Maturity Instruction as Close on maturity | ✔ | ✔ | ✔ |
| | With Maturity Instruction as Renew Interest and Principal | ✔ | ✔ | ✔ |
| | With Maturity Instruction as Renew Principal and Pay Out the Interest | ✔ | ✔ | ✔ |
| | With Maturity Instruction as Renew Interest and Pay Out the Principal | ✔ | ✔ | ✔ |
| | With Maturity Instruction as Renew Special Amount and Pay Out the remaining amount | ✘ | ✔ | ✔ |
| 6 | **New Deposit (Payout Instruction)** | | | |
| | With payout instructions - Pay to own account | ✔ | ✔ | ✔ |
| | With payout instructions - Pay | ✔ | ✔ | ✔ |

| Sr No | Transaction / Function Name | Oracle FLEXCUBE Core Banking 11.7.0.0.0 | Oracle FLEXCUBE Universal Banking 12.4.0.0.0 | Oracle FLEXCUBE Universal Banking 14.0.0.0.0 |
|---|---|---|---|---|
| | to internal account | | | |
| | With payout instructions - Pay to domestic bank account | ✗ | ✓ | ✓ |
| 7 | Deposit Details | ✓ | ✓ | ✓ |
| 8 | Deposit Details - Nickname updation | NH | NH | NH |
| 9 | **Edit Maturity Instruction** | | | |
| | With Maturity Instruction as Close on maturity | ✓ | ✓ | ✓ |
| | With Maturity Instruction as Renew Interest And Principal | ✓ | ✓ | ✓ |
| | With Maturity Instruction as Renew Principal and Pay Out the Interest | ✓ | ✓ | ✓ |
| | With Maturity Instruction as Renew Interest and Pay Out the Principal | ✓ | ✓ | ✓ |
| | With Maturity Instruction as Renew Special Amount and Pay Out the remaining amount | ✗ | ✓ | ✓ |
| 10 | **Edit Payout Instruction** | | | |
| | With payout instructions - Pay to own account | ✓ | ✓ | ✓ |
| | With payout instructions - Pay to internal account | ✓ | ✓ | ✓ |
| | With payout instructions - Pay to domestic bank account | ✗ | ✓ | ✓ |
| 11 | Top Up | ✗ | ✓ | ✓ |
| 12 | Redemption to own account | ✓ | ✓ | ✓ |
| 13 | Redemption to internal account | ✓ | ✓ | ✓ |
| 14 | Redemption to domestic account | ✗ | ✓ | ✓ |
| 15 | View Statement | ✓ | ✓ | ✓ |

| Sr No | Transaction / Function Name | Oracle FLEXCUBE Core Banking 11.7.0.0.0 | Oracle FLEXCUBE Universal Banking 12.4.0.0.0 | Oracle FLEXCUBE Universal Banking 14.0.0.0.0 |
|---|---|---|---|---|
| 16 | View Statement - Request Statement | ✖ | ✔ | ✔ |
| 17 | View Statement - Pre-generated Statement | ✖ | ✔ | ✔ |
| 18 | Request Statement | ✖ | ✔ | ✔ |
| 19 | Closed deposits | ✔ | ✔ | ✔ |

# 3.  Term Deposit

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

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

**Pre-requisites**

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

**Features Supported In the Application**

The retail module of the application supports the following features:

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

## 3.1 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 Term Deposits widget which is displayed on selection of account type, 'Term Deposits' under the My Accounts widget.

The term deposits widget displays basic details of each deposit such as the deposit account number and name of the primary account holder, the amount of deposit, interest rate applicable as well as maturity date of each deposit. Additionally, if the customer holds both Islamic and Conventional term deposits, the deposit type (Islamic or Conventional) is defined against each deposit. On selecting any term deposit from this widget, the customer is provided with the options to view further details, view statement, top up the deposit or redeem the deposit. By default, this widget displays the customer's active term deposits. The customer can also opt to view the closed deposits on this widget by selecting the provided option. The total number of active or closed term deposit accounts (depending on which are being viewed) is also displayed on the widget.

In addition to displaying records of the customer's deposits, the term deposit widget also displays options by which the customer can open a new deposit or view the deposit calculator.
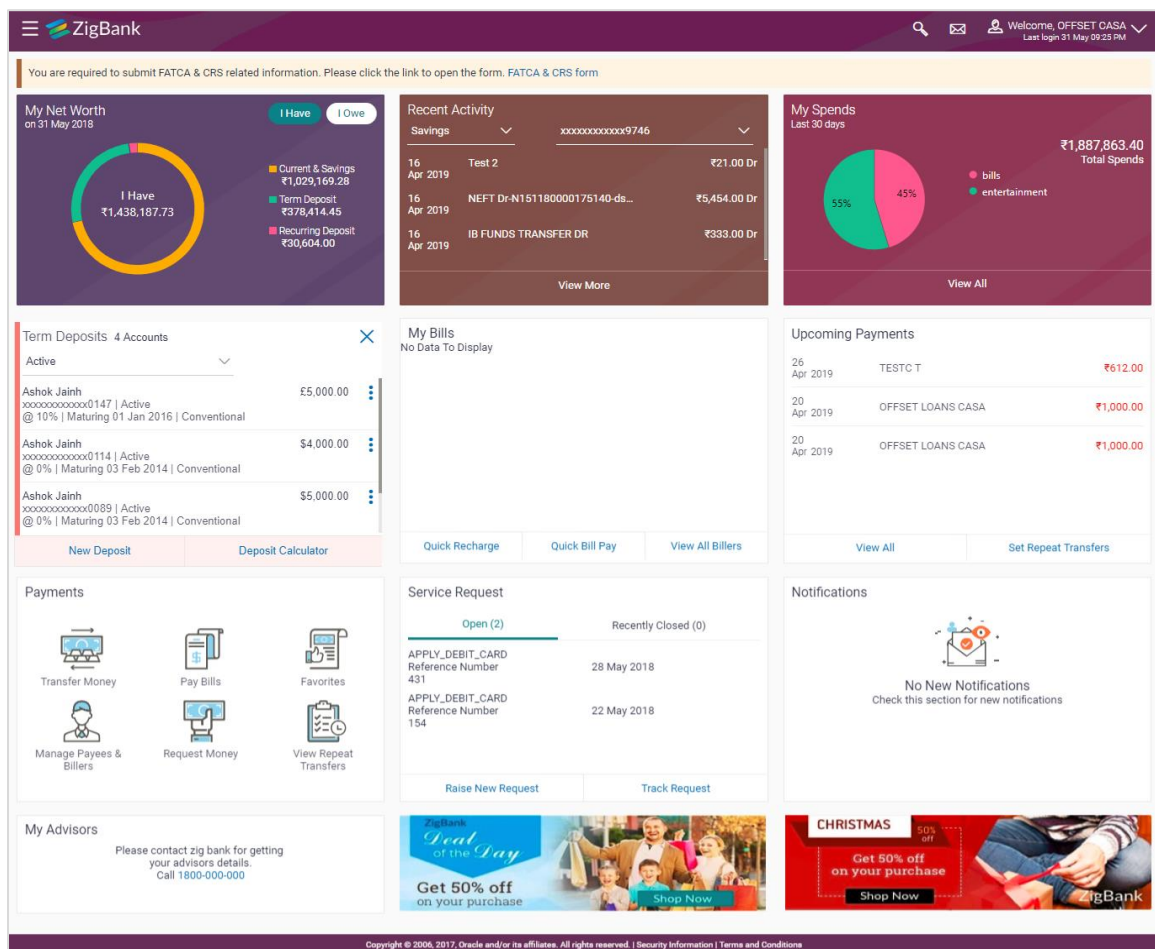
**Term Deposits Widget Overview**

The term deposits widget features the following:

- **Active Term Deposits:** All the active term deposits of the customer are listed down with basic details such as the deposit account number (masked), the name of the primary account holder, the deposit amount, interest rate and maturity date as well as type of deposit i.e. conventional or Islamic. Further options to view deposit details or statement and to perform top up or redemption are provided on selection of any term deposit account.

- **Inactive / Closed Term Deposits:** The customer is also provided with the option to view all the term deposits that are closed. On selecting this option, all the closed or inactive term deposits of the customer are listed down. The customer can view further details of a closed deposit by selecting any closed deposit account record.

- **New Deposit:** The customer can click on the link provided in this widget to apply for a new term deposit. On clicking on the link, the screen on which the customer can setup a new deposit is displayed.

- **Deposit Calculator:** By clicking on this option, the customer is able to navigate to the term deposit calculator page.

**Home**

# 4.    New Deposit

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

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

Certain cases, specific to India region, might require the customer to specify his/her PAN (Permanent Account Number) while applying for a new term deposit. These could be if the customer is creating a new term deposit that exceeds a value defined by the bank or if, at any given point in time, while creating a new term deposit, the cumulative value of the deposits (Fixed as well as Recurring Deposits) held by the customer exceeds a certain amount.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > New Deposit*

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

**New Deposit**

**Field Description**

| Field Name | Description |
| --- | --- |
| **Deposit Details** | |
| **Source Account** | The customer is required to select the current or savings account to be debited with the deposit amount. |
| | All the active current and savings accounts of the customer are displayed along with nicknames, if defined. |
| | For more information on Account Nickname, refer Account Nickname. |
| **Balance** | On selection of a current or savings account in the **Select Account** field, the current balance of the specific account is displayed against the field. |
| **Select Product** | All the term deposit products available for application will be listed down. |

| Field Name | Description |
|---|---|
| **View Interest Rates** | Click on the **View Interest Rates** link to view the interest rates that will be applicable on the deposit account based on the deposit product selected. This link will be displayed against the **Select Product** field once a product is selected. |
| **Deposit Amount** | The customer is required to define the currency and amount in which the deposit is to be opened. |
| **Currency** | Currency in which the deposit is to be held. |
| | If the deposit product supports only a single currency this field is displayed as a label (instead of a list for selection). |
| **Amount** | The customer is required to specify the amount for which the deposit is to be opened. |
| **Amount range** | The minimum and maximum amounts for which a deposit can be opened are displayed against the amount field once the customer selects a particular deposit product in the **Select Product** field. |
| **Deposit Tenure** | The customer can specify the tenure of the deposit in terms of a period i.e. years/months/days or by selecting a specific date on which the deposit should mature. |
| | The options are: |
| | • Tenure |
| | • Date |
| **Years** | The customer can identify the deposit tenure in years. |
| | This field is enabled if the customer selects the **Tenure** option from the **Deposit Tenure** field. |
| **Months** | The customer can identify the deposit tenure in months. |
| | This field is displayed if the customer selects the **Tenure** option from the **Deposit Tenure** field. |
| **Days** | The customer can identify the deposit tenure in days. |
| | This field is displayed if the customer selects the **Tenure** option from the **Deposit Tenure** field. |
| **Date** | The customer can define the deposit tenure by selecting a date on which the deposit should mature. |
| | This field is displayed if the customer selects the **Date** option from the **Deposit Tenure** field. |

| Field Name | Description |
|---|---|
| **Deposit Period Range** | The minimum and maximum period within which the deposit account can be opened is displayed against the deposit tenure field once the customer selects a deposit product in the **Select Product** field. |
| **Calculate Maturity** | The customer can click on the Calculate Maturity link in order to be displayed the maturity amount and interest rate applicable on the deposit account based on the information defined. |
| **Maturity Amount** | The system will calculate and display the estimated maturity amount based on the parameters defined by the customer. |
| **Current Holding Pattern** | The holding pattern that will be applied to the deposit being opened is displayed. |
| | This field will be displayed only if the current or savings account selected as the **Source Account** has a joint holding pattern. |
| **Click on the below option if you wish to modify it to single** | This option enables the user to change the holding pattern of the deposit from Joint to Single. |
| | The option available is: |
| | • Single |
| | **Note:**<br>1) This field will be displayed only if the current or savings account selected as the **Source Account** has a joint holding pattern.<br>2) If the user does not opt to change the holding pattern to Single, the new deposit will be opened in the joint names of the holders of the current or savings account selected as the **Source Account**. |
| **Maturity Details** | |
| **Maturity Instructions** | Maturity instructions to be set by the customer for the deposit account. The options available are dependent on the deposit product selected. |
| | The options can be: |
| | • Close on maturity (No Rollover) |
| | • Renew Interest And Principal |
| | • Renew Principal and Pay Out the Interest |
| | • Renew Interest and Pay Out the Principal |
| | • Renew Special Amount and Pay Out the remaining amount |

| Field Name | Description |
|---|---|
| Rollover Amount | The amount to be rolled over. |
| | This field is displayed if the customer selects **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list. |
| Pay To | This field is displayed if the customer has selected any maturity instruction that involves any part of the deposit amount to be paid out at the time of maturity. |
| | The customer is required to select the mode through which the amount to be paid out is transferred. |
| | The options are: |
| | • Own Account |
| | • Internal Bank Account |
| | • Domestic Bank Account |
| | This field is not displayed, if the customer has selected **Renew Interest And Principal** option from the **Maturity Instructions** list. |

**Own Account**

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

| Field Name | Description |
|---|---|
| Transfer Account | The customer can select a current or savings account to which the funds will be transferred when the deposit matures. All the customer's current and savings accounts held with the bank will be listed down and available for selection. |

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

| Field Name | Description |
|---|---|
| Beneficiary Name | The name of the holder of the account selected in **Transfer Account.** |
| Bank Name | Name of the beneficiary bank. |
| Bank Address | Address of the beneficiary bank. |
| City | City of the beneficiary bank. |

**Internal Bank Account**

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

| Field Name | Description |
|---|---|
| Account Number | The customer can identify a current or savings account of the bank to which the funds are to be transferred once the deposit matures. |

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

**Domestic Bank Account**

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

| | |
|---|---|
| **Account Number** | The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures. |
| **Account Name** | Enter the name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures. |
| **Bank Code** | The customer is required to identify the bank code in which the beneficiary account is held. |
| **Look Up Bank Code** | Search option to look for bank code of the destination account. |

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

| | |
|---|---|
| **Bank Name** | Name of the beneficiary bank. |
| **Bank Address** | Address of the beneficiary bank. |
| **City** | City of the beneficiary bank. |

**Nomination Details**

This section is enabled only if the term deposit holding pattern is single.

| | |
|---|---|
| **Add Nominee** | This option enables the customer to specify preference with regards to whether a nominee is to be added against the new term deposit or not. |

The options are:

- **No**: Select this option if you do not want to add a nominee against the term deposit.

- **Yes**: Select this option if you want to add a nominee against the term deposit.

This section is enabled if the customer selects **Yes** option in **Add Nominee** field.

| Field Name | Description |
|---|---|
| **Nomination Type** | The customer can identify whether he/she wants to add a new nominee or wants to add the same nominee as that of another account.<br><br>The options are:<br><br>• **Add New**: By selecting this option, the customer is able to specify details of the person who is to be added as the nominee of the new term deposit.<br><br>• **Replicate Existing Nominee**: By selecting this option, the customer is able to add a person who is an existing nominee of another account held by the customer, as the nominee for the new term deposit being opened. |

The following fields are displayed if the customer selects the option **Add new** against the **Nomination Type** field.

| | |
|---|---|
| **Nominee Name** | Specify the full name of the nominee. |
| **Nominee Date Of Birth** | Specify the nominee's date of birth.<br><br>**Note:** The customer will be required to specify details of the nominee's guardian if it is identified that the nominee is a minor on the basis of the nominee's date of birth. |
| **Relationship** | Specify the customer's relationship with the nominee. E.g. Father, Mother, Daughter, Son, etc. |
| **Address** | Enter details pertaining to the nominee's address. |
| **Country** | Select the country in which the nominee resides. |
| **State** | Enter the name of the state in which the nominee resides. |
| **City** | Enter the name of the city in which the nominee resides. |
| **Zip** | Specify the zip code of the nominee's address. |

**Enter Guardian details since nominee is a minor below 18 years:**

This section is enabled only if the system identifies that the nominee is a minor on the basis of the nominee's date of birth defined.

| | |
|---|---|
| **Name** | Specify the full name of the nominee's guardian. |
| **Address** | Enter details pertaining to the guardian's address. |
| **Country** | Select the country in which the guardian resides. |
| **State** | Enter the name of the state in which the guardian resides. |

| Field Name | Description |
|---|---|
| **City** | Enter the name of the city in which the guardian resides. |
| **Zip** | Specify the zip code of the guardian's address. |

A pop up containing a list of all the existing nominees of accounts held by the customer is displayed if the customer selects the option **Replicate Existing Nominee** against the **Nomination Type** field.

Once a nominee is selected from this pop up, the fields in which nominee details are captured are pre-populated with details of the selected nominee. The user can opt to change the value in any field as required.

| Field Name | Description |
|---|---|
| **Nominee Name** | The names of all the nominees of the accounts held by the customer are listed down. The customer can select a nominee that he/she wishes to add as a nominee against the new term deposit. |
| **Account Type** | The account type of the account against which the nominee is mapped is displayed against the nominee name record. |
| **Account Number** | The account number in masked format of the account against which the nominee is mapped, is displayed against the nominee record. |

**To open a new term deposit:**

1. From the **Source Account** list, select the current or savings account to be debited in order to open the term deposit.

2. From the **Select Product** list, select the term deposit product that you want to apply for.

3. To view the rates of interest applicable on the term deposit, click on the **View Interest Rates** link displayed against the **Select Product** field once a product is selected.

4. From the **Currency** list, select the currency in which you want the term deposit to be held.

5. In the **Deposit Amount** field, enter the deposit amount.

6. Select the desired option against the **Deposit Tenure** field

   a. If you select the **Tenure** option:

      i. In the **Years**, **Months** and **Days** field enter the appropriate values.

   b. If you select the **Date** option:

      i. From the **Date** list, select the appropriate date.

7. To view the deposit maturity amount and interest rate chargeable, click the **Calculate Maturity** link.

**Note:** Click **Reset** to clear the calculated details.

8. In case of **Joint** holding pattern, if you wish to change the holding pattern of the deposit to single, select the checkbox adjacent to **Single**.

9. Specify maturity instructions as desired, in the **Maturity Instruction** field.

   a. If you have selected the option **Close on Maturity;**

      i. Select the mode through which the maturity amount is to be transferred, in the **Pay To** field.

   b. If you have selected the option **Renew Principal and Pay Out the Interest;**

      i. Select the mode through which the interest amount is to be transferred, in the **Pay To** field.

   c. If you have selected the option **Renew Interest and Pay Out the Principal**;

      i. Select the mode through which the principal amount is to be transferred, in the **Pay To** field.

   d. If you have selected the option **Renew Special Amount and Pay Out the Remaining Amount;**

      i. Enter the amount to be rolled over in the **Rollover Amount** field.

      ii. Select the mode through which the remaining amount (Maturity Amount minus Rollover Amount) is to be transferred, in the **Pay To** field.

10. From the **Pay To** list;

   a. If you have selected the option **Own Account**;

      i. From the **Account Number** list, select an appropriate current or savings account which is to be credited with the specific amount at the time of deposit maturity.

   b. If you have selected the option **Internal Account**;

      i. In the **Account Number** field, enter the account number which is to be credited with the specific amount at the time of deposit maturity.

    c. If you have selected the option **Domestic Bank Account**;

        i. In the **Account Number** field, enter the account number which is to be credited with the specific amount at the time of deposit maturity.

        ii. In the **Account Name** field, enter the name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.

        iii. In the **Bank Code** field, enter the bank code in which the beneficiary account is held or select it from the look up.

        iv. Click **Submit** to verify and fetch bank details based on Bank Code (BIC).

11. In the **Add Nominee** field, select the option of choice.

    a. Select option **No** if you do not wish to add a nominee against the term deposit.

    b. If you select option **Yes**;

        i. Select **Add New** option to add new nominee details.

            1. In **Nominee Name** field, enter the name of the nominee.

            2. From the **Nominee Date of Birth** field, specify the nominee's date of birth.

            3. From the **Relationship** list, select your relationship with the nominee.

            4. In the **Address** field, enter the address of nominee.

            5. From the **Country** list, select the country in which the nominee resides.

            6. In the **State** field, enter the name of the state in which the nominee resides.

            7. In the **City** field, enter the name of the city in which the nominee resides.

            8. In the **Zip** field, enter the zip code of the nominee's address.

            9. If the **Nominee** is a minor or below 18 years of age, enter the **Guardian Details**.

                i. In **Name** field, enter name of the guardian.

                ii. In the **Address** field, enter the address of guardian.

                iii. From the **Country** list, select the country in which the guardian resides.

                iv. In the **State** field, enter the name of the state in which the guardian resides.

                v. In the **City** field, enter the name of the city in which the guardian resides.

                vi. In the **Zip** field, enter the zip code of the guardian's address.

        ii. If you have selected the **Replicate Existing Nominee** option; the **Select Nominee** popup appears with the list of existing CASA, FD, RD nominees.

            1. Select an appropriate nominee whose details you want to replicate.

            2. Click **Ok**, which will prefill all the details in the nominee details fields.
OR
Click **Cancel** to close the popup window.

12. Click **Create**.
OR
Click **Back** to navigate back to previous screen.

13. The **Review** screen appears. Verify the details and click **Confirm**.

OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

14. The confirm screen is displayed with a success message along with the reference number.

   Click **Go to Dashboard** to navigate back to 'Dashboard'.
   OR
   Click **Go to Account Details** to view the deposit details.
   OR
   Click **Create Sweep-in** to enable sweep in facility for the account.

**Home**

# 5.   Deposit Details

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

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

- Top up the term deposit
- Redeem term deposit
- Edit Maturity Instructions
- View Statement
- Request Statement

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > Deposit Details*
*OR*
*Toggle Menu > Accounts > Term Deposits > Deposit Details*
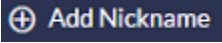
**Deposit Details**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Customer Name** | The name of the primary account holder is displayed. |

| Field Name | Description |
| --- | --- |
| Account Number | Term deposit account number in masked format along with the account nickname (if defined) is displayed. |
| Current Balance | The available balance of the deposit account is displayed. |
| Add Nick Name | Click ⊕ Add Nickname, to add nickname, for more information click Account Nickname. |
| **Account Details** | |
| Customer ID | The primary account holder's customer ID in masked format. |
| Original Principal Amount | The amount for which the deposit was opened. |
| Holding Pattern | Holding pattern of the term deposit.<br><br>• For single owner - Single<br><br>• For joint ownership - Joint or multiple |
| Joint Account Holder 1 | Name of the joint account holder.<br><br>This field is displayed only if the holding pattern of the term deposit is **Joint**. |
| Joint Account Holder 2 | Name of the second joint account holder.<br><br>This field is displayed only if the holding pattern of the term deposit is **Joint** and if multiple joint account holders are defined instead of just one. |
| Current Principal Amount | The current principal amount is the revised principal amount after top-up / partial redemption, if done. |
| Status | The current status of the term deposit account. |
| Hold Amount | Any amount kept as lien or marked for hold is displayed here. |
| Deposit Branch | The details of the branch in which the deposit is held are displayed. |
| Nomination | Displays the status of nomination i.e. whether a nominee is registered or not. |
| **Deposit Details** | |
| Deposit Date | The date on which the deposit was opened. |

| Field Name | Description |
|---|---|
| **Deposit Term** | The deposit term which is displayed in terms of years, months and/or days as defined by the customer at the time the deposit was opened. |
| **Rate of Interest** | The rate of interest applicable on the term deposit. |
| **Value Date** | The value date of the deposit as maintained by the bank. |
| **Deposit Certificate Number** | The certificate number of the deposit.<br>This field is displayed when the host is UBS. |
| **Sweep-in Provider** | Identifies whether or not sweep-in facility is enabled for the deposit account. The values against this field can be either of the two:<br><br>• Yes – This value is displayed if sweep-in facility is enabled for the deposit account<br><br>• No – This value is displayed if sweep-in facility is not enabled for the deposit account |
| **Maturity Details** | |
| **Maturity Amount** | The value of the term deposit at the time of maturity. |
| **Accrued Interest** | The total amount of interest accrued till the last accrual date. |
| **Maturity Date** | The date on which the term deposit will mature. |
| **Maturity Instruction** | Maturity instruction set by the customer for the specific term deposit at the time of opening the deposit.<br>The options can be:<br>• Close on Maturity (No Rollover)<br>• Renew Principal And Interest<br>• Renew Principal and Pay Out the Interest<br>• Renew Interest and Pay Out the Principal<br>• Renew Special Amount and Pay Out the remaining amount |
| **Edit** | The option to edit the maturity instructions. |
| **Special Amount** | Special amount to be rolled over.<br>This field is displayed if the maturity instruction is defined as **Renew Special Amount and Payout the Remaining Amount**. |

| Field Name | Description |
|---|---|
| **Transfer** | The details of the account to which the deposit amount is to be transferred on maturity are displayed. The details include the account number in masked format, the transfer type (i.e. own, internal or domestic) and the details of the bank and branch of the account. |
| | This field is not displayed, if maturity instruction selected is **Renew Principal and Interest**. |

The following actions can also be performed from this page:

- Add account nickname/ modify/ delete nickname. For more information on Account Nickname refer Account Nickname**.**

- To modify the maturity instruction, click **Edit.**

**Home**

# 6. Edit Maturity Instruction

At any point in time, a customer may want to change the maturity instruction set for a term deposit. The Edit Maturity Instruction feature enables a customer to change the maturity instruction that was set at the time the deposit was being opened.

Using this option, the customer can change the maturity instruction of a term deposit.

**How to reach here:**

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

**Edit Maturity Details**



**Field Description**

| Field Name | Description |
| --- | --- |
| Account Number | The deposit account number in the masked format along with the nickname (if defined) are displayed.<br><br>For more information on Account Nickname, refer Account Nickname. |
| Balance | The current balance of the deposit account is displayed. |

| Field Name | Description |
|---|---|
| Maturity Instruction | The maturity instructions set at the time of opening the deposit account will be displayed by default. The customer will be able to change these instructions are required. |
| | The options can be: |
| | • Close on Maturity (No Rollover) |
| | • Renew Interest And Principal |
| | • Renew Principal and Pay Out the Interest |
| | • Renew Interest and Pay Out the Principal |
| | • Renew Special Amount and Pay Out the remaining amount |
| Roll over Amount | Special amount to be rolled over. |
| | This field is displayed if the option **Renew Special Amount and Pay Out the Remaining Amount** has been selected as **Maturity Instruction**. |
| Pay To | This field is displayed if the customer has selected any maturity instruction that involves any part of the deposit amount to be paid out at the time of maturity. |
| | The customer is required to select the mode through which the amount to be paid out is transferred. |
| | The options are: |
| | • Own accounts |
| | • Internal Account |
| | • Domestic Bank Account |
| | This field is not displayed if the option **Renew Principal and Interest** has been selected as **Maturity Instruction.** |

**Own Account**

This section is displayed if the option **Own Account** has been selected in the **Pay To** field.

| | |
|---|---|
| Transfer Account | The account number along with the account nickname to which the funds are to be transferred. |

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

| | |
|---|---|
| Beneficiary Name | The name of the holder of the account selected in **Transfer Account.** |
| Bank Name | Name of the beneficiary bank. |

| Field Name | Description |
| --- | --- |
| Bank Address | Address of the beneficiary bank. |
| City | City of the beneficiary bank. |

**Internal Bank Account**

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

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

**Domestic Bank Account**

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

| | |
| --- | --- |
| Account Number | The customer can identify a current or savings account to which the funds are to be transferred once the deposit matures. |
| Account Name | Name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures. |
| Bank Code | The customer is required to identify the bank code in which the beneficiary account is held. |
| Look Up Bank Code | Search option to look for bank code of the destination account. |

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

| | |
| --- | --- |
| Bank Name | Name of the beneficiary bank. |
| Bank Address | Address of the beneficiary bank. |
| City | City of the beneficiary bank. |

**To edit the maturity details:**

1. From the **Maturity Instruction** list, select the appropriate option. If you select **Close on Maturity (No Rollover)**, **Renew Principal and Pay Out the Interest** or **Renew Interest and Pay Out the Principal** option, then from the **Pay To** list, select the mode through which the interest amount is to be transferred:

   a. If you have selected the option **Own Account**:

      i. From the **Account Number** list, select an appropriate current or savings account which is to be credited with the specific amount at the time of deposit maturity.

      b.   If you have selected the option **Internal Account**;

           i.     In **the Account Number** field, enter the account number which is to be credited with the specific amount at the time of deposit maturity.

      c.   If you have selected the option **Domestic Bank Account**;

           i.     In the **Account Number** field, enter the account number which is to be credited with the specific amount at the time of deposit maturity.

          ii.     In the **Account Name** field, enter the name of the account holder who will be the beneficiary to whom funds will be transferred once the deposit matures.

         iii.     In the **Bank Code** field, enter the bank code in which the beneficiary account is held or select it from the look up.

         iv.     Click **Submit** to verify and fetch bank details based on Bank Code (BIC).

2.  If you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.

      a.   In the **Rollover Amount** field, enter the amount to be rolled over.

      b.   In the **Pay to** field, select the mode through which the remaining amount is to be transferred.
         Refer steps under 1a. for options and steps applicable.

3.  To save the changes, click **Save**. The **Review** screen is displayed.
OR
Click **Cancel** to cancel the transaction.

4.  The **Review** screen is displayed. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

5.  The **Confirm** screen is displayed.

Click **Go to Dashboard** link to navigate to the 'Dashboard'.
OR
Click **Go to Account Details** link to view the deposit details.
OR
Click **Create Sweep-in** link to enable sweep in facility for the account.

**Home**

# 7. Top Up

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

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

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > Top Up*

*OR*
*Toggle Menu > Accounts > Term Deposits > Top Up*

**Top Up**



**Field Description**

| Field Name | Description |
|---|---|
| **Account Number** | The account number of the term deposit for which top-up is to be done. |
| **Current Balance** | The current balance of the deposit account is displayed. |
| **Top Up Amount** | The customer is required to specify the amount by which the term deposit is to be topped up. |
| **Maximum top up amount** | The maximum amount by which the term deposit can be topped up will be displayed below the **Top Up Amount** field. |

| Field Name | Description |
|---|---|
| **Top up amount in multiples of (X amount with currency)** | The top up amount should be a multiple of this value in the given currency. |
| **Revised Principal Amount** | The revised principal amount is displayed once top up amount is defined. |
| **Revised Maturity Amount** | The revised maturity amount of the deposit will be displayed once top up amount has been defined. |
| **Revised Interest Rate** | The revised interest rate applicable on the deposit will be displayed once top up amount has been defined. |
| **Source Account** | The customer is required to select a current or savings account held with the bank, which will be debited in order to top up the deposit account. All the current and savings accounts of the customer along with nickname, if defined, will be listed down. |
| **Balance** | The account balance of the source account will be displayed against the **Source Account** field once an account has been selected. |

**To top-up the term deposit:**

1. In the **Top-up Amount** field, enter the amount by which the deposit account is to be topped up.

2. From the **Source Account** list, select the current or savings account from which the amount is to be debited in order to top up the deposit.

3. To add the top-up amount, click **Top Up**.
   OR
   To calculate the revised principal amount and maturity amount, click **Calculate Maturity**.
   OR
   Click **Back to Dashboard** link to navigate to the Dashboard.

4. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Cancel** to cancel the transaction.
   OR
   Click **Back** to navigate to the previous screen.

5. The **Confirm** screen is displayed containing a success message and reference number.

   Click **Go to Dashboard** link to navigate back to 'Dashboard'.
   OR
   Click **Go to Account Details** link to view the deposit details.
   OR
   Click **Create Sweep-in** link to enable sweep-in facility for the account.

**Home**

# 8.  Redemption

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

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

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

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

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > Redemption*

*OR*
*Toggle Menu > Accounts > Term Deposits > Redemption*

**Redemption**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Redemption Details** | |
| **Account Number** | The account number along with the account nickname (if defined) of the term deposit that is being redeemed. |

| Field Name | Description |
|---|---|
| **Balance** | The current balance of the deposit account is displayed. |
| **Redeemable Amount** | The total amount of the deposit that can be redeemed is displayed. |
| **Redemption Type** | The customer can select whether redemption is to be partial or full.<br><br>The options are:<br><br>• Partial<br><br>• Full |
| **Redemption Amount** | The customer is required to specify the amount to be redeemed. The amount specified will be in the same currency as that in which the deposit is held.<br><br>This field is displayed only if the customer selects the option **Partial** in the **Redemption Type** field. |
| **Charges/ Penalty** | Any charges or penalty, if applicable, will be displayed. |
| **Final Redemption Amount** | The amount being redeemed is displayed. This amount will include any deductions in terms of charges or penalties added to the amount being redeemed. (i.e. after deducting any penalty charges if applicable). |
| **Payout Details** | |
| **Pay To** | The customer is required to specify the mode through which the redeemed amount is to be transferred.<br><br>The options are:<br><br>• Own accounts<br><br>• Internal Bank Account<br><br>• Domestic Bank Account |

**Own Account**

The following field is displayed if the customer has selected the option **Own Account** in the **Pay To** field.

| | |
|---|---|
| **Transfer Account** | The customer can select a current or savings account to which the funds will be transferred. All the customer's current and savings accounts held with the bank will be listed down and available for selection. |

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

| Field Name | Description |
|---|---|
| **Beneficiary Name** | The name of the holder of the account selected in **Transfer Account.** |
| **Bank Name** | The name of the bank in which the selected account is held |
| **Bank Address** | The address of the bank in which the selected account is held. |
| **City** | The city of the bank in which the account is held. |

**Internal Account**

The following field is displayed if the customer has selected the option **Internal Account** in the **Pay To** field.

| | |
|---|---|
| **Account Number** | The customer can identify a current or savings account held within the same bank, to which the funds are to be transferred. |

**Domestic Bank Account**

The following fields are displayed if the customer has selected the option **Domestic Bank Account** in the **Pay To** field.

| | |
|---|---|
| **Account Number** | The customer can identify a current or savings account to which the funds are to be transferred. |
| **Account Name** | Enter the name of the account holder who will be the beneficiary to whom funds will be transferred. |
| **Bank Code** | The customer is required to identify the bank code in which the beneficiary account is held. |
| **Look Up Bank Code** | The search option to look for bank code of the destination account. |

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

| | |
|---|---|
| **Bank Name** | The name of the bank in which the beneficiary account is held. |
| **Bank Address** | The address of the bank in which the beneficiary account is held. |
| **City** | The city of the bank in which the beneficiary account is held. |

**To redeem the term deposit:**

1. From the **Redemption Type** list, select the appropriate option.

    a. If you select **Partial** option:

        i.   In the **Redemption Amount** field, enter the amount to be redeemed.

    b.   If you select **Full** option go to step 2.

2. From the **Pay To** list, select the mode through which the redeemed amount is to be transferred.

    a.   If you select **Own Account** option:

        i.   From the **Transfer Account** list, select the current or savings account in which the redeemed amount is to be credited.

    b.   If you select **Internal Bank Account** option:

        i.   In the **Account Number** field, enter the account number which is to be credited with the amount redeemed.

    c.   If you select **Domestic Bank Account** option:

        i.   In the **Account Number** field, enter the account number of the beneficiary.

        ii.   In the **Account Name** field, enter the account name of the beneficiary.

        iii.   From the **Network Type** list, select the appropriate option.

        iv.   In the **Bank Code** field, enter the bank code, and click **Submit**.
OR
From the **Look Up Bank Code** link, select the appropriate bank code.

3. To redeem the deposit, click **Redeem**.
OR
Click **Back** to navigate to the previous screen.

4. The **Review** screen is displayed. Verify the details and click **Confirm**.

OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

5. The Confirm screen is displayed containing the success message and reference number.

Click **Go to Dashboard** link to navigate back to 'Dashboard'.
OR
Click **Go to Account Details** link to view the deposit details.
OR
Click **Create Sweep-in** link to enable sweep-in facility for the deposit account.

**Home**

# 9.    View Statement

Customers should be able to keep track of the transactions being performed on their accounts. The View Statement feature enables customers to view the details of all transactions performed in their deposit accounts. All the debit and credit entries along with each transaction amount and reference details are displayed.

Filters are provided for the customer to view transactions performed on the account within a certain period and also based on type of transaction i.e. whether the transaction was a debit, credit or both.

Additionally, customers can also download the account statement, and request for adhoc statements from this page.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > View Statement*

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

**View Statement**



**Field Description**

| Field Name | Description |
| --- | --- |
| Account Number | The deposit account number of which statements are being viewed, is displayed. |
| Filter section | |

| Field Name | Description |
|---|---|
| **Transaction Period** | Filter to view the transactions of a specific period. |
| | The options are: |
| | • Current Period |
| | • Previous Month |
| | • Previous Quarter |
| | • Select Date Range |
| **From / To** | Facility to specify a date range so as to view the activity performed within the specified period. |
| | This field is displayed if the customer selects the Select **Date Range** option from the Transaction Period list. |
| **Transaction Description** | Filter to view the transactions based on transaction type. |
| | The options are: |
| | • All |
| | • Debits Only |
| | • Credits Only |
| **Statement Records** | |
| **Date** | The date on which the activity was performed. |
| **Description** | A short description of the transaction. |
| **Reference No** | The reference number of the specific transaction. |
| **Amount** | The transaction amount along with the debit or credit indicator. |

**To view the statement:**

1. From the **Account Number** list, select the appropriate deposit account for which you want to view the statement.

   This step is required only if this screen has been navigated to from the Toggle Menu.

   The **View Statement** page is displayed.

2. From the **View Options** list, select the appropriate transaction period and transaction type.

   a. From the **Transaction Period** list, select the appropriate period.

   b. From the **Transaction Type** list, select the appropriate option.

   c. Click **Apply Filter** to generate a statement based on the defined criteria.
   The statement is generated and displayed based on filter criteria.

      i. Click **Download**, and select the download format to download the statement.
      The customer can download in .csv, MT940. .pdf, .qif, and .ofx format.

OR
Click **Reset** to clear the filter criteria entered.

## 9.1   E-statements

The 'E-statement' feature enables users to subscribe for e-statements. Once the user has subscribed for e-statements, he/she will receive regular statements of the account on an email address that is registered with the bank.

Using this facility, the user is also able to unsubscribe for e-statements, after which he will no longer receive statements for the specific account.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > View Statement > E - Statements*

*OR*
*Toggle Menu > Accounts > Term Deposits > View Statement > E -Statements*

**To subscribe to e-statements:**

1. Click the **E-Statement** link to subscribe for e-statements.

**E-statement**
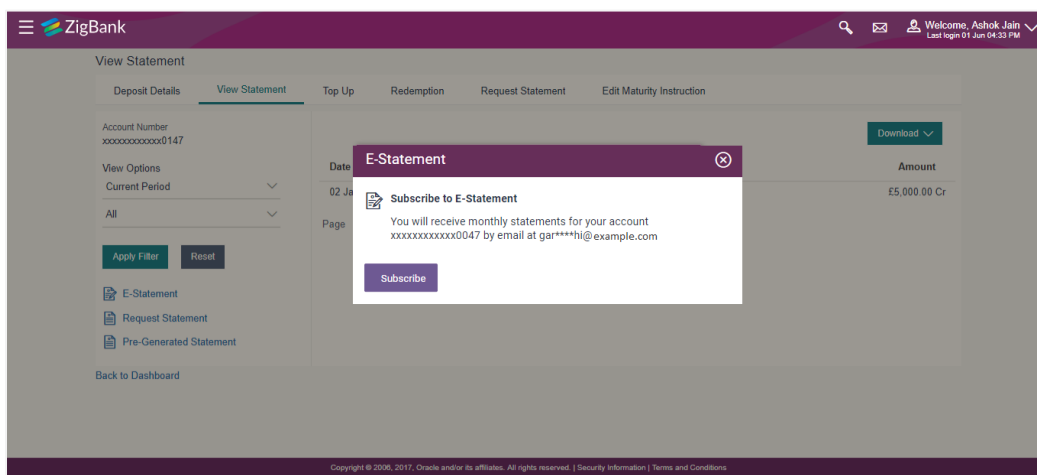


2. A pop-up is displayed containing a link enabling the user to subscribe for e-statements.

   a. Click **Subscribe** to start receiving monthly statements on your registered email address.

   b. A message confirming subscription for e-statements appears.
   Click **OK** to complete the transaction.

   OR

   Click on the **Back to Dashboard** link to go back to the **Dashboard** screen.

**Note:**
If the user has subscribed for monthly e-statements, the pop up will contain a link to enable the user to unsubscribe for e-statements;

(1) Click the **E-statements** link to unsubscribe for e-statements.
A pop-up is displayed containing a link enabling the user to unsubscribe for e-statements.
(2) Click **Unsubscribe** to stop receiving monthly statements on the registered email address.
(3) Click **Proceed to** confirm un-subscription for e-statements. A message confirming un-subscription for e-statements is displayed.

## 9.2 Request Statement

Users can request for physical copies of the deposit account statement from the View Statement screen as well as by selecting the **Request Statement** option on the menu.

The Request Statement feature has been documented under section **Request Statement** of this manual.

## 9.3 Pre-generated Statement

Pre-generated statements are statements that have been generated by the system for an account in the past. Through this option, the user can view statements that have been generated in the past.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > More Options > View Statement > Pre-Generated Statement*

*OR*
*Toggle Menu > Accounts > Term Deposits > View Statement > Pre-Generated Statement*

**Pre-generated Statement**
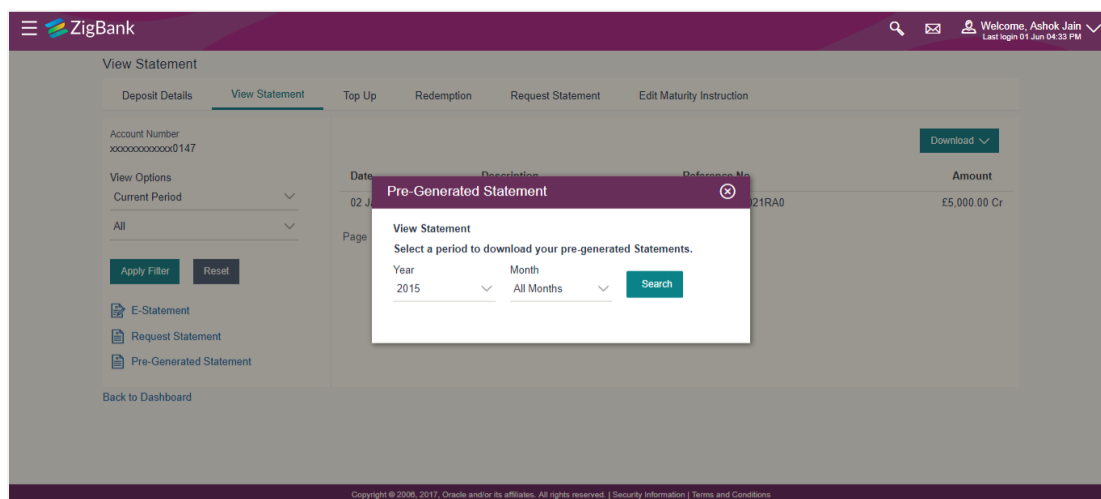


**Field Description**

| Field Name | Description |
| --- | --- |
| **Period Selection** | |
| **Year** | The customer is required to select a year as the first step in selecting a period. |
| **Month** | 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. |

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

**Statement Records**

| | |
|---|---|
| **Statement Number** | Statement reference number. |
| **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.

**Home**

# 10. Request Statement

The statement request feature enables customers to request the bank for a physical copy of the statement of an account for a specific period. This physical copy will be mailed to the user's address registered with the bank.

**How to reach here:**

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

**Request Statement**



**Field Description**

| Field Name | Description |
|---|---|
| Account Number | The deposit account number for which statement has to be requested is displayed in masked format along with the account nickname, if defined. |
| | For more information on Account Nickname, refer Account Nickname. |
| Balance | The deposit account balance is displayed. |
| From Date | The customer is required to specify the start date from which the account statement is required. |
| To Date | The customer is required to specify the date until when the statement is required. |

**To request for a physical statement:**

1. From the **Account Number** list, select the appropriate deposit account for which you want to view the statement.

   This step is required only if this screen has been navigated to from the Toggle Menu.

   The **Request Statement** screen is displayed.

2. From the **From Date** list, select the start date of the deposit account statement.

3. From the **To Date** list, select the end date of the deposit account statement.

4. Click **Submit**.
   OR
   Click **Cancel** to cancel the transaction.
   OR
   Click on the **Back to Dashboard** link to go back to Dashboard screen.

5. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Back** to make changes if any. The user is navigated back to the **Request Statement** screen with values in editable form.
   OR
   Click **Cancel** to cancel the transaction.

6. The success message appears along with the transaction reference number.

   Click **Go to Account Details** link to go to **Deposit Details** screen.
   OR
   Click **Go to Dashboard** link to go to Dashboard screen.
   OR
   Click **Create Sweep-in** link to enable sweep-in facility for the deposit account.

**Home**

# 11. Closed deposits

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

The customer is able to view the deposit accounts that have been closed by selecting the provided option on the term deposits widget. The customer can view additional details of any closed deposit account by selecting the specific deposit account on this widget.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > Inactive/Closed Deposits*

**Closed Deposits**
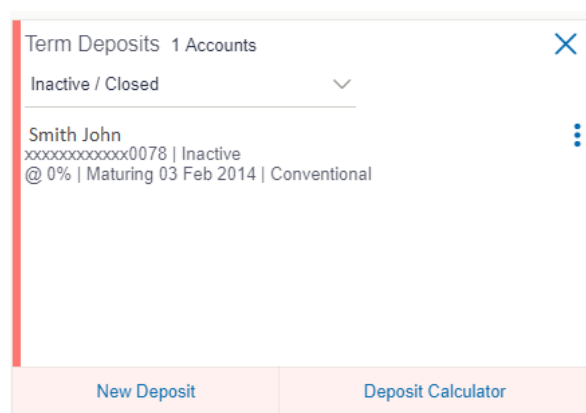


**Field Description**

| Field Name | Description |
| --- | --- |
| **Customer Name** | Name of the primary account holder. |
| **Account Number** | The term deposit account number in masked format along with the account nickname (if defined), is displayed. |
| **Interest Rate** | The rate of interest applicable on the term deposit. |
| **Maturity Date** | The maturity date of the term deposit |
| **Deposit Type** | The type of deposit i.e. conventional or Islamic. |
| **Current Balance** | The current balance of the term deposit |
| **Total Count** | The total number of deposits that are inactive or closed is displayed on the widget. |

1. To view further details of any deposit account, click on the specific deposit record in the widget. The **Closed Deposit Details** screen is displayed.

**Closed Deposit Details**



**Field Description**

| Field Name | Description |
| --- | --- |
| **Customer Name** | The name of the primary account holder is displayed. |
| **Account Number** | The term deposit account number in masked format along with the account nickname (if defined), is displayed. |
| **Current Balance** | Indicates the current balance in the deposit account. |
| **Add Nick Name** | Click ⊕ Add Nickname , to add nickname, for more information click Account Nickname. |
| **Account Details** | |
| **Customer ID** | The primary account holder's customer ID in masked format. |
| **Original Principal Amount** | The amount for which the term deposit was opened. |
| **Holding Pattern** | The holding pattern of the term deposit.<br>• For single ownership - Single<br>• For joint ownership - Joint or Multiple |
| **Joint Account Holder 1** | The name of the joint account holder.<br>This field is displayed only if the holding pattern of the term deposit is **Joint**. |

| Field Name | Description |
|---|---|
| **Joint Account Holder 2** | The name of the second joint account holder. |
| | This field is displayed only if the holding pattern of the term deposit is **Joint** and if multiple joint account holders are defined instead of just one. |
| **Status** | The current status of the term deposit account. |
| | Since the details being viewed are that of a closed/inactive term deposit, the status will be displayed as **Closed**. |
| **Deposit Branch** | The details of the branch at which the deposit was held. |
| **Nomination** | Displays whether a nominee has been registered against the deposit or not. |
| **Deposit Details** | |
| **Deposit Date** | The date on which the deposit was opened. |
| **Deposit Term** | The deposit term which is displayed in terms of years, months and/or days as defined by the customer at the time the deposit was opened. |
| **Rate of Interest** | The rate of interest applicable on the term deposit. |
| **Value Date** | The value date of the deposit. |
| **Deposit Certificate Number** | The certificate number of the deposit. |
| | This field is displayed when the host is UBS. |
| **Sweep-in Provider** | Identifies whether or not sweep-in facility is enabled for the deposit account. The values against this field can be either of the two: |
| | • Yes – This value is displayed if sweep-in facility is enabled for the deposit account |
| | • No – This value is displayed if sweep-in facility is not enabled for the deposit account |
| **Maturity Details** | |
| **Maturity Amount** | The value of the term deposit at the time of maturity. |
| **Accrued Interest** | The total amount of interest accrued till date. |
| **Maturity Date** | The maturity date of the term deposit. |
| **Charges** | The charges applicable in case the deposit was redeemed prematurely. |
| **Net Credit Amount** | The total amount credited, minus any charges, in the specific account at the time the term deposit was closed. |

| Field Name | Description |
| --- | --- |
| **Paid to** | The account number, in masked format, to which the deposit amount was transferred at the time of maturity along with the account type, is displayed. |
| | This field is not displayed if the maturity instruction was **Renew Principal and Interest**. |

**Home**

# 12. Deposit Calculator

The Term Deposit calculator gives an indication to the customer about the amount that the customer can acquire at maturity if a specific amount is invested in a term deposit with the bank for a fixed period of time. The system calculates the total value of the term deposit at the end of the maturity period.

**How to reach here:**

*Dashboard > My Accounts Widget > Term Deposits > Deposit Calculator*

**Deposit Calculator**



**Field Description**

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

**To calculate deposit value at maturity:**
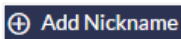
1. In the **Amount** field, enter the deposit amount.
2. In the **Frequency**: **Years/ Months / Days** fields enter the relevant information.
3. In the **Interest** field, enter the rate of interest to be applied on the deposit.
4. Click **Calculate**.
   The estimated maturity value of the deposit is displayed.

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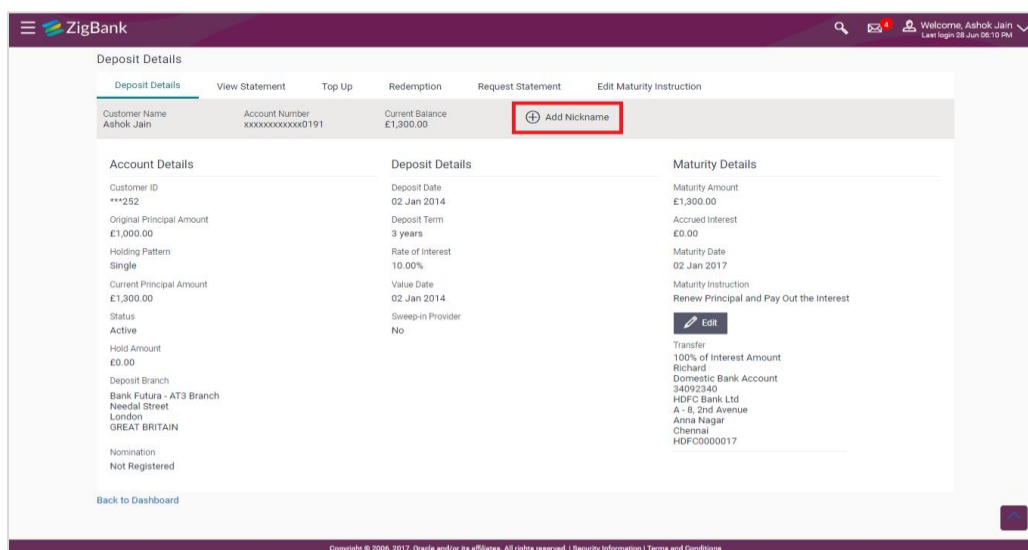
# 13. Account Nickname

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

**To assign a nickname to a deposit account:**

1. Click the ⊕ Add Nickname option available on the specific deposit details page.

2. In the **Add Nickname** field, enter the nickname you want to assign to the account.

**Add Nickname- Example**



**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. |

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

**To edit / delete a nickname:**

**Add Nickname - Edit/ Delete**



4. Click the ✏ icon displayed against the nickname in order to modify the nickname. Modify the nickname as required and save your updates.
OR

Click the ✕ icon to delete the nickname.

## FAQs

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

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

2. **What is Total Maturity Amount?**

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

3. **How does a term deposit work?**

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

4. **When will I start earning interest on my term deposit?**

   You will begin to earn interest from the day your term deposit is opened with the bank and not on the day the application is submitted.

5. **Can I open a term deposit in joint names?**

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

6. **Can I modify the term deposit details?**

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

7. **What happens to my term deposit at maturity?**

This will depend on the maturity instructions defined by you at the time the deposit was opened. Based on your selection at that point, at the time of maturity, the deposit would either be renewed or the amount will get credited to a specified account. If the funds are to be withdrawn at maturity, you can provide the details of the account to which the maturity proceeds are to be credited.

8. **Can I add funds to my term deposit?**

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

9. **Can I redeem the term deposit before the maturity date?**

Yes, depending on the bank's offerings, it is possible to redeem the term deposit amount either partially or fully before the maturity date.

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

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

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