Oracle® Banking Originations

Functional Overview

Release 2.7.1.2.0

F38028-01

April 2021

ORACLE®

Contents

Preface

Oracle Banking is a one-stop solution for a bank for its core banking operations, across retail and business banking operations. It is designed to help banks respond strategically to today's business challenges, while also transforming their business models and processes to reduce operating costs and improve productivity across both front and back offices.

Oracle Banking provides a unified yet scalable IT solution for a bank to manage its data and end-to-end business operations with an enriched user experience. It is a composed set of different modules wherein each of the modules is serviced by a set of services and other subsystems.

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Related Documents
- Conventions

Audience

This guide is intended for the users of Oracle Banking Originations.

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.

Access to Oracle Support

Oracle customers that have purchased support 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.

Related Documents

For more information, see the following documentation:

- For installation and configuration information, see the Oracle Banking Platform Localization Installation Guide - Silent Installation guide.
- For a comprehensive overview of security, see the Oracle Banking Security Guide.
- For the complete list of licensed products and the third-party licenses included with the license, see the Oracle Banking Licensing Guide.
- For information related to setting up a bank or a branch, and other operational and administrative functions, see the Oracle Banking Administrator Guide.
- For information related to customization and extension, see the Oracle Banking Extensibility Guide for Host, SOA, and UI.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the page, or text that you enter.

1 Overview

An efficient account origination solution enables banks to offer suitable products and/or product bundles across the lines of business to the targeted number of customers and enhances sales opportunities. Oracle Banking Originations offers a user-friendly account origination product which can help banks in process automation to achieve exceptional levels of user experience and performance efficiency thereby improving customer base and revenue growth.

Oracle Banking Originations is functionally rich and capable of maintaining complex information related to retail customers, including the consumer and SME customer segment and various bank products, and supports multiple applications of a customer in a single submission. The system supports different stages of the end-to-end life cycle for different product classes like lending (loans and overdrafts, secured and unsecured), liability (savings, term deposit), credit cards, bundle origination, variation (amend or review and renew) of existing facilities (variation events include increase or decrease amount, change of borrower, collateral swap, increase or decrease term and so on). It also supports In Principal Approval of Lending and Term Deposit products.

This account origination system helps banks to streamline and improve their account opening plans for Liability accounts as well as Lending accounts. In a single submission, multiple borrowers can apply for different products of the bank. In respect of lending applications, the solution has the ability to capture details, evaluate or provide a mechanism to evaluate critical attributes like capital requirements, credit worthiness of customer, capacity of customer to repay and collateral adequacy. Banks will not only be able to take appropriate credit decisions and accord approvals to most of the lending applications in real time but also can ensure meeting ever-increasing regulatory requirements.

The solution also supports application of credit policy and quick assessment of financial risk so that the bank can take measures for mitigation of financial risk at the right time.

The steps in the Origination flow differ based on the nature of product and the type of request selected. For example, the flow for asset products can be different from that of liability products.

1.1 Origination Flow for Asset Products

Figure 1–1 Asset Origination Flow
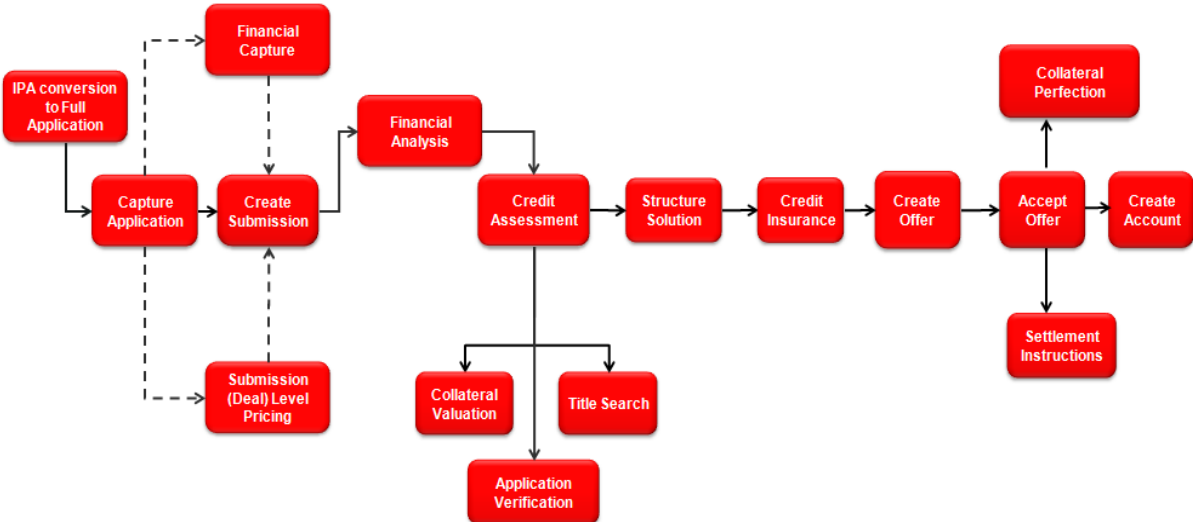
1.2 Origination Flow for Liability Products

Figure 1–2 Liability Origination Flow
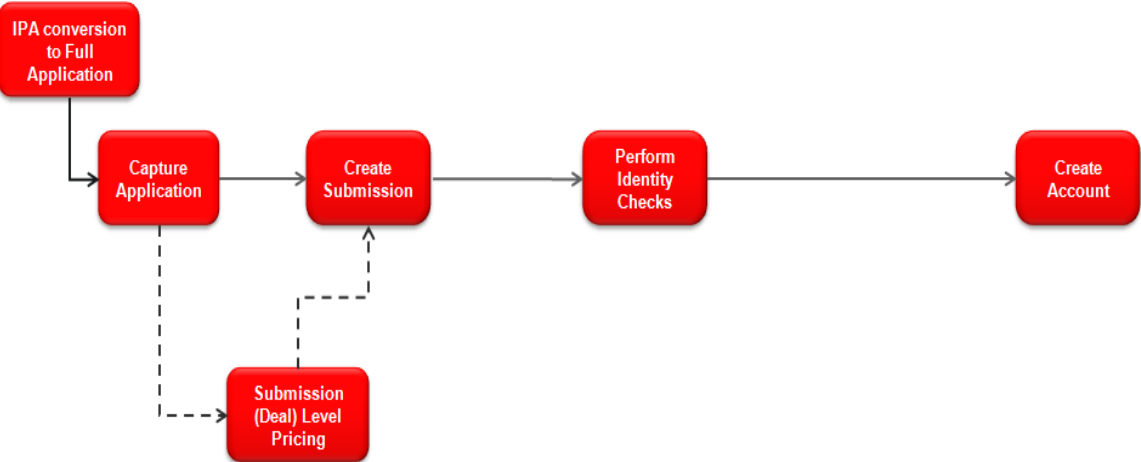
1.3 Origination Flow for Credit Cards

Figure 1–3 Credit Card Origination Flow
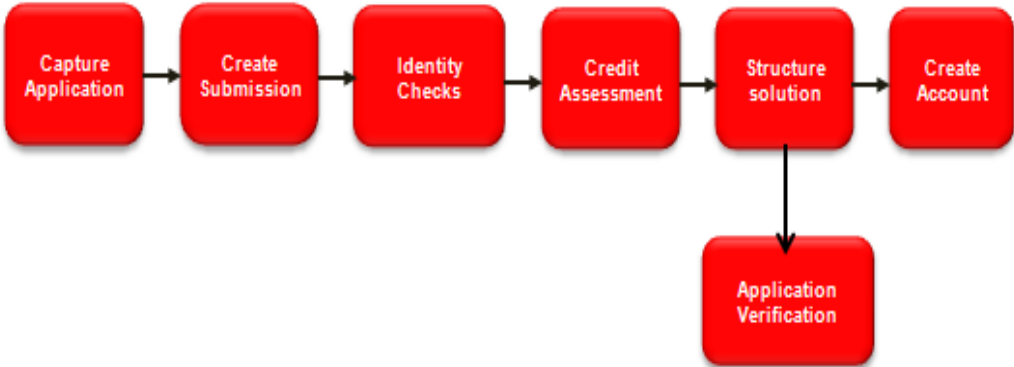
Origination Flow for Home and Content Insurance or Landlord Insurance

Figure 1–4 Home and Content Insurance / Landlord Insurance Origination Flow
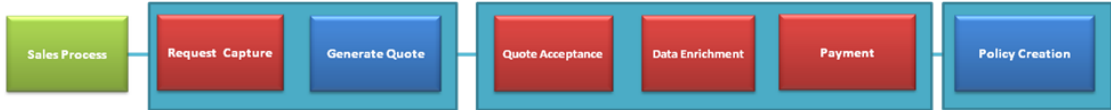
Some of the key features of the Oracle Banking Originations solution are explained in the following chapters.

2 Borrowing Power Calculator

The Borrowing Power calculator is used to help prospective home loan buyers to evaluate their borrowing capacity. Borrowing capacity or power can be defined as the ability of an individual or business entity to borrow funds, given the financial state of the entity. Borrowing power is usually proportional to the amount of surplus income that is available with the prospective borrower, which may be arrived at by computing the excess income available after deducting all regular expenses from the income of the borrower.

Although, borrowing power calculators are used for different product types including home loans, vehicle loans, and personal loans, the scope of the current release is limited to borrowing power calculators for home loan products and is limited to prospective borrowers who are salaried individuals. The calculator allows capture of financial details of the borrowers. It is mandatory to capture either the full address of the property being purchased or the state in which the borrower intends to purchase the property. A configurable help text is available to assist the banker in data capture.

Banks can configure a default home loan offer as part of Day Zero setting in the Borrowing Power Preferences. Based on this default offer, the calculator provides an estimate of the maximum amount of loan that can be borrowed and provides a high level visibility to upfront fees and costs that are involved.

The calculator can be used to simulate scenarios. For example, change the default loan term or input a customized rate on page, change the offer or bundle, and re-calculate the repayment schedule, change the contribution amount and re-calculate for better interest rates.

Financial rewards for the chosen Campaign ID can be viewed. The bundle benefit, margin and fees are displayed.

The quote generated can be saved. It can be retrieved and edited at a later point using the search functionality. The borrowing power quote can be printed by the bank.

Borrowing Power Calculator supports search of an existing quote based on the Party Search, Reference ID, Period From-To or Initiated By criteria.

From the Borrowing Power Calculator, the user can navigate to an In-Principle Approval or Capture Application process.

Borrowing Power Services:

Borrowing Power user interface can be embedded with an external system. The service sends a pre-generated borrowing power quote ID to an external CRM system, which calls the services of Borrowing Power. The opportunity ID created in the CRM system is passed to Borrowing Power. This ID is stored in the backend by the Borrowing Power.

3 Capture Application

The user can capture multiple types of applications within a single submission. The user can apply for a single product or a bundle. The request can be for a new product, variation of an existing product, review or renew of existing facility as well as an In Principal Approval. The application can be from a single applicant or from multiple applicants.

Amendment of existing facility or facilities within Oracle Banking Originations is commonly referred to as Variation outside Arrangement.

Capture application process supports origination of Lending, Deposits, Credit Card and Investment products or combination of these products in bundles. Capture Application is integrated with the following modules or sub-systems in Oracle Banking:

- Pricing
- Enterprise Product Manufacturing
- Limits and Collateral Management
- Document Management
- Alerts and Notifications - Common Services
- Origination Analytics

The following application types can be captured in the landing page of the Application Form:

- New Product:
  - Lending
  - Deposit
  - Credit Cards
  - Insurance
  - Bundles
- Variations:
  - Lending
    - Amend
    - Review and Renew
  - Credit Cards
- In-Principle Approval:
  - Lending
  - Deposit
  - Bundles

The user can select one or more options based on certain validations within the system.

If other options of application type are chosen along with the Variation option, then the selected applicant has to be the primary applicant for the selected product groups. System does not allow new or variation application and in-principle approval request to be part of same submission.

Based on the selected application type, the system resolves the steps in the Application Form that have to be filled mandatorily or optionally based on the configuration. The following table suggests the steps based on the type of product group selected. The following are the steps for the two distinct types of origination workflow behavior:

Table 3–1 Steps for Liability Origination Workflow Behavior

Sr. No.	Stage Name	Description
1	Product	Capture product details corresponding to product group and applicant details.
2	Party	Capture or refresh personal details of the applicants associated with the product groups.
3	Bundle	View bundle recommendations and link new or existing account to new or existing bundles.
4	Configure	Perform account configuration for the offer selected within the product group. Mandatory for liability product groups as part of the Application Form.
5	Review	A consolidated view of the product groups applied in the submission.

Note

Insurance stage is visible if Insurance products are applied for, along with CASA or TD products.

Table 3–2 Steps for Lending Origination Workflow Behavior

Sr. No.	Stage Name	Description
1	Product	Capture product details corresponding to product group and applicant details. Basic details vary based on whether the product group is for Loan or Overdraft.
2	Party	Capture or refresh personal details of the applicants associated with the product groups.
3	Bundle	View bundle recommendations and link new or existing account to new or existing bundles.
4	Collaterals	Link one or more collaterals to the applied facility. Link existing or new collaterals as part of the form. This step is enabled only when the product group is indicated as secured.
5	Funding	View, update and modify the outlay and funds sections for lending facilities applied, based on the configuration of funding template linked with product group and purpose type combination.
6	Financial	Capture and view financial information for the applicants and guarantors based on the template configured for the corresponding party type (and other logical entity, for example, employment type for Individual party type).

Sr. No.	Stage Name	Description
7	Configure	Perform account configuration for the offer selected within the product group. This step is optional as part of the Application Form for lending product groups.
8	Insurance	Cross-sell General Insurance as a part of Lending Origination (Only Home and Content Insurance or Landlord Insurance) is supported as of now.
9	Document	Process the document policies defined within the DMS module of Oracle Banking and display documents to be submitted by applicants and guarantors.
10	Review	A consolidated view of the product groups applied in the submission.

Oracle Banking Originations supports the origination of following product types:

- Mortgages (which may include LMI) and Home and Contents or Landlord Insurance.

- Unsecured Term Loans

- Secured Term Loans

- Vehicle Loans

- Education Loans

- Overdrafts (secured and unsecured)

- Home Equity Line of Credit (HELOC)

- Credit Cards (which may include CCI)

- Transaction and Savings Accounts (consumer, SME, commercial customers) including facilities linked to these accounts. For example, mortgage offset, ATM or Debit Cards, sweeping and pooling and so on.

- Term Deposits (consumer, SME, and commercial customers)

> **Note**
>
> The above products can be originated as standalone.

General Insurance Origination:

Origination of Home and Content Insurance or Landlord Insurance policy is supported in Oracle Banking Originations. Home and Content Insurance or Landlord Insurance covers the building and content of the home (residential property). This policy is usually taken by the home owners to cover the building structure and contents of their homes. Building and Content Insurance policies can be taken separately.

- Home (or Building) Insurance: Protecting the home from various unforeseen circumstances.

- Contents Insurance: Securing precious belongings in the event of accidental loss or damage, theft, storm, flood, fire and so on.

- Landlord Insurance: Protecting property investment (Building or Contents).

The scope for Oracle Banking Originations is as follows:

- Provision to capture relevant insurance product attributes in Enterprise Product Manufacturing.

- Home Insurance products such as Home and Contents Insurance can be bought separately and together with other product offerings such as Home Loan.

- A bundle containing Home and Content Insurance or Landlord Insurance along with other Loans, CASA, TD or Credit Card offers can be selected upfront as a part of bundled application.

3.1 Capture Application Steps

A brief synopsis of the different steps mentioned above is as follows:

3.1.1 Step 1 Product

The summary of product details is as follows:

- Mechanism to capture product specific information based on the product group chosen from the landing page.

- Applicants applying for the respective product groups.

- Capture of guarantors, if required, in case of lending product groups.

- Capture of cosigner, if required, in case of lending product groups including Credit Card products.

- Capability to capture co-applicant and add-on card holder for credit card products is enabled.

- Ability to capture property details in case of lending product groups being applied based on purpose type chosen. If the same property is provided as collateral, then user can link the same from the property section. The system auto creates such property as collateral.

- Provision to capture Education details, if the primary purpose is Education.

- Provision to capture Vehicle details, if the primary purpose is Motor Vehicle. If the same vehicle is provided as collateral, then user can link the same from Vehicle section. System auto creates such vehicle as collateral.

- Provision to capture External Refinance, Debt Payoff - External, and Debt Payoff - Internal in the Product stage. On selection of respective flag, the system auto-populates the relevant panels for capture.

- Provision to capture Draw Period and Repayment Period available for the product groups with Group type as HELOC. The capture of facility details is as per the existing MOF revolving facility.

- Provision to capture Applicant as Beneficiary and Special Needs Beneficiary available for Investment products.

- Capability to execute Applicant Eligibility Rule as part of Product stage to validate the allowed combination of party types and the maximum number of applicants allowed for the product group.

- Provision to enable Quick Refinance option for selection, if External Refinance is selected. If the Quick Refinance is applicable, then capturing of Outgoing Financial Institution Account is enabled in Product stage and Structure Solution.

- Ability to display the content that is captured as part of facility description across stages of capture application, instead of product group name.

- Ability to display the rewards against each offer in the offer tile, based on the rewards configuration in Product Manufacturing.

- Provision to process Debt payoff - Internal functionality in Amend Facility and Amend Request.

- SMSF, Rural and Defense facts can be used in configuring rules using Rule Author framework.

- The renewal of revolving facility can be performed from any date between the current processing date and expiry date of the facility.

- The fields in the Vehicle panel are grouped logically to support external interface requirements. System has the capability to fetch the vehicle details from external interface and also capture the Vehicle details manually.

- Home and Content Insurance and Landlords Insurance Products are available for selection as a part of capture application.

    - Home and Content Insurance covers the building and content of home (residential property). This policy is usually taken by the home owners to cover the building structure and contents of their homes. Building and Content Insurance policies can be taken separately.

    - Landlords insurance is an insurance policy that covers a property owner from financial losses connected with rental properties. The policy covers the building with the option of insuring any contents that are inside and belong to the landlord.

- The label of Settlement required is renamed as Skip Settlement.

- Provision to capture multiple Outgoing Financial Institution (OFI) account details in external refinance is enabled.

- Ability to select External Refinance, Debt Payoff - Internal, and Debt Payoff - External in the product details step and allow the user to capture the refinance details in the respective panels, based on the selection.

- The outgoing financial institution account details captured in the External Refinance panel are related to property refinance.

- Ability to default outgoing financial institution account details captured in external refinance panel into Customer financials.

- Provision to capture Concession Group for lending products, pass this information to account configuration and fetch appropriate pricing, if applicable.

- Provision to default the value of concession group captured in Product stage into Bundle stage. If the concession group is not captured in Product stage, then the capture is enabled in Bundle stage.

- If the concession group is captured in Product stage and defaulted into Bundle stage or directly captured in Bundle stage, then the value of concession group is passed from Bundle stage. If bundle is not applicable, then the value of concession group is passed from Product stage.

- Ability to identify and distinguish the capture of External Refinance details and Debt Payoff details (that is, debts internal or external to the bank) separately by paying off partially or completely.

- Provision to identify whether the funds need to be transferred directly to the Other Financial Institution (OFI) account as captured in Product stage or need to be credited to an alternate account.

- The account number captured in Debt Payoff panel is masked, if the type of liability is Credit Card.

- Provision to capture Lending Questionnaire for both party and facility, if applicable based on the configuration.

- Capability to resolve the offer based on the Lending Questionnaire responses, facts within the Lending Questionnaire responses are used to resolve the offers.

- Ability to pre-populate the responses to corresponding facility level fields, if applicable.

- The facts are used to resolve applicable sections in Lending Questionnaire.

- The offers are resolved based on the attributes captured in Lending Questionnaire.

- In case of mismatches between the data captured in the Lending Questionnaire and Application Form, system validates on click of Validate button or in Review and Submit stage. In case of mismatches respective questions in the Lending Questionnaire gets badged and user can rectify the same either in Application Form or in Lending Questionnaire and proceed with the application.

- Capability to generate the Lending Questionnaire document in the Review and Submit stage and in the Generate Offer task.

- Provision to display the Credit to Alternate Account field in the summary along with the other attributes, once the OFI details are saved.

- A trust is not a legal entity. As such, a trust cannot borrow money or grant security in the same manner as a company or an individual. Capability is enabled to automatically add the affiliates of the trust as joint applicants to the submission, irrespective of whether the trust is a primary or a joint applicant in a loan application.

- Ability to fetch the financial institution details from the new OFI maintenance during the capture of OFI details as part of External Refinance and Debt Payoff External.

- Capability to compute the Refinance amount in Internal Debt Payoff panel, based on the actions selected by the user.

- Facility Term details is hidden for evergreen facilities.

- If the facility type is identified as evergreen, then a message appears in the Facility Details tab stating, This is an Evergreen Facility.

- Ability to review the Evergreen facility is applicable.

- Ability to renew the Evergreen facility is not applicable.

- Provision to capture lending questionnaire for credit card products.

- Ability to mark an applicant as Applicant Not Present for a new as well as an existing customer.

- On completion of account opening, alerts are triggered to joint applicants who are not present, to provide their details and consents to get added to the account. Additionally, reminder alerts are also triggered for a configurable period of time. The number of days prior to the expiry of this period for sending the alert and the interval for the recurring alerts can be configured in the origination preferences.

3.1.2 Step 2 Party

The summary of party's personal details is as follows:

- Display of existing information, if any, for the applicants and guarantors (applicable for lending products) and update information, if any.

- Ability to capture personal details for cosigners.

- Ability to capture personal details for add-on card holder and co-applicant, which is similar to credit card applicant. Capturing employment details for add-on card holder is non mandatory.

- Separate sets of information capture and update for various party types such as individual, organization, and trust.

- Logic for panels and fields being mandatory or optional based on the type of products being applied. For example, employment information is optional for capture in case of liability products being applied.

- Capture of multiple business relationships between two parties is allowed.

- Ability to display the quick task of add or select group based on the technical configuration as part of Day Zero setup. This is for backend maintenance.

- Capability to display the affiliates of existing Trust or Organization when added as guarantors.

- The submissions and applications which are in progress can be tracked using the Application Tracker.

- Provision to upload documents as part of identification details capture.

- For employment type others and employment status Home Duties, Pensioner, Retired, Student, Superannuation and Unemployed, system mandates the user to capture only Start Date, End Date and Primary fields.

- Ability to modify effective date for current address in party module.

- The capture of employer name is mandatory for employment type Others and status as Casual, Non Resident, and Contractor.

- Provision to deliver offer documents to Branch based on party preferences.

- Ability to capture customer segment at the party level during the origination process. The best customer segment along with the primary applicant's customer segment are used for obtaining appropriate pricing.

- Ability to capture AML (Anti Money Laundering) information for applicants and affiliates in the origination process.

- Capability to mandate the capture of email ID or mobile number for affiliates if the nominate to receive alerts is opted.

- Ability to pass the party information to an external master data management system such as OCH (Oracle Customer Hub) on clicking the save button in the Application Form (Fast Path: OR101).

- Ability to capture tax residency questions for applicants as well as affiliates within the Application Form (Fast Path: OR101).

- Ability to make the capturing of date of birth optional and to hide the consent questions for affiliates through product hooks.

3.1.3 Step 3 Bundle

As mentioned in the Application Form capture, system provides mechanism to originate bundle applications. This covers capture of mandatory or optional offers in the bundle being applied. Some of the key areas in the logical stages are as follows:

- Bundle step in the Application Form (Fast Path: OR101) presents recommendations for new and existing owned bundles. Bundles can be either fully or partially qualified.

- Mechanism to capture additional offer related information, in case of partially qualified bundle for mandatory offers in the bundle or for optional offers chosen from the bundle which is recommended.

- Mechanism to link existing or new accounts to a bundle through the Application Form (Fast Path: OR101).

- Bundle and Non Bundle related offers can be selected as part of a single product group in the submission. This is in addition to choosing additional application types to New Product Bundles option in the Application Form.

- Bundle Recommendation handling within Structure Solution as part of the Application Form (Fast Path: OR101).

- Bundle Recommendation handling within Structure Solution post credit assessment and handling of complex scenarios like multiple product groups applied for in the submission.

- Nomination for bundle maintenance fees and first account in the facility structure is nominated for bundle subscription fees.

- Indicator passed as part of account configuration so that the appropriate benefits defined for the bundle are displayed as part of the interaction with pricing within the Structure Solution stage.

- Specific handling in the Create Offer stage to print bundle related key details.

- The parties for whom partial information is available are treated as owners of bundle and are considered in bundle recommendations.

- Provision to capture Concession Group for the bundles opted, pass this information to account configuration, and fetch appropriate pricing if applicable.

- Capability to validate the maximum number of accounts allowed in a bundle based on configuration, before linking an account to the bundle.

3.1.4 Step 4 Collaterals

The summary of collaterals is as follows:

- Collaterals is enabled for Lending product groups in cases, where product group is configured as Secured and Collateral Required parameter in credit policy (linked to product group and business unit combination) is marked as Mandatory or Optional.

- Mechanism to convert vehicle as Collateral and allow user to capture additional details if required.

- System allows mechanism to link existing collaterals present in the system or add new collateral and link to respective facility.

- System allows the user to link only those collaterals belonging to the allowed list of collateral type and category combinations.

- System allows the user to link more than one collateral to a facility being applied or amended as part of the submission.

- System allows the user to capture and upload collateral documents. Document policy needs to be pre-configured. The system resolves and shows the applicable document based on the policy. The user can capture and upload ad-hoc documents.

- Option of manual allocation of Collaterals for LVR computation is available in this step and also in Manual Credit Decision (MCD). This is covered in detail in MCD section.

- Amount of Loan requested is validated with maximum loan amount against the collateral and guarantee collateral. If the amount requested is more than the maximum amount against collateral and guarantee

collateral, then system displays warning message in the summary panel seeking additional collateral or insurance.

- System sends information of affiliates when an existing trust or organization is added as guarantor. The resolution and display of existing collaterals is same for affiliates of trusts and organizations, which are added newly as applicants. The display of owners list as part of collaterals is also same as in case of affiliates of trusts and organizations added newly as applicants.

- If a single collateral type and category is defined in Credit Policy and linked to the product group, then during origination when the banker selects Add New Collateral, the system defaults the collateral type and category, else the existing functionality continues.

- If Quick Refinance is selected, then the system forces the banker to add collaterals.

- The content captured as part of facility description is displayed instead of product group name.

- Allow banker to add collaterals belonging to affiliates of applicants in origination flow based on the new configuration in the Global Parameter Details page (LCM) and also enable the linkage of collaterals belonging to affiliates of guarantors as supporting collaterals.

- Provision to display collateral description for the supporting collaterals linked or added to the Guarantee type of collateral. This helps the banker uniquely identify the supporting collaterals.

- Collateral details can be captured for credit card products. The collateral categories Term Deposits and Savings are enabled for linkage during origination flow.

- Ability to compare party's name with name on title deed and identify if Name Change document is applicable or not.

- Provision to capture project name along with builder name for Property type of collateral.

- Capability to capture additional attributes like settlement required, self conveyancing, and so on, for Property type of collateral to identify whether the property requires settlement or not.

- Ability to obtain consent for second mortgage from other financial institution when own bank charge priority is other than 1.

- Ability to fetch estimated market value for a property type of collateral as part of collateral train stop after capturing address of collateral. The system fetches the AVM details fetched from Valex. This is an optional functionality.

- The Title Search request can be initiated or the title details can be captured manually. This is an optional step and does not stop review and submit of the Application Form.

- The Additional Property details can be captured for Property type of collateral. This information is persisted at application level.

- It is mandatory to capture guarantee colleteral if the applicant is a trust with SMSF as the constitution.

- Ability to capture details such as the construction start date, the land value, details of the party constructing the property (the Owner Builder, or the Registered Owner Builder, or a Builder), for a property that is under construction.

  - Owner Builder: Individuals who can construct on property owned or leased by them.

  - Registered Owner Builder: Individuals who have obtained a license to construct on a property owned or leased by them.

  - Builder: A Builder is appointed to complete the construction.

- Ability to capture additional details for the owner builder or builder such as, contact person details and the account details.

- Service to pass the maximum construction period to account configuration in origination for direct collaterals that are marked as under construction.

3.1.5 Step 5 Funding

Summary

The summary of funding is as follows:

- Applicable for lending product groups only.

- Prerequisites of Funding Parameters and Funding Template are essential.

- Displayed based on template linked to product group and purpose type combination. In case of product groups where fees and/or LMI are applicable, it is assumed that operationally the bank has ensured that there is a template defined with the appropriate parameters for LMI within the template.

- Feature to display the outlay and source of funds, which gives the customer and banker a holistic picture of the overall arrangement in terms of funds.

- Execution of rules related to Lenders Risk Management (LRM), if applicable, prior to display of funds table.

- Capability to display Lenders Mortgage Insurance (LMI) quote amount.

- Capability to manually capture LMI premium details.

- Ability to negotiate fees post the derivation from the price policy chart within Oracle Banking Relationship Pricing.

- Expression Builder related features in the Rules module of Oracle Banking to support Mathematical functions like ABSOLUTE, ROUNDDOWN, ROUNDUP, TRUNCATE for the Big Decimal and Money data types.

- The fees for additional property details, change of name, and non-chargeable fees are resolved and displayed in the funds table.

- Ability to display the amount to settle value instead of outstanding balance in the fund table. The amount to settle value is captured while capturing external refinance or debt payoff details.

Features

The features of funding are as follows:

- **Other Costs:** Mechanism to define one or more funding parameters within the template belonging to the funding type Other Costs. As part of the funding table capture, the system provides a mechanism to capture one or more instance of such funding parameters defined within the template. Additionally, there is a Remarks column which can be used to capture information for each of the funding items of Other Costs funding type.

- **Ad hoc Fees:** The Price Definition (PD) defined within the Oracle Banking Relationship Pricing provides an option to classify the fees with purpose type as Ad hoc Fees defined with the domain category Origination. The PD maintenance can define a fee with zero amount. This is required to handle the requirement where only in certain scenarios, Ad hoc fees have to be charged as part of the application. To handle this requirement, as part of the funds table, the user is given an opportunity to modify the amount for the ad hoc fees evaluated from the origination fees PPC defined within Oracle

Banking Relationship Pricing. Such fees are displayed in a separate panel called Ad hoc Fees within the Outlay section of the Funds Table.

- **Bundle Subscription Fees:** This panel appears within Funds Table corresponding to the product group under which a new account is nominated for bundle subscription fees. The system displays the Capitalize indicator as checked within this panel, if the behavior of bundle subscription fees is defined as CAPITALIZE within the Fee Treatment Preferences of the respective product to which the nominated offer belongs.

- **Capitalization of Fees and LMI:** The Capitalize indicator is displayed as checked (if the particular component is capitalized) or unchecked (if the component is not capitalized). Fees is deemed as capitalized, if the user checks the option Capitalize Fees within the Product (step of the Application Form) for the respective product group. LMI is indicated as capitalized, if the Capitalize LMI option within the same step is checked in Product.

  The user can override and un-capitalize certain origination fees only, if required, as part of the Funds Table. This option is available only against Origination fees and not against the Insurance components within Funds Table. The system supports negotiation for the respective origination fees (irrespective of whether they are capitalized or not) within this stage of the origination workflow. LMI premium can be negotiated

- **Specific fees for amendment options as part of Amend Lending Facilities:** As part of the Amend Lending Facilities feature, the system has flags at facility level to know which of the following amendments have taken place. There are facts available, so that the bank can charge separate fees, if required.

  - Increase Amount
  - Decrease Amount
  - Increase Term
  - Decrease Term (applicable for revolving facility only)
  - Add Collateral (Existing or New collateral)
  - Remove Collateral
  - Add Borrower
  - Remove Borrower

- Default the value of Contract of Sale field captured as part of Collaterals step in the Application Form for a Residential Property collateral category in the Transfer of Land value field captured as part of the Calculate button within the Funds Table.

- Cosigner and Application Branch State facts are sent to pricing along with the existing facts to get relevant fee computations.

- Funding Summary panel display details of Total Outlay, Total Funds, and Surplus or Deficit.

- A warning message is displayed to the banker in the Funding step, if there is change in LMI premium amount and negotiation was done for LMI premium amount.

- In case of Edit submission or banker moving back to previous train stops, a refresh call is made to pricing in order to refresh the origination fees.

- The content captured as part of facility description is displayed, instead of product group name.

- System displays existing LMI policies of the applicants (Active Policies) on clicking a hyperlink in Funding.

- LRM Complex Application rule is executed only if the outcome of the LRM Required rule is True. If the outcome of the LRM Complex Application rule is True, then system forces the banker to capture LMI details manually, else system executes the LRM Submission Type rule and the LRM Provider rule sequentially as per the existing behavior.

- The Negotiation icon is available against each of the fees in the funding table. On clicking this icon, system displays the negotiation panel and allows the user to negotiate the fees.

- Provision to restrict the modification of purchase or cost in funding table.

3.1.6 Step 6 Financial

The summary of financial details for Retail is as follows:

- Mandatory step applicable for lending product groups only.

- Feature to display and capture financial information for individual or organization or trust applicants.

- Capture of personal financial position and business income statement and balance sheet (for self employed kind of scenarios).

- Rule can be defined in Origination Preference to facilitate capture of cash forecast. Based on the outcome of the rule, system enables or disables capture of cash forecast.

- Display of existing assets and liabilities within Oracle Banking as part of individual party's financial position.

- Capture is configured based on financial parameters and template.

- Financial details are captured at a party level.

- Ability to clone financials across applicants in the same submission where one or more applicant share the same employment detail in case of self employed employment detail. This is only from ease of data capture perspective and not linked as part of the storage of employment and linked financials.

- Financial details can be captured for affiliates. This is optional.
  - Capture of guarantor financials can be mandatory or optional based on configuration. A rule is attached for guarantor financials at Origination preferences, the output of the rule determines whether capture is mandatory or optional.
  - Ability to configure the capture of guarantor financials as mandatory, if the guarantor is an income reliant guarantor.

- Financial step is not applicable for add-on card holder for credit card products.

- Provision to capture contingent liabilities is available.

- Ability to link external refinance details, captured as part of Product Details step, and link them to the liabilities of the primary applicant.

- Integration with party module for financial template and profile capture for the following features:
  - Capture of mandatory financial parameters as defined in the template.
  - Financial Ratio is a fixed list of ratios computed by the Party module in Oracle Banking. Derived or User Input ratios are supported.
  - Display of Net Customer Position based on the financial details captured.

- Mechanism to capture salaried and self employed related financial detail information.

- Mechanism to capture Current Position of assets and liabilities in case of organization and trust.

- Additional Details capture supports user-maintained list based on nature of financial parameters. Supports character, numeric, and date type of fields.

- Factory shipped templates for Individual (Salaried, Self Employed, Salaried and Self Employed), Organization (Simple type) and Trust.

- Capture of linked or associated asset-income-liability-expense financial parameters.

- Ability to read the rules maintained as part of Origination preferences and resolve the relevant financial template for Individuals only.

- Ability to resolve the highest priority template in case of the applicants applying for multiple product groups in the same submission.

- When financials are shared by two parties in the submission, banker captures the same set of information multiple times across parties. In order to reduce the manual capture of financial data, the ability to reflect or default the financials across parties is provided.

- Additional details captured are displayed by default, instead of making the banker click a link to view the same.

The same is applicable for Affiliates and Guarantors as well.

The summary of financial details for Business is as follows:

- Ability to support rule based financial templates based on facts such as party type and industry.

- Ability to support multiple statements like Balance Sheet, Profit and Loss, Cash Forecast and Business Plan.

- Ability to support multiple statement types and classification like audited, unaudited, projected and qualified, unqualified, Management, Accountant and Customer projected.

- Ability to capture and generate cash forecast using the business plan of the customer.

- Ability to define the number of years of statement required for current, past and future.

- Ability to support item wise capture for a financial parameter and capture month wise data for the financial parameter.

- Ability to maintain average values for the benchmark ratios and allow comparison of the calculated values to the bench mark ratios.

- Ability to upload the financial statements in bulk and link and view them as part of respective statements.

- Ability to spawn off the financial capture as a task for the back office to complete.

- Mechanism to carry forward the financials captured as part of borrowing power calculator to financials in Application Form when user moves from calculator to Application Form.

- Provision to capture the financial details of the customer through the financial questionnaire.

3.1.7 Step 7 Configure

The summary of configure (Structure Solution) is as follows:

- Applicable for liability (mandatory step) and lending product groups (mandatory or optional can be configured in Origination preferences).

- Offer selection and account configuration based on the product class – Savings and Overdrafts, Term Deposit, Loans or Credit Cards.

- Interaction with Oracle Banking Relationship Pricing to determine and display applicable interest rates, margins and fees.

- Capability to negotiate margins and fees, based on configuration within Oracle Banking Relationship Pricing.

- Feature to configure sub-lines and accounts under the respective sub-lines under the Facility Summary for lending product groups.

- In case of Edit Submission or banker moving back to previous stages, a refresh call is made to pricing in order to refresh the origination fees.

- Capability to display remaining term in Mainline and Subline summary.

- The External / Quick Refinance task (which is part of Structure Solution) is enabled, if the External / Quick Refinance option is selected in the Product stage. The system allows capturing multiple outgoing financial institution account details as part of this task.

- The content captured as part of facility description is displayed, instead of product group name.

- Provision to restrict the completion of post assessment Structure Solution task before Verification and Title Search tasks, if NCCP flag is checked.

- Even though the Capitalize LMI flag is selected in Product stage, the system validates fee treatment behavior defined in product in Product Manufacturing and checks if any of the fees is set to Capitalize. If yes, then account configuration is mandatory, else it is non-mandatory.

- Ability to bring collaterals belonging to affiliates of applicants under the purview of Structure Solution process, similar to collaterals of applicants.

- Provision to display or capture LMI quote details is available. Also, negotiation on LMI quote can be done from here.

- Provision to display and hide the arrangement ID linked to the loan and OD accounts in account summary grid.

- Provision to display property type of collaterals for linkage to Other Financial Institution (OFI) in External Refinance quick task.

- Ability to capture Financial Rewards in the Quick Task section of the Configure stage. This quick task is visible only for Lending products (Loans and Overdraft). This quick task is enabled if at least one account is configured. The rewards applicable for the selected offer are displayed and the user is allowed to negotiate rewards, if any. This action is available in Configure stage of Application Form and in the post assessment Structure Solution human task.

- Ability to select the account other than nominated account for the credit of the financial reward amount. If the user does not select any credit account then the financial rewards are credited to Loan or OD account that which is configured and nominated for the fee collection in the Configure stage.

- Ability to force the user to reconfigure the credit account for receiving financial rewards if the corresponding borrower is removed from the product group.

- Provision to clear or remove the financial rewards saved by the banker.

- Provision to view and modify the lending questionnaire.

3.1.8 Step 8 Insurance

The Insurance stage is applicable only for Home and Content Insurance or Landlord Insurance products and Home Loan products. Insurance stage in home loan application enables the banker to have a Home and Content Insurance or Landlord Insurance cross-sell conversation during the home loan application capture.

The insurance stage is visible only if any of the following conditions are satisfied:

- An Insurance product group is selected on landing page.

- A Lending product group of product type as Home Loan is selected on landing page. The Lending product group of type Home Loan must have the Cross Sell Insurance flag checked in the credit policy.

The following use cases are possible:

- Apply for only a Home and Content Insurance or Landlord Insurance product.

- Apply for a Home and Content Insurance or Landlord Insurance (new quote) along with other products (typically home loan).

- Apply for a Home and Content Insurance or Landlord Insurance (existing quote) along with other products (typically home loan).

3.1.9 Step 9 Review

The summary of review is as follows:

- Common step to display a summary of the product groups applied for by the applicants in a submission.

- Application form details are captured using the Application Form (Fast Path: OR100) page based on the application type and other configuration such as, funding table template, credit policy, and so on. The system provides a mechanism to capture information which is used to process the product groups applied in a submission by the respective borrowers.

The following are supported as part of generation and printing of application forms:

- There is an option to generate the application form for each product group applied in the submission. The Application Form template displays more information and extends to more product classes.

- A single template through the document type APPLICATION_FORM is used for liability and lending product groups.

- The user can generate the application form either through the Review and Submit stage of the Application Form or subsequently through the Application Tracker using the Generate Document option. In case of subsequent generation, the system uses the state of the application form when it was submitted in the system for the generation of application form.

- The document is indexed with application and submission identifiers, and can be subsequently searched through the Content module option for document search and upload.

- Since the generation of documents is asynchronous, the system provides a Refresh aperient till the document is generated successfully.

- Once document is generated, the View Document option is automatically enabled. The user can use this to view the generated application through the IPM viewer directly.

- Cosigner information appears on the Review stage similar to guarantor.

- Co-applicants information appears on the Review stage for credit card products.

- Affiliates of existing trust or organization, or new trust or organization (added as guarantors) are not displayed in the Review stage.

- Group information is displayed based on the technical configuration as part of Day Zero setup (backend maintenance).

- The content captured as part of facility description is displayed on the Review stage, instead of product group name.

- Capability to generate exposure report for applicants, guarantors and cosigners.

- Provision to view change log pertaining to Product, Party, Collateral and Financial stages when edit submission is opted.

- The Initial Amount (Pay-in amount) is available as part of Investment CASA account configuration which is handled by Investment module. The value in this field is defaulted from the offer and the user can reduce the same while performing account configuration as part of Structure Solution stage. If this amount is reduced, then the system also include this change as one more input to system while triggering the approval process.

- Collateral details are included in the review page if captured as part of Collateral stage.

- Ability to generate lending questionnaire related documents, if the lending questionnaire is applicable.

- Display reasons sent by the decision engine in the Submission Outcome page, if credit decision is Referred or Declined.

- Provision to display Party, Collaterals, Financials, and Document stages along with the Review stage, if a change is requested to modify repayment type and rate type, and move to IOI / IOA triggering credit assessment.

- Ability to link the new CASA account being created in the submission to the loan account as an offset account.

- Provision to capture the single consent for all applicants applied across various product groups within the submission at review page.

- Provision to execute the Financial and Objective Information Validity rule on submission of application and compute the expiry of the consent. The Consent Date and Consent Expiry Date should be stored. In case of edit submission, consent expiry date stored is validated with current process date to check whether financial and objective information validity is expired or not. If the consent is not expired, then system does not perform the computation again, else system computes the expiry again.

- With the design change for Process Flexibility, the user can traverse across stages in the application form to capture or modify application details. The Quick Refinance rule is executed on submission of application.

- Once the user submits the application form, system checks if any of the fact values used in Interest price policy chart configuration has been changed from the last account configuration date. If there is any change in the fact values, then system forces the user to reconfigure the account, else it allows the user to proceed further in the origination flow.

3.1.10 Step 10 Panel Drawer

The following widgets of the panel drawer are available in Capture Application:

- **Document**

  - Interaction with the Content module of Oracle Banking to execute the applicable document policy rules linked at the levels for application, product groups, and collateral.

  - Display document status and link, if document is already received.

  - Validate status of mandatory documents and disallow to move ahead unless mandatory documents are marked as received.

  - Display status for all inbound documents expected from applicants and guarantors.

  - Capability to display and upload ad-hoc documents.

  - All affiliates of existing Trust or Organization, or new Trust or Organization (added as guarantors) are sent to Content for the resolution of document checklist. System displays the same as part of inbound documents stage, and subsequently enables the banker to capture the document information similar to affiliates of applicants.

  - The supporting collaterals are also sent to Content as part of inbound documentation flow along with direct collaterals, so that system can resolve the relevant documentation and display the same against the relevant collateral owners.

  - The collaterals belonging to affiliates of applicants is also sent to Content as part of inbound documentation flow along with other collaterals, so that the system can resolve the relevant documentation and display the same against the relevant collateral owners.

  - Ability to resolve Authority to Act document in the Application Form.

  - Standard List of documents for the respective product group is available for the banker to view.

  - The Quick Refinance fact can be used in configuring document policy to resolve inbound documents, if any.

  - Ability to resolve the government grant inbound document and obtain it as part of the Application Form (Fast Path: OR101) if the government grant is applicable.

- **Key Indicator**

  - Key Indicator is available as a panel drawer widget in the Capture Application process. Once the banker starts the application and moves to the Product stage, this panel drawer is available on the right hand side of the page.

  - Since Key Indicator is a panel drawer, the banker can pull this information from any of the pages in the Capture Application process.

  - It displays information pertaining to product groups and collaterals linked to such product groups.

  - It displays information for Lending (Loans and Overdraft) and Credit Card product groups. There is no information shown for CASA or Term Deposit (TD) product groups.

  - It also displays the credit worthiness of each applicant.

- **Summary**

  - The banker may need to view the summary of the application multiple times during application capture. Therefore, the Summary panel drawer can be used to view the summary of the

application.

3.2 Important Functions of Capture Application

Following are some of the main functionality of Capture Application.

3.2.1 Sourcing Entity Capture and Processing

Oracle Banking Originations supports application for accounts from Brokers or Introducers. In such cases, the agent (broker or introducer) gets commission (upfront or trail) for the income or customer generated for the bank. There are also cases where the broker or introducer is willing to forego a portion of his or her margin which in turn translates into benefit (either discount or additional interest) for the customer's account (higher rate in case of deposit or lower rate in case of lending).

As part of the application creation process, user can specify the application as being broker sourced or introducer sourced. This is applicable as part of new, amend, review or renew and IPA in the Origination workflow.

The system checks the eligibility of the offers applied under the respective product group and displays only those offers which are eligible to be sourced by either broker or introducer based on the sourcing entity captured as part of the application header in the submission.

The system allows mapping of broker or introducer to business groups, which are in turn linked with product groups and offers. System validates whether the broker or introducer selected at submission is allowed to source or service such product group and offers. If such broker or introducer is not mapped for selected product group or offers, the system prompts the user to map.

System is also capable of sending an alert to a broker during origination life cycle when the submission is approved or when the offer letter is dispatched.

The following features have been incorporated and integrated in Oracle Banking Originations for the same:

- Capture of sourcing entity for applications: Broker or Introducer.
- Display of the broker or introducer details within the application.
- Validate whether the broker or introducer is allowed to source or service such product group or offers.
- Integration with offer selector to perform offer eligibility as part of the account configuration.
- Capture of Commission and Rebate Details within account configuration for new or amendments (there are rules in amendments based on original sourcing and amendment).
- Printing commission and rebate details of the broker or introducer within the offer letter.
- Stamping of the sourcing entity at the account level.
- Sending alert to broker or introducer during origination life cycle.

3.2.2 Backdated Account Opening for CASA and TD Accounts

Oracle Banking Originations allows the opening of backdated CASA and Term Deposit accounts through the Origination process.

- Capture Submission Value Date as part of the application header. This field has to be manually entered as a backdated value to enable backdated opening of liability (savings and term deposit) accounts.

- Origination sends the value captured in submission value date field, in case of liability applications, to fetch the list of eligible offers as part of the Configure step of the Application Form.

- Offer Eligibility searches and fetches the list of offers which were valid as of the value date passed from Origination. It eliminates the offers where the expiry date (considering the value in the parameter Backdated Account opening allowed period (In Days) defined at the CASA Offer level) is less than the posting date in the system.

- This date is also used as part of the pricing interaction done by the module to fetch the interest rates and margins. Fees are applied based on the posting date on which the account configuration is being done.

- Origination validates the offer expiry in Configure step against the submission value date in the Application Form. In case of account opening, Origination sends the submission value date as the account opening date.

- There is specific handling in case of incomplete submission being submitted after End of Day operations (EOD) for the date on which submission has been captured are completed. In such a scenario, the system forces the user to re-configure the accounts within the Configure step of the Application Form.

- If the user captures a back value dated submission value date, the system expects the user to apply for New Deposit type of product groups. There is no backdated effect or processing for New Lending Facilities or New Credit Cards or Amend Lending Facilities or Amend Credit Card Limit types of application.

- In case of lending product groups, backdated handling is done by processing of the same in Settlement Instruction.

3.2.3 In-Principle Approval

Customers usually prefer to obtain In-Principle Approval (IPA) from bank before committing for Loan, OD, or TD account. This helps them to know the offerings of different banks. Based on this, the customer can take the decision. Customer also tends to negotiate fees and rates during IPA process. IPA provided to a customer is valid for a certain period of time. If the customer returns to the bank within the stipulated time period to open an account, the bank retrieves the particular IPA request and applies it on customer's account.

IPA is an indication of loan eligibility but not a formal offer that is binding on the bank. This approval is not construed as a final approval from the bank. It only shows the inclination of the bank to take up a detailed proposal, based on the minimum requirements furnished by the customer or borrower. However, the bank can insist for certain information and documents which are required for taking up a detailed approval later on.

- Origination supports the IPA request for following products:
  - Lending
  - Term Deposit
  - Bundles (with above combinations)

- Capture application for IPA follows the same behavior as new application.

- System generates a term sheet for successful IPA request. Template for term sheet has to be pre-configured in system.

- No account opening process is triggered in IPA.

- System has the capability to define validity period for an IPA term sheet. If customer approaches the bank within the validity period and shows interest to avail the product, then banker can convert the erstwhile IPA request to new application through Application Tracker page.

- Term sheet is generated at submission level for IPA request.

- For term deposit, term sheet is generated once the user confirms the Capture Application. For lending, term sheet is generated after Structure Solution.

- In case IPA request is declined by external decision engine, then system has the capability to generate decline letter for IPA request.

3.2.4 Affiliates

Affiliates are parties associated to individual, organization and trust in owner or administrator capacity.

The directors of an organization and trustees of a trust (individual trust or corporate trust) are captured as applicants for the product groups applied as part of the submission. However, this may not be ideal since from lending perspective, this makes such entities also part of the borrowing entity.

The following features are integrated as part of Oracle Banking Originations:

- Integration with Party Relationship Maintenance and Party to Party Relationship.

- Capture of Directors of Organization or Trustees of Trust within Applicant Details panel of application.

- Capture Personal Details page to add Administrator if any, for Individual Applicant. Enable Owner and Administrator capture for Organization and Trust applicants. Provide mechanism to upload specific ad hoc documents for such affiliates.

- Capture Party Relationships in Personal Details.

- Collaterals step links affiliates with collateral sharing turned on at the party to party relationship level.

- Financial Details allows financial capture for affiliates with financial sharing enabled.

- Supports Document checklist for affiliate in Document step of the Application Form for inbound documents.

- Supports affiliate handling within the account configuration step for the respective modules CASA, Term Deposit, or Loans like linkage of affiliates to account and account holder preferences capture.

- Supports generation of outbound documents for affiliates.

- Creation of party to party relationships based on Application Form capture and party to account relationships based on affiliates linked to account.

3.2.5 Consumer Credit Insurance

Consumer Credit Insurance (CCI) is a mechanism for the borrowers to get protection for their loan which they are applying for with the bank. In case of one or more events which are covered by the insurance policy like death or disability, the insurance provider takes over the responsibility of making the repayments on behalf of the customer. To apply for this protection, the borrowers have to pay for the additional premium as a one-time charge which can be capitalized to the loan account within Oracle Banking.

Following are the prerequisites to be performed in Oracle Banking, before the same can be processed through Oracle Banking Originations:

- Eligibility rule for CCI is defined using Rule Author with domain category EL (for LCM module).

- Linkage of CCI eligibility rule is configured in the Insurance Offer.

- Ability is provided in Credit Policy Definition to indicate if CCI applicable for credit policy defined for Loans or CASA product class.

As part of Oracle Banking Originations for Loan product groups (for Loans product class), this feature is supported as follows:

- **Product step in the Application Form**: There is no option to select CCI as part of Product details.

- **Structure Solution:** Option to select CCI and capturing the CCI request information such as, plan, premium payment frequency, premium payment option, premium term, cover type, running the eligibility rules, retrieving the relevant premiums and so on. It is performed as part of account configuration.

  - It supports both periodic and one time premium payments.

  - Nomination of one account mandatory under a facility hierarchy in Structure Solution. In case of Bank Funded (to be capitalized) CCI, the CCI premium amount is added to the sanctioned amount of the nominated account.

  - Special handling for DSO calculation in credit assessment for the cases where CCI periodic premiums are Capitalized.

  - Option to opt out from selected CCI.

  - CCI functionality is enabled for Loans, Overdraft.

  - CCI functionality is also supported in case of amendment of existing facilities.

- **Consumer Credit Insurance human task:** Task for interaction with external system for creation of CCI related policies. Task is created at application level and handles calls for the product groups applied for (along with CCI) in the particular application. This task is automated, that is human task is created only when an exception occurs as part of automatic processing. View of CCI task details is available as part of Application Tracker.

- **Create Offer:** Information related to CCI applied for by the borrower is printed in the offer letter in the appropriate application. Also, CCI welcome letter generated per borrower, who has applied for CCI (in the respective facility) as part of this stage.

- **Create Account or Settlement Instruction:** If CCI is capitalized, the same is to be handled as part of the interaction between Origination and Loans as part of settlement processing. During the confirmation of settlement instruction or account opening, creation of the active insurance policies to be done at this stage. Alignment of the start date and end date of the CCI policy is done as part of the loan disbursement.

- Handling of change in premium amount as per the CCI premium estimate that is, quote or rejected CCI policy is handled within the Oracle Banking Originations workflow.

The following changes are done to support this feature as part of Oracle Banking Originations for Credit Card product groups (for Credit Cards product class):

- **Product step in the Application Form:** There is no selection pertaining to CCI as part of product details.

- **Credit Card Account Opening Interaction:** The CCI indicator is available as part of Credit Card account configuration which is selected by the user. This is provisioned to be passed to external systems to indicate if the applicant has applied for CCI along with the credit card.

3.2.6 Capture of Property Details

Property Details indicate the details of the property that the borrowers intend to purchase in the context of the lending facilities that they are applying for with the bank. Typically, the borrowers have to pay stamp duty fees and registration fees based on the property being purchased. There could be additional fees levied or benefits provided (for example, subsidy or grant from the federal or state government) based on the purpose for which the property is being procured.

A panel to capture property details is available in the Product step of Application Form. The actual property being purchased is added here and the property being mortgaged for loan is captured in Collateral step of Application Form.

The property details panel is enabled in the scenario of New or Amend type of option being selected for lending facilities. The user can capture multiple properties as well. The properties captured as part of one product is available as part of other products in the submission and the same can be selected as well. A button Fetch Properties is available for fetching the properties selected as part of other products in the Submission. The information details to be captured are as follows:

- Property ID and Property Description.

- Purchase price of the property.

- Address details of the property: Details like the state, city, zip (also known as postal code) are used as determinants in computation of stamp duty.

- Primary place of residence: Indicator whether the borrower intends to use this property as a primary place of residence.

- An indicator called as 'Will this Property be considered for Fees' is available. Based on this flag, the properties are sent to Pricing for the relevant fee evaluation.

- The information captured within the Property Details is used for the computation of fees like stamp duty fees and registration fees. It is passed by Origination in the call to Oracle Banking Relationship Pricing for the evaluation of the Origination Fees Price Policy Chart (PPC) as part of the processing performed prior to the display of fees within the Funding step of the Application Form. While displaying the fees, the Fee name is concatenated with the Property Description.

- Transfer of Land Value Amount: This is same as purchase price and in some exception cases, it might differ. This can also be used as one of the input in the fee computation.

- Add as Collateral: This check box indicates whether the property should to be converted as a Collateral or not.

- Type and Sub type: Categories and Sub categories of the property.

- Owners: Owners of the property.

3.2.7 Debt Payoff - Internal

The term Debt Payoff - Internal means that with the proceeds of new loans, the customer wants to square off the existing loan liabilities (either partially or fully). It is important to capture the internal refinance details to derive the correct Loan To Value (LTV) ratio. The amount of internal refinance has to be adjusted while

computing the LTV. Besides, it is also important from settlement process to settle the existing liabilities which are selected as part of internal refinance application.

- If the banker selects the Debt Payoff - Internal option, the application enables the Debt Payoff - Internal panel. The system fetches the existing liabilities of customer.

- Ability to fetch the existing loan details such as the account number, facility ID, borrowing entity, total outstanding amount, EFS amount, refinance amount, minimum customer contribution, customer contribution, and loan.

- Banker can select the accounts which are to be included as part of debt payoff - internal. Once the banker selects the account, the system provides the option to fetch the Early and Final Settlement amount for each selected account.

- Origination sends the internal refinance amount to Limits module for correct calculation of LTV.

- At Structure Solution stage, the system mandates the user to configure at least one account with internal refinance amount.

- At settlement page, the account number selected as part of internal refinance is defaulted so that it can be settled.

- Origination passes the information to Loan module for effecting the credit in respective loan account which are captured for internal refinance.

- Capability to compute the refinance amount in the Internal Debt Payoff panel based on the action selected by the user.

3.2.8 Joint Application Form

Joint Application Form is the functionality within Oracle Banking Originations to capture details of an applicant marked as Not Present, to link such a not present individual to the account and to fulfill the request. Note that an applicant can be marked as Not Present via the Application Form capture. This option is available for new individual applicants only while applying for liability products.

Following are the features of Joint Application Form:

- Handling of Not Present functionality for affiliates (for example: Directors of an Organization or Individual type of trustees for a Trust).

- Distinction between affiliate and applicant in search results. Appropriate handling of capture of information in Structure Solution step based on whether affiliate or applicant is being marked as present.

- From the Joint Application Form, the user can either update the details of a joint applicant, who was not present during capture application, to be added to the account, or remove the applicant from the application.

- Once the applicant details are captured and the Joint Application Form is submitted, the manual identity verification rule is executed. A manual identity verification task is created, if applicable.

- On completion of the manual identity verification process, the applicant is added to the account.

- On successful addition of the joint applicant to the account, relevant outbound documents are generated and dispatched to the applicant.

3.2.9 Home and Content Insurance or Landlord Insurance

When customer applies for Home and Content Insurance or Landlord Insurance, the basic information about the customer and property is taken and an insurance quote is provided. If the customer is happy with the quote and decides to proceed, additional information is captured and policy creation process is triggered. This entire process can be done through capture application step.

It is also possible that due to various reasons (such as customer does not wish to proceed with policy at this point, customer wishes to link insurance policy creation along with home loan account opening, quote could not be given to customer, underwriting is required and so on) policy creation might not be initiated from capture application. In such cases, a Manage Insurance (STP task) is created on submission of application. This task can be accessed through Application Tracker and used to complete the quote or policy processing.

In some cases, it is possible that insurance provider is unable to provide a quote for the given customer or property (based on information furnished by the customer) and requires manual intervention through the underwriting process. In such cases, a Policy Underwriting task is created. Through this task, an underwriter can review the information and then decide either to approve the quote after certain adjustments (like imposing excesses, adding endorsements and so on) or decline the quote.

Whenever policy creation is sought by customer and approved by insurance provider, system triggers policy creation process. As part of this process, all information including payment details is passed to the insurance provider by Oracle Banking Originations. Policy creation is done in the insurance provider system and details are sent back to Oracle Banking Originations. These details are stored against the party and are handed off to OCH.

3.2.10 Serviceability Details

Details of serviceability for applicants and borrowing entities are available as part of capture application which help the lender while capturing application details. Since, a lender can see a preview of how the serviceability of the application is, corrective measures such as guarantors, collaterals can be taken early on, if needed.

3.2.11 Miscellaneous Application Form Features

The following are the other miscellaneous features:

- Capture Email ID optional as part of the Applicant Details capture during the Product stage.

- Capture of Solicitor Details and Referee Details as part of the Application Form.

- Cancel Application option available in the Application Form.

- Display of party identifiers in the Outcome page of the Application Form.

- Capture Mobile number and Email ID made optional for Individual applicant in Personal stage of the Application Form.

- Integration for support of additional collateral types and categories within Collateral stage of the Application Form.

- Capture Current Work Address details in Personal stage for Individual applicant.

- Party module KYC rule integration and display or capture of KYC mode, if applicable, within Personal stage of the Application Form.

- Facility Level Fees integration in Configure stage for lending product groups.

- First date of disbursement: Logic for validation and approvals in Create account or Settlement Instruction human tasks within Oracle Banking Originations.

- Modification of address and ownership details of collateral via the origination workflow.

- Regulated Loan handling within the account configuration for Loans and Overdrafts.

- Integration for Proposed Term Deposit as collateral.

- Handling of expiry of recurring documents in the Document stage of the Application Form capture.

- Integration with approvals for negotiation of fees and User Defined Margins (UDM) in Configure stage for lending product groups.

- Current Approval matrix used for triggering MCD approvals is enabled across all the stages of Origination.

- Ability to capture and link Solicitor Details with property type of collaterals added to the submission. User can perform this linkage only if the solicitor is responsible for settlement processing.

- Ability to display task status in BPM task for Create or Accept offer, Settlement Instruction, and Collateral Perfection human task.

- Capability to capture the translator details for applicants and joint applicants present across product groups within a submission.

3.2.12 Pre Approved Limits

Based on details available publicly or proprietary information such as Credit Rating report of an individual, a bank may grant individuals an approved limit for a specific product. The basis on which the approval is performed and the amount is approved, is specific and internal to the bank. The bank may or may not convey the same to the customer as part of the offer.

A pre-approved limit for an individual who may or may not be an existing customer of the bank conveys that, if the individual wishes to choose the specific product from the bank which has granted the pre-approved limit, then the bank confirms that he or she is eligible to opt for that product and is granted the product.

For customer, it may seem that there is no processing required from the bank to grant the loan. In reality, this is just a pre-qualification from a bank's perspective. The bank still does the required credit assessment to finally approve the limit.

In summary a pre approved limit may not give an assurance or a guarantee that the customer is approved for the selected product. However, it assists in defining the details required from the customer. It is an important factor while performing assessment of the customer.

As part of Origination, following features have been provided to support the pre-approved limits:

- As part of Product step, there is a provision to interact with the external system in order to find out whether the Product Group applied by the Customer along with the details like requested amount is pre-approved or not.The Pre-approved flag is stored against the Product group that is applied. Finally, once the account is successfully created in Oracle Banking, then there is a provision to interact with the external system in order to confirm the external system about the utilization of the pre-approved limit.

- Additionally, this pre-approved flag should be available as a fact for the rules that are defined to decide the financial template that needs to be used for the selected product group. This flag value enables a bank to define a simple financial template in case the bank policy requires capturing minimum financial details for a pre-approved application.

- If there are requests for Cancel Application or Withdraw Submission, there is a provision to interact with the external system in order to confirm about the cancellation of the pre-approved limit.

- If there are requests for Edit Submission as part of any stage in Origination, there is a provision to interact with the external system in order to get the latest value for the changed product details.

- In case of the Decline offer task or Reject Offer (Accept Offer task), there is a provision to interact with the external system in order to confirm about the cancellation of the pre-approved limit.

3.2.13 Retail vs. Business Banking Applications

Origination supports retail and business banking application. To derive the respective path of retail and business, bank can define rule in origination preferences. Difference in flow is required since business banking origination requires complex and detailed analysis which a retail origination does not require.

- Bank can attach a rule in Define Origination Preferences (Fast Path: ORM20) page to determine the system flow for due diligence.

- Bank can attach a rule in Define Origination Preferences (Fast Path: ORM20) page to determine whether submission qualifies for retail workflow or business banking workflow.

- Following are some of the facts which can be used to determine the flow (below list is sample not exhaustive):

  - Product Group
  - Purpose Type
  - Party Type
  - Constitution
  - Amount

- Following is sample rule:

Table 3–3 Sample Rule for determining Retail or Business Banking Workflow

Product Group	Purpose Type	Party Type	Constitution	Amount	Flow Type
Home Loan	Construction	Individual	Any	Any	Retail
Home Loan	Investment	Organization	Private Limited	Any	Business
Home Loan	Investment	Organization	Proprietorship	Any	Retail
Agri Term Loan	Crop Loan	All	All	Any	Business
Term Loan - Machinery	Purchase of Machinery	All	All	Any	Business

- Once the personal step in capture application flow is completed then system would resolve and identify if submission is for retail or business banking origination.

- In case of multiple applications in submission, if one application is determined as business banking flow, then the entire submission qualifies for business banking flow.

3.2.14 Manual Identity Verification

Manual identity verification is available as a separate step in Origination to cater to business scenarios where it is required to manually verify the customer. As part of Manual Identity Verification task, the user can perform the following actions:

- View the various Due Diligence statuses of all the applicable parties.

- Get a detailed view of identity verification pertaining to respective due diligence type.

- Perform various actions like manual verifications, reinitiating due diligence checks, cancelling the ongoing due diligence checks.

- Take the appropriate decision in case of any exceptions.

- Trigger approval process in case of overriding the exceptions.

3.2.15 Submission Level Price Approval

Over a period of time, pricing for banking products has become very competitive. Customers look for the best rates and bankers look to provide an optimal rate, so as to not lose out on business as well as maintain profitability. In order to enable banks to take calculated decisions regarding pricing, it is required that a holistic view (total expected business and discount being offered) of the submission (list of products applied) is provided.

For example, a customer who is applying for a Home Loan and Personal Loan, may negotiate with the banker for a better rate on the Personal Loan. The banker may offer a better rate for the personal loan, as the bank may gain significant income from the home loan and if a better rate is not offered, the bank risks losing business from the customer. Thus to enable the pricing user to take a calculated decision on the fees and interest rates offered to the customer, a Submission Level Pricing Task is required.

Pricing Summary View

- The Pricing Summary displays the following information:

    - Application Fees

    - Facility Fees

    - Bundle Fees

    - Interest Rates

    - Servicing Fees

    - Financial Rewards

- Interest and Fees details can be accessed and negotiated in the Pricing Summary, in the account configuration and in the Funds Table.

- Application Fees, Bundle Fees, Facility Fees, and Financial Rewards details:

    - The Pricing Summary displays the net fees after negotiation for the Application Fees, the Facility Fees, and the Bundle Fees.

    - An indicator highlights if any fee has been negotiated.

    - These fees can be viewed and negotiated from the Pricing Summary itself. There is provision to navigate to the Collect Fee Task Flow for the negotiation.

    - The Pricing Summary displays the sum of the Financial Rewards for the product group. There is provision to view and negotiate the rewards.

- Interest Rates and Servicing Fees details:

    - The Pricing Summary displays the stage-wise interest rates for the accounts configured. For loans, the application displays the rate applicable for the first stage of the loan. For line of credit, the application displays only the rate applicable for the overdraft stage. For CASA, the

application displays the credit interest rate.

- The key account information is displayed, such as, Offer, Purpose, ROTE, LVR, Loan Amount, and Term. ROTE is the profitability of the account fetched from an external system.

- A break up of the rates, such as Product Margins and UDMs on view and edit of account configuration from pricing summary.

- Ability to navigate to account configuration to add or delete a UDM for all accounts such as Loan, Overdraft, Transaction Account, or Term Deposit.

- Ability to view and modify competitor rates.

- Availability of a product hook to fetch margins (UDM) from an external system.

- Display of existing account information of parties:

  - Ability to display the existing accounts for each party which includes applicants and joint applicants present in the submission.

  - Any top up to an existing loan is addressed through the amend flow and it is not displayed in the existing accounts details.

  - A product hook is provided to fetch accounts from any external system and display the information.

Price Approvals

- Capability to submit negotiations for approval from the Pricing Summary:

  - The interest and fee negotiations can be submitted for approval from the Pricing Summary during Application Form capture (prior to Review and Submit), for all accounts in the submission.

  - If the negotiations are not submitted for approval from the Pricing Summary, then the system triggers the approval task on submitting the Application Form.

  - Negotiations can also be submitted for approval from the Post Assessment Structure Solution task.

- If the submission contains only lending products, or credit card products, or both lending and credit card products, then there is provision to submit the Application Form and trigger the Credit Assessment task in parallel, when the approval task is initiated and the approval is pending.

- A single approval task is created for fee negotiations and UDM negotiations.

- The approval task is created based on DPA rules.

- The approver can drill down and view all the details in the Pricing Summary screen.

- The approver can either approve or decline the negotiations, but cannot edit the Pricing Summary or perform negotiations.

- The approval task is also available for mail based approval. An email with a PDF file attachment is sent to the approver. The file displays the details of the submission and the negotiation for fees or rewards or UDM. The approver has the option to approve or reject in the mail. Based on the action taken by the approver the initiator receives an email or notification.

Price Approval Expiry

- There is provision to configure the pre-submission approval expiry period and the post submission approval expiry period.

- The pre-submission expiry period commences from the time the UDM is approved (either automatically or manually).

- A single expiry date is arrived at and stamped for the full Pricing Summary, at submission level.

- The expiry is reset at submission level each time the negotiation is approved.

- The expiry is not reset if the negotiation is declined.

- The check for price expiry date is done at Review and Submit stage and before initiating Create Offer task. In case, if the price is expired, then a message is displayed to the user that the price approval is expired. The user then has the option to either renegotiate and reconfigure the account, or submit the existing negotiations for approval.

Alerts & Notifications

Alerts / notifications are sent in the following instances:

- To notify the banker / customer when the Pricing Summary negotiation is submitted for approval.

- To notify the banker / customer when the approval task is completed with approve / decline status.

- To notify the banker / customer 'X' days before the price approval expiry.

- To notify the banker / customer when the price approval expires.

3.2.16 Credit Decision Timeline

As per various market regulations, if the application received by bank is incomplete regarding matters that an applicant can complete, the creditor shall notify the applicant either of action taken or of the incompleteness. If additional information is needed from an applicant, the creditor can either call up the customer or send a written notice to the applicant specifying the information needed, designating a reasonable period of time for the applicant to provide the information, and informing the applicant that failure to provide the information requested will result in no further consideration being given to the application. The creditor shall have no further obligation. This is applicable only for Asset type of products. The incompleteness of the application leads to a situation where in the Credit Decision cannot be taken by the bank.

3.2.17 Process Flexibility

As a part of process flexibility concept, capture application process supports capturing of information as and when received from the customer. For example, if the banker gets the party and financial information, then the system allows the banker to move from party page to financial page to update the information, and does not trigger errors to capture information in the intermediate page. The system supports guided flow and free flow for data capture, and all pages are opened up to the banker to navigate to any page and capture the said information. To achieve free navigation and to allow the banker to run validation at any point of time, the Validate button is available on the top of the page. If the banker clicks this button, then the system validates information captured in all sections and shows red badging in the sections, tab, or page where there is error. On submission, system also performs check to ensure completeness.

3.2.18 Expired Document Handling

In Application Form, the system provides the capability to upload an expired document and also link an existing expired document to the submission. This functionality is driven based on parameters provided by the Content module, which needs to be passed by the calling module. When the Inbound Document task flow is

invoked for party documents in the Documents panel drawer, system passes the value of the Content parameter to enable display and upload of expired documents. This ensures that expired documents are displayed in the Inbound Document task flow and the user can upload an expired document.

4 Financial Analysis

This task is applicable for Business Banking applications.

Financial Analysis is the process of evaluating businesses, projects, budgets and other finance-related entities to determine their suitability for investment. Typically, financial analysis is used to analyze whether an entity is stable, solvent, liquid, or profitable enough to be invested in. For a banker, it would mean to analyze a customer's financials to ensure that the customer is financially stable and will be in a position to generate sufficient income and repay the loan if a loan is sanctioned. The financial analysis is also the analysis of capacity of the borrower to repay the loan.

The entire Financial Analysis is divided into four main steps. These steps and their features are explained in detailed in the following sections:

4.1 Party Statements

The party statements step contains the summary of all parties and their statements which have been captured in the application. The summary appears as a tile for each party, borrowing entity or guarantor with the relevant statement captured against the party.

- The banker can add more parties who have a financial profile (employment in case of individual) from the group for assessment. In case the submission is not a group submission, then the banker cannot add more parties for assessment.

- The banker can also consolidate the statement of two or more parties who have been identified for assessment by giving percentages for consolidation. Consolidation is mainly done to eliminate inter-company transactions.

- The banker can view the details of the statements captured for the party including remarks and additional details.

- The banker can view the document linked to the statements, which was used to capture the financials.

- The statements that the banker can view include Balance Sheet, Profit and Loss, ratios, Statement of Equity for a party and Cash Forecast for Borrowing entity or Guarantor.

- The banker can create statement of equities in case the same is not generated or for the consolidated statements which are created.

- The banker can add more statements to the analysis using the historical statements.

- The banker can create additional projections using banker projections with any of the existing statements as a base statement.

- The banker can create sensitized statement using the sensitivity analysis and use such statements in further analysis.

4.2 Debt Servicing Groups

Debt Service is the cash that is required for a particular time period to cover the repayment of interest and principal on a loan. Debt service is often calculated on a monthly basis for retail loans like mortgages and on a yearly or half yearly or quarterly basis for business loans based on cash flows. As part of debt servicing, the

total income and expenses of the applicant and guarantors are taken into account to assess whether the applicant has sufficient surplus to repay the loan over its tenure.

Debt Servicing Groups is the second train stop in the financial analysis task. It is displayed, when Next is clicked from the Party Statements summary page or when previous is clicked from Party Surplus landing page.

- The debt servicing group is formed based on the entities who are supposed to repay the loan. By default, the system creates debt servicing groups based on the borrowing entities (Entities who are supposed to repay the loan).

- In each of the debt servicing groups, system displays the parties, borrowing entities and the consolidated parties in the debt servicing groups.

- A party can be part of multiple debt servicing groups.

- The banker can add more parties into a debt servicing group. These parties have to be either affiliates or additional members added from the group for analysis purpose.

- The banker can create new debt servicing groups by adding parties from analysis. System validates that such groups contain at least one borrowing entity.

- The banker can modify a debt servicing group to add or remove parties but the system always validates that there is a borrowing entity in each of the debt servicing group.

- The system also validates that all the borrowing entities of the submission is part of at least one debt servicing group to ensure that all the parties of the submission are taken into consideration while doing the financial analysis.

- In case the parties are consolidated across the borrowing entities, then in such cases both the parties are visible across both the debt servicing of groups. Removal of one of the consolidated party automatically removes the other consolidated party from the group.

4.3 Party Surplus

Once debt servicing groups have been created through Debt Servicing Groups page, banker is required to select statements for each DSG so that surplus can be calculated. This is done through Party Surplus step. Party Surplus is the third train stop in the financial analysis task, displayed when Next is clicked from the Debt Servicing Groups landing page or when previous is clicked from DSG Repayments landing page.

- Party Surplus is to be performed for each DSG. It involves selecting Party Surplus consisting of set up and debt servicing.

- Each debt servicing group name is displayed on top in a tile. An Edit button is provided in the tile. This option is not available when the DSG is visited for the first time. If user moves to the next DSG and from there uses the Previous button, then the DSGs prior to this one appear with Edit button which has to be used in case user wishes to make any change in the setup.

- By default, the Setup tab is displayed for each DSG and first DSG is displayed. A separate section sub-group is shown for each entity (party, borrowing entities or parties in consolidation) in a DSG based on how the parties are related in a DSG. Name of the entity is displayed at the top of each section.

- The following logic is applied for sub grouping of entities within the DSG. System identifies each borrowing entities within the DSG. For each Borrowing entity, system identifies the parties involved. In case these parties are part of another borrowing entity within the same DSG, then such parties are also fetched. System also checks if such parties are part of any consolidation and in case they are, then

such parties are also fetched. The same is repeated for each borrowing entity but by ensuring that no duplication occurs. Any other parties who are part of group but don't fit the above logic also appear as a separate sub group.

- For each entity in a DSG, banker is required to select the statements using which debt servicing scenarios are to be made. Compute Party Surplus On is an option button with values: Profit and Loss Account and Cash Forecast. For an entity for which both statement types are applicable, the option button is enabled. In case for an entity only one statement type is applicable, then the option button is disabled and the details of the applicable statement type are displayed by default.

- For a DSG and party combination, debt servicing scenario can be made either using Profit and Loss or cash forecast statements. So, if user selects Profit and Loss statements and then chooses the cash forecast option button and selects cash forecast statement, the selections made in Profit and Loss tab are discarded by system.

- For a period and party combination, only one statement type and classification can be selected within or across DSGs. For example, for party A, banker projected and customer projected statements are available for 2015 and 2016. Party A is present in two DSGs: DSG1 and DSG2. If user selects customer projected statement for 2015 in DSG1, then user cannot select banker projected statement for 2015 in DSG2. In DSG1, user selects banker projected statement for 2015, also for DSG2 user selects banker projected statement for 2015. Now in case user wishes to change this to customer projected statement for 2015, then user will have to uncheck the banker projected statement check box first at DSG2, then use the Previous button and go to DSG1. Here, user will have to uncheck banker projected statement check box and select customer projected statement check box at DSG1 then go to DSG2 and select customer projected check box at DSG2 at both DSGs and only then make a new selection.

- Details of Profit and Loss statements are displayed by default wherever both statement types are applicable. P&L includes P&L statements of all type and classification included for the party.

- Once the banker selects the statements for all the entities, then the system allows moving forward to debt servicing. All details are displayed in branch currency; this is because financials are captured in branch currency.

- Particulars like name of the party, borrowing entity or parties in consolidation in the debt servicing group are displayed in separate sections within the table. Gross surplus is calculated for each entity separately.

- Based on the debt servicing template, parameters like Net profit, Depreciation, Provisions are displayed. These parameters are income and expense type parameters which are marked as Include for DSO and defined in the DS statement template. These are input type parameters, so the value captured for them during financial capture is displayed here. Total Income and Expense are parameters defined specifically for base type Debt Servicing (marked as Include for DSO). These are of value type Expression and hence are calculated and displayed here.

- Gross Surplus is calculated per entity for each debt servicing group.

- Debt servicing calculation can be done on historical or projected P&L and cash forecast.

- In case consolidated parties are part of the debt servicing group then only consolidated statements are used for debt servicing.

- In case of an individual salaried party, salary may have to be extrapolated to yearly or half yearly as salary details are for a month or quarter and are not for a particular period, whereas for debt servicing details for a specified period are needed.

- Gross surplus also is a parameter defined specifically for base type Debt Servicing (marked as Include for DSO). Value type is Expression and is calculated and displayed here.

- Average values of the fields across periods is calculated and displayed here.

- The Next Debt Servicing Group button is available, on click of Next. If the current Party Surplus view is for the last DSG, then clicking Next takes the user to the DSG Repayments (last train stop) landing page. If the current Party Surplus view is for any other DSG, then clicking Next displays the Setup tab of the next DSG.

- Surplus computation has to be done necessarily for all the parties of the group.

4.4 DSG Repayments

Once surplus for each party in all DSGs has been calculated through Party Surplus page, banker is required to allocate the surplus across DSGs to analyze repayment capacity. This is done through DSG Repayments page. DSG Repayments is the last train stop in the financial analysis task. It is displayed when Next is clicked from the Party Surplus train stop. Page header displays DSG Repayment and the details are displayed in below two tabs, Statement of Outstanding tab is displayed by default which is followed by Repayments.

- Statement of outstanding shows existing obligations for each party in the submission. Obligations are displayed for actual payments, sensitized actual payment and sensitized principal and interest.

- Statement of outstanding derives from Current Position and all details are displayed in branch currency; this is because financials are captured in branch currency which may be different from submission currency.

- Statement of outstanding displays the Liabilities for a party and includes all parties in the submission and obligation details are shown for each party.

- The Add Liability button is available in case banker wishes to add more liabilities for the party.

- All Overdraft and Loan accounts in which the party is an account holder (either sole owner or joint owner) are fetched and displayed in separate rows.

- The repayments made by the borrower are classified into three types:
  - Actual Payment: This is the actual payment made by the customer at the above given frequency.
  - Sensitized Actual Payment: In case the banker wants to do a sensitivity on the actual payment then the same is done as part of sensitized actual payment.
  - Sensitized Principal and Interest: Sensitized principal and interest payment is calculated using the interest sensitivity rate considering principal and interest repayment.

- The banker can view, edit, and delete liabilities as part of the statement of outstanding.

- Since there are three ways in which existing obligations are calculated and displayed, banker is given an option to specify which one or more than one calculated values are to be used for debt servicing. Perform debt servicing on is a mandatory field and banker is required to select at least one option of the following, multiple options can be selected.
  - Actual Payment
  - Sensitized Actual Payment
  - Sensitized Principal and Interest

- The Next Step button is available, on click of which details of Repayments tab is displayed based on the selections made in the Perform debt servicing on field.

- The first section in the Repayments grid displays gross surplus details for each party, borrowing entity and parties in consolidation. In case there are multiple surplus details for the same entity, then to distinguish between different rows the statement type for which surplus is displayed for the entity is indicated.

- All statement periods selected in Party Surplus setup across parties and DSGs are shown in separate columns.

- The surplus calculated for the entity in Party Surplus train stop for a particular period across DSGs is added and displayed here. In case a statement period (column) does not apply to a particular party or DSG, then for that party or DSG blank is shown under the column. The average gross surplus across periods is calculated and displayed in the column Average.

- In the second section of the Repayment grid, surplus is allocated across DSGs, the unallocated surplus value for a period and party combination is displayed in different rows called Available in the first section. This value cannot go below zero.

- Debt Servicing Group is the second section in the grid and displays details for each debt servicing group. The banker is required to allocate surplus for all parties, borrowing entities, and parties in consolidation in all DSGs.

- Party, borrowing entity, and parties in consolidation for which gross surplus has been calculated are identified and displayed in separate rows in each DSG.

- In case a party is in more than one group, then that party's surplus is required to be appropriated across all the groups. By default, system allocates the surplus equally between all DSGs. If party is present in only one DSG for a period then the entire surplus is allocated by default to that one DSG.

- Banker is allowed to modify the income of a group by allocating more to any one group.

- If P&L statements have been used to calculate gross surplus then party names are displayed in separate rows. In case cash forecast statement is used then borrowing entity name is displayed. In case of a consolidated entity the party names are always displayed together irrespective of statement type used to calculate gross surplus.

- Total Gross Surplus: Gross surplus allocated against each entity in the DSG for a period is summed up and displayed as total gross surplus.

- Each payment type (actual, sensitized actual, sensitized principal and interest) selected in the Statement of Outstanding step is displayed as a sub-section for a DSG and below given values are displayed for each of the payment types.

  - Existing Obligation: This is sum of existing obligations (actual payment, sensitized actual payments or sensitized P&I) of all parties in the debt servicing group. This value remains constant across statement periods (different columns) as it is calculated using the party's current loan stage.

  - Proposed Obligations: This is the sum of proposed facility amounts of all borrowing entities in the debt servicing group. Individual proposed obligations are displayed in separate rows which is summed by and displayed in proposed obligations row.

    This is calculated with an option to override so this field is modifiable.

Proposed obligation is calculated for a facility (product group level) using PMT formula with interest sensitivity rate, facility amount and term (nominal term for revolving facilities) and is calculated assuming monthly repayments. The calculated value is then calculated for the statement period.

All facilities are shown in separate rows along with the interest rate. Facility amount in individual rows is not modifiable; user can use the Proposed Obligation field for the same.

- Manual Adjustments: The banker can add positive or negative adjustments to modify the net surplus.

  It is possible to add multiple manual adjustments. User can click the Manual Adjustments text, then click the Split Cell button, a row with text area appears, here user can add the name of the adjustment and also text area for adding amounts across applicable statement period appears.

- Net Surplus: This is the difference between total gross surplus, existing and proposed obligations and manual adjustments. Net surplus value indicates how well the borrowers will be able to service the loan with their existing obligations. Ideally net surplus should be a positive value.

- On click of Submit button, the task details are saved and decision engine is pinged (decision engine part is not covered in this document; it is a part of interface).

- Financial analysis task is closed and removed from the worklist of the banker.

- In case an alert is configured, Origination module passes the banker ID (of the initiator of the origination submission) to Alerts module. Alerts module, based on the alert configuration, sends an alert to the banker.

5 Credit Assessment

The stage of credit assessment is applicable only in the case of lending applications (that is, product groups where origination workflow behavior is defined as Asset).

Note
As part of the application form, the system captures and splits the submission (based on rules defined within Oracle Banking Originations) into logical applications. Once this is performed, the system sends the information of the submission and the underlying lending applications for credit assessment.

If the credit decision is APPROVED or CONDITIONALLY APPROVED, the application has ability to guide the user through subsequent stages of origination and move to the next stage of processing that is, Configuring Facilities and Configuring Accounts. If the credit decision has given result as DECLINED or REFERRED, the system can guide the user to the next logical step so that the application can be processed manually to take appropriate Credit Decision which will be recorded as Manual Credit Decision.

Subsequent to credit decision, the overall decision for the entire application is stored by the solution. In addition to the decision for entire application, the solution also stores decisions for individual products applied by the customer.

Following are the features of credit assessment:

- Applicable for lending applications. The task related to manual credit review or downsell acceptance is created at submission level. The post approval tasks are created at the logical levels defined for the respective task.

- Capability to interact with external interface for credit decision outcome.

- Repair task to handle credit assessment failure and mechanism to get the submission re-assessed.

- Mechanism to handle different credit decision statuses like Approved, Conditionally Approved, Declined, Referred, or Referred Downsell.

- Capability to perform fraud check as part of the credit assessment process and handling of the same.

- Based on the credit decision outcome, the system can take different paths as mentioned below:

    - **Approved or Conditionally Approved:** Moves the submission into the post approval flow where the system will proceed to create tasks like valuation, verification, structure solution, and title search. There are a number of scenario, where based on the business rules configured within Oracle Banking or each logical task and based on the outcome from credit assessment, the requisite task instances get created.

    - **Referred:** Moves the submission into the manual review of credit assessment step. Here, the credit team will be given opportunity to either approve or decline a submission. Decline will take the submission into Reject Letter processing phase whilst Approve will take into the approval workflow based on authorization matrix. Only after all the approvals, if required, are completed, system will mark the submission as Approved and move to creation of post approval tasks.

- **Declined:** A declined decision from credit decision engine will move the submission into Reject letter processing task. Additionally, if the banker wants to do a manual review of credit assessment, then the banker can initiate the same through the link provided in the Application Tracker or the reject offer letter task. If the manual review of credit assessment is initiated, then banker can approve or decline submission. System removes the reject letter processing task once the manual review of credit assessment task is initiated.

- **Referred Downsell:** Downsell can be recommended by the engine for amount or offer. Referred Downsell takes the submission to Downsell Acceptance task, if the submission has a downsell and the user can either accept downsell (which will move it to approved flow), reject downsell (take it down the reject letter flow), or move the submission into manual review. System can be configured to generate Downsell Offer Letter documentation to the customer in case Auto decision is downsell and also have the capability to track downsell expiry date (based on parameter set in Origination Preferences) for customer alerts.

- System provides a mechanism to assess a submission multiple times and maintain the complete credit decision outcome for each of the submit done for the submission.

- System can carry forward the latest comments that were part of credit memorandum, if the submission has undergone multiple edits from or post manual review of credit assessment task. The user is not required to prepare the whole credit memorandum, each time the submission is edited.

- Credit Decision History Inquiry gives the user an opportunity to inquire, check and assess the outcomes for the submission for each credit decision outcome. This is the same view as the Manual Credit Decision task.

- System creates an overview of a submission if the submission is auto approved or approved by the user as part of manual review of credit assessment. The overview required indicator can come from the decision engine or on a random basis.

- Ability to perform credit assessment for new requests In-Principle Approval.

5.1 Manual Review of Credit Assessment

It is important for the banker to take into account, the entire information within application before credit decision. To support that information on application, exposure and existing accounts of the borrowers are displayed as part of the manual review of credit assessment.

The Manual Review of Credit Assessment (MCD) is applicable for both retail and business submissions. There are a set of functions some of which are common across retail and business and some which are different for retail and business. The following matrix shows the functions across the retail and business.

Table 5–1 Applicability of MCD for Different Functions

Function	Applicable for Business	Applicable for Retail
Credit Exposure	Yes	Yes
Financials	Yes *	Yes
Credit Worthiness	Yes	Yes
Collaterals	Yes	Yes *
Conditions and Covenants	Yes	Yes

Function	Applicable for Business	Applicable for Retail
Verification	Yes	Yes
Risks	Yes	No
Review/ Renew	Yes	Yes
Credit Memorandum and Manual Decision	Yes	Yes *

There is a difference in function wherever highlighted which is explained below sections.

These functions allow banker to perform a set of actions which are at an application, party, or facility level as described in the following matrix.

Table 5–2 Functions with Different Context

Function	Context
Credit Exposure	Party/Group
Financials	Party
Credit Worthiness	Party
Collaterals	Submission
Conditions and Covenants	Application
Verification	Application
Risks	Application
Review/ Renew	Facility
Credit Memorandum and Manual Decision	Submission

Some key features of Manual Credit Assessment are explained in the following sections.

5.1.1 Landing Page

The features of landing page are as follows:

- Landing page is similar for retail and business. This displays the summary of the credit decision from the external engine. Submission level decision is rolled up decision of all the applications. In case there are multiple reasons, then the banker can view it by clicking the More icon.

- Landing page also displays the applications. Summary view of all applications within the submission is provided.

- The landing page also displays the widgets or functions available for the submissions. The banker can click on the widgets to open up the functionality.

5.1.2 Panel Drawer

The features of landing page are as follows:

- Notes: Displays any notes captured as part of application capture or any previous tasks. Following details are displayed: created by and on, subject, comment, internal to bank, stage.

- Policy Deviations: Policy deviation details are displayed with actions to view the policy deviations and capture policy deviations. If policy deviations are captured as part of MCD then the approval task for the policy deviations captured is invoked along with the other approvals required as part of Manual Credit Assessment. As per the existing approval functionality, if the task is approved, then all the policy deviations are updated as approved else Declined. If there is a decline, the task is returned to the initiator.

- Application Details: This provides the summary view of all the applications within a submission. Application wise information boxes are displayed with information on application ID, request type decision status at application level product groups in the application.

  Additional reasons like Application summary, reasons can be viewed by clicking the arrow provided. The banker can add the reasons for the Party, Facility or Collateral as part of the application details.

  Through application details panel drawer, provision is given to credit manager to recommend a lower amount for facilities under a submission. If a lower amount is recommended, downsell processing is triggered.

- Application Header: Ability to record the outbound document delivery preferences for broker sourced application, to deliver the customer's offer documents to broker.

5.1.3 Credit Exposure

Exposure can be viewed for the group, if the submission is a group submission and for the applicants, guarantors, cosigners, and affiliates (of applicants and guarantors) for a non-group submission.

- As part of view exposure summary panel, a View File Summary Report link is provided. On clicking it, the file summary report will generate a report that contains the details of the various facilities owned by the borrowers, cosigners, and guarantors, the collaterals for those limits and the accounts under them with the respective outstanding.

- Exposure details are across Business Units (BU) or LOBs (Line of Business).

- For a group submission, Group name in context of the submission is displayed. A button Show Members is provided which can be used to view the members of the group. From the list of members, banker can select specific members to be included in the credit exposure view. The members who are not selected in this list their details are shown in the Associate Exposure tab.

- For a non group submission, Names of all parties (applicants, cosigners, and guarantors) in context of the submission are displayed. Exposure details for the parties are displayed (no direct and associate). A party filter is available which displays all parties (applicants, cosigners, and guarantors) in context of the submission. Details of parties not selected in the Party filter are shown in related exposure.

- A party filter is provided to select for which parties the credit exposure details are to be displayed. This is available in both the group and party submission cases. Based on the submission level (group or party) and party filter selection, credit exposure details are displayed (direct exposure is applicable for party and group submissions, and associate exposure is applicable for group submissions).

- Exposure details for the selections made above are displayed in two tabs: Credit Exposure and Associate Exposure. A party filter is available inside both the tabs.

- Credit Exposure: The filter in this tab displays all members in the group by default. In case Members to be included in the credit exposure view have been modified (using the View Members button), then the

unselected parties are not shown in this filter. When viewing the credit exposure of the party or borrowing entity, system also displays the cosigner exposure for the party or borrowing entity, if the party or the party under the borrowing entity has been associated as a cosigner with other facilities.

- Associate Exposure: The filter in this tab displays the members in the group that are not included in the credit exposure view (using the Show Members button). System also includes cosigner added to a group and displays them in the member listing.

- Details of parties not selected in the Party filter are shown in related exposure.

5.1.4 Financial Analysis

Financial Analysis function varies in retail and business scenarios. In the business scenario, banker reviews the entire financial analysis and can do only manual adjustments, where as in retail scenario, the banker can form debt service groups and calculate surplus.

As part of review of financials, the banker is able to view the individual and consolidated financial statements, horizontal analysis showing the year-on-year growth of the financial parameters, vertical analysis or the ratio analysis and sensitivity analysis. All the sections of the financial analysis task, except the debt servicing task, are viewable for the banker.

Debt servicing is done at a group level as part of the financial analysis task. As part of the manual credit assessment, the banker has an option to include an additional income or reduce some expenses which is part of the original debt servicing scenario.

In case of retail scenario, there is no financial analysis task and hence the entire process of formation of the debt servicing group will happen as part of MCD task. The user can add a cosigner also as part of a debt servicing group, if a cosigner is part of the application and also co-applicants of credit card, if any for the credit card facility. The banker can also add affiliates of guarantors in debt servicing groups, if financials have been captured for the affiliates.

As part of debt servicing, system identifies and marks certain financial parameters which are to be used for debt servicing.

The following features form part of the debt servicing capability within manual review of the credit assessment.

- Repayment summary consolidated consists of repayment summary Proposed and repayment summary Others. Repayment summary Proposed consists of the monthly debt servicing obligation for each product group. This is calculated using interest sensitivity rate, requested amount, and requested term along with additional components like Moratorium Interest Limit and CCI.

- Additional obligations are captured as the repayment obligations Others, which is the existing loans of the applicants or guarantor within the bank and outside the bank. This information has to be entered. System supports capture of both pre and post loan scenarios, which are essentially the scenarios before and after sanctioning of the loans.

- Debt servicing summary displays the information at debt service group level. The system displays available surplus for debt service (sum of incomes of each member of the group after expenses), repayment obligation (sum of existing and proposed loans of the members of the group) and balance amount after surplus (available surplus for debt service minus repayment obligation).

- The user can click the debt servicing group to expand the members of the debt servicing group. A view and delete link is provided as action against each member.

- The delete button is used to remove a person from the debt servicing group.

- The view button shows the values for financial parameters marked for debt servicing. The values are displayed as captured in the system and returned by the decision engine.

- At a debt servicing group level, the user can choose to add a person to the debt servicing group or modify the debt servicing summary. Same person can be added across multiple debt servicing groups.

- The modify debt servicing summary page opens financial summary of the debt servicing group. It contains all the income and expense parameters for each of the borrowers who are part of the debt service group.

- In case, same financial parameter has values across multiple borrowers, then the system will show the total value.

- For organization and trust where the financial statements are captured for a period (between a start date and end date), system will calculate the monthly value to arrive debt service value.

- In case of salaried individual where the income and expenses are captured based on frequency, system will arrive at the monthly value and use it for debt servicing.

- System displays the values as captured in application and as given by the decision engine. An additional column is provided for the user to input values which is different from those provided by decision engine and customer. This value is used to arrive at the debt servicing scenario.

- Based on the user input value, system displays the pre and post loan scenario for the members of the debt servicing group.

- The user can capture the comments and approve or decline the submission.

- For a HELOC product, in the Draw Period, the monthly repayment amount may be based on the interest accrued on the account plus some percentage of the principal outstanding. Accordingly, the Debt Servicing Obligation calculation for a HELOC account supports the repayment method of Interest and part Principal. The debt servicing calculation based on this repayment method of Interest plus Part Principal Amount is available for all MOF, OD, and HELOC products.

5.1.5 Interest Sensitivity Rate

Interest sensitivity rate is the rate used for calculating the debt service obligation of the borrower. This rate is used only for calculating the debt servicing obligation for credit decision and does not have a bearing on the actual rate fixed for the account post credit decision.

The following are the features of interest sensitivity rate:

- It is stored against origination domain for each product group and against each offer within the product group.

- If the offer is selected upfront as part of application capture, the system uses the interest sensitivity rate at the offer level for calculating the debt servicing amount, else rate maintained at the product group is used.

- Interest sensitivity rate is calculated as sum of rate maintained, interest sensitivity buffer, and risk based margin. If this rate is lower than the floor rate maintained in Product Manufacturing, the system uses the floor rate to calculate debt servicing obligations.

5.1.6 Credit Worthiness

This includes the qualitative analysis of the credit assessment. It aims to provide the banker a set of information about the past performance and conduct of the existing accounts of the borrower which in turn gives input to the banker on the character of the borrower. The process involves assessment of the

customer's integrity based on set of information about background, reputation, past credit history and so on. The borrower credit rating is also giving an input to the character of the borrower.

The objective of the process is to retrieve and display a set of information about the borrower and his accounts from Oracle Banking that aids the banker in credit assessment.

The information is provided for all the applicants, cosigners, and guarantors and all the borrowing entities (including co-applicant of credit cards) where applicant is a party.

- For the selected party, customer's photograph and signature are displayed. Information such as party name and role, customer's date of birth, onboarding date, home branch and address of the customer is displayed.

- All the borrowing entities, where the applicant or guarantor is a part, are identified, then all the Facilities of the borrowing entities are identified, then the product groups of the facilities and accounts under them are identified. For all these identified accounts of the party, account details are displayed in separate tabs of Summary, Loans and Credits, Cards, Deposits, Breaches, Bureau Reports and Warning Indicators.

- Summary: A Summary view of assets and liabilities is displayed in separate expandable or collapsible panels. In each panel, for each account balance or outstanding is displayed as on current date.

- In both the asset and liabilities panel, Total Balance or Outstanding (sum of all the individual accounts) is displayed along with currency. In case accounts are in different currency then conversion is done to branch currency and total is calculated.

- Loans and Credits: The panel contains details of asset products (loans and OD). Details are shown for each account under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. For both loans and OD, account number and currency are displayed along with product group, business unit, account holders, opening date and current DPD. The information displayed for loans include Irregular since, Arrears, late payments, Interest rate and for OD cheque returns, debit and credit turnover Avg balance.

- Cards: Details of card products are shown here in sub-panels. Details are shown for each account under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. The display and population depends upon the interface setup and is part of consulting activity.

- Deposits: These contain details of liability products (savings and term deposits). Details are shown for each account (TD details are shown at account level) under the asset class; in case of multiple accounts details are shown in separate rows in the sub-panel. Also an icon is displayed against each asset class. For CASA the cheque returned balance, opening date, days in TOD are displayed.

- TD: Deposit amount is shown along with currency and Lien amount along with currency.

- Breaches: This tab displays details of any conditions and covenants which are in overdue status. Conditions and covenants are displayed in two separate expandable or collapsible sub-panels. In case no breached conditions or covenants exist then number of breached conditions is shown as 0 in the bracket and table is not displayed. Insider limit breach is also displayed in this section, if the party is identified as insider or insider relative and the current credit extension breaches the threshold limit maintained for Insiders.

- Bureau Reports: This tab displays bureau data at following three levels:

  - Bureau data fetched and used during credit assessment process for the submission in context.

  - Details of existing bureau reports for the party if any. These are stored in party module.

  - Provision is also given to initiate a new bureau call at this point.

- Warning Indicators: This tab displays the risk indicators from the party general information page. In MCD task, only the applicable (ticked risk indicators from party general information page) risk indicators for the party are displayed.

- Credit Score: This tab displays the credit score stored in the party module. If the credit score of the party is available from 1 or more risk engines, then party module provides details as per all the risk engines. System should display multiple credit scores for the party.

- Internal Risk Grade: This information is provided by relevant credit decision system which are stored in party module. This information is provided by party module to Origination and displayed in credit worthiness.

5.1.7 Collateral

This includes the activities related to the collateral which are collateral exit analysis, collateral evaluation which include valuation and title search and finally Manual allocation of LVR.

- Collateral Exit or Collateral coverage consists details of all proposed facilities in the submission and displayed in separate rows. Details displayed include product group, net cover, surplus and added comfort. Banker can modify the net coverage by adding collateral adjustments. This is applicable only for business banking.

  - Collateral exit is done in the context of a proposed facility. All the facilities and collaterals linked to the selected proposed facilities are summed up separately and then the net position of facilities and collateral are taken separately to analyze the net position.

  - A sum of total facilities which include, Proposed facility amount in the context of selected facility, Proposed related facility, that is proposed facility amount of other facilities in the submission which share collateral with the selected facility, Existing related facility, that is facility amount of other existing facilities which share collateral with the selected facility.

  - In case Proposed related facility and existing related facility consist of multiple facilities then Individual facilities are summed up and total is displayed against Proposed related facility or Existing related facility with an option to view break up.

  - Total collaterals is the sum total of collaterals linked to this facility and related collaterals, which are collateral linked to proposed or existing facilities. This applies to direct collaterals as well as collaterals supporting a guarantee.

  - Collaterals linked directly to the selected facility as well as related collaterals can consist of multiple collaterals. For collaterals in this facility, individual collaterals are displayed in separate rows and their sum is displayed against Collaterals in this facility row.

  - For related collaterals, individual collateral values are summed up and total is displayed against related collateral. To view details of individual collaterals, a view button is provided.

  - Gross surplus or deficit: This is the difference between Total Facilities and Total Collaterals. Amount is displayed along with currency. If amount is positive then it is displayed in green, if negative it is displayed within brackets and in red.

  - Added Comfort is an input field, additional coverage amount, if any, can be captured here. Based on input the Net Cover is the difference between Gross Surplus or Deficit and Added Comfort. When the panel is displayed for the first time and Added Comfort is zero (not entered) net cover value is same as gross surplus or deficit.

- Manual allocation of Collateral for LVR is possible in MCD. This is also available as part of Capture Application.

  - In case, if the Decision taken is based on the LVR arrived due to the Manual allocations, then if there is any change in the collateral amounts post valuations, LCM provides an option to the banker to re-do the allocations again by creating a Manual Reallocation task.

  - For Manual Allocation against the applied facility, the system would require to check the Manual Reallocation status as part of Post Credit Assessment Structure Solution, instead of checking the LVR threshold breach and LTV matrix deterioration in case of LMI or NCCP applicable.

  - For Manual Allocation against the applied facilities, the system would require to check the Manual Reallocation status as part of Accept Offer instead of checking the LTV matrix deterioration in case of NCCP not applicable.

- Valuations tab displays details of the collaterals linked to the facilities in the submission (including the collaterals where valid valuation report is already present). If there is a valid (that is, unexpired) valuation present for the collateral and the recommended valuation type, then no valuation is required to be triggered for such collaterals, hence these collaterals are not displayed.

  - The banker can initiate valuation, change valuation type and waive valuation.

  - On click of Waive, a panel opens to capture details of waiver and the status is displayed as Waived by default.

  - In case the valuation is waived, Action column displays action Cancel Waiver in case user wishes to cancel the waive action. On click of Cancel Waiver, existing comments (captured during the Waive action) are displayed, user can click on Ok to cancel the waiver action.

  - Status of the valuation is updated from waived to uninitiated and Waive action is enabled again against the collateral.

  - Action button of Change Valuation Type: Valuation is identified with a type and this button can be used to change the valuation type.

  - Action button of Initiate: This option enables banker to initiate or trigger valuation task at collateral level.

  - If valuation is already done then instead of the action buttons of waive or initiate, existing valuation report link is displayed. This field is populated by the credit decision interface and returned as part of the response from the interface. Valuation report for expired valuations is also available.
  This applies to direct collaterals as well as the collaterals supporting a guarantee.

- Title search process is similar to valuation process. If there is a valid (that is unexpired) title search report present for the collateral in LCM module, then no title search is required to be triggered for such collaterals, hence these collaterals are not displayed. The following actions are available for the banker to perform:

  - Initiate: This option enables banker to initiate or trigger title search task at collateral level.

  - Waive: On click of Waive, a panel opens to capture details of waiver. The status is displayed as Waived by default. A field is provided to capture Comments with an edit icon next to it. On click of edit icon, details can be captured in the comments field.

  - On click of Ok, the status of the title search is updated to Waived.

- Action column displays action Cancel Waiver: In case user wishes to cancel the waive action. On click of Cancel Waiver, existing comments (captured during the waive action) are displayed, user can click Ok to cancel the waiver action.

- Status of the title search is updated from waived to uninitiated and Waive action is enabled again against the collateral.

This applies to direct collaterals as well as the collaterals supporting a guarantee.

5.1.8 Conditions and Covenant

The condition or covenants are issued by the banker that the borrower is required to comply over the life of loan. Conditions are defined and stored within LCM module. Condition or covenants can be captured for all parties in the application or borrowing entity including cosigners. As part of the credit assessment stage, credit decision interface links the conditions returned by the decision engine. As part of the manual credit decision task, the user can also attach conditions (which are defined as internal). Details of conditions and covenants are shown in two separate tabs.

- Conditions are added to an application. When an application is chosen for which conditions are being reviewed, Origination module fetches all active conditions from LCM module.

- Once the facility is selected, condition summary panel displays the condition or covenant details in a table format.

- The banker can View, Waive, Modify, Delete, and Add More Conditions.

- Conditions added manually within the review step are populated with Condition mode as Manual. Conditions that are determined by the internal rule defined within Oracle Banking are set with mode as Derived.

- Conditions are displayed here based on the definition of the condition within the LCM module. This attribute can have two values, that is Internal and External. Internal indicates silent conditions, that is if condition is defined with Conditions View=Internal, it is only displayed in the system to the banker but not printed on the offer letter. Conditions defined with value as External for this attribute are included in the offer letter.

- When conditions (which are recommendations from decision engine) are waived, then this is treated as a policy exception and requires approval from higher level role.

- Modify Action is enabled for a set of combination of condition type, condition status and condition mode values. On clicking the Modify action, the Monitoring panel based on the condition type (Preliminary, Precedent, or Subsequent) will allow to modify the User Addition field with or without the monitoring parameters.

- Monitoring preferences are enabled based on the condition type and are defaulted from the condition code definition. Only conditions belonging to condition type Subsequent allow for capture of monitoring parameters.

5.1.9 Verification

Verification is in the context of an Application. Once the application is selected, verification panel displays the recommended verification types required for all the applicants in the particular application that is being reviewed.

- The verification types are resolved based on the verification policy and also given by the decision engine. Verifications added in Capture Application are also available through credit assessment task.

The banker can either add more verification types or initiate the verification task from the verification action.

- Banker can also perform verification from MCD task itself. Functionality to complete verification from MCD task based on configuration is provided in Origination Preferences and Verification Category.

- The banker can waive a verification type. Waive: On click of Waive, the Waiver panel is enabled. Approval is configured for a Wavier request. User can input the waiver comments and save the details. On click of Save, the details are saved and the waiver panel is closed.

- Based on configuration, ability to link MCD task submit with completion of verifications initiated from MCD. If linked verifications are found on MCD submit which have not been completed, then banker is informed of the same.

5.1.10 Risk

Risks in origination parlance are the potential events that could impact the repayment of the loan by the borrower thereby creating a loss to bank. Mitigants are a clause or an action which can help to mitigate the impact of a specific risk. Risk and Mitigant Analysis is the subjective risk assessment where the banker identifies various risks associated with the projects proposed to be funded. Risks include other risks such as management risks, foreign exchange risk, supplier or customer risk, financial risks.

- Risk is captured in context of Application. Once the application is selected an Add New Risk panel opens by default, giving a provision to capture Risk Details. Mitigant Details panel is also available to capture any mitigant details against the captured risk. Both Risk Details and Mitigant Details are expandable or collapsible panels.

- Add New Risk panel: Risk and the corresponding mitigants can be captured using the add new risk panel.

- The User can click on add mitigant button to add more mitigant against the selected risk. Another row in the mitigant details table is shown below the existing rows and the user can add a new mitigant.

- Risks and mitigants that are captured here are not tracked in the system. In case risks are captured against an application at the time of Origination these risks do not impact the account later, if the same facility is later amended then the captured risks are not shown again. Any fresh risks associated with the amend flow of the facility are expected to be captured again.

- Risk and mitigant analysis is applicable only for business submission.

5.1.11 Review and Renew

Review and Renew widget is shown for only those submissions where there is an application with request type of Review and Renew. In case the submission contains multiple facilities for renew then the facilities are displayed in a drop-down list and banker can select the required facility to action.

- Banker can perform all the other functions, on submit system mandates the user to perform the action of Review and Renew if the submission contains a Review and Renew request.

- On submit origination passes on the new expiry date and review date to LCM and LCM updates the Review and Renew date of the facility.

- System does not allow the MCD task to complete unless user visits the Review and Renew action if the submission contains a review or renew request.

5.1.12 Credit Memorandum and Manual Decision

Credit assessment of a borrower and the subsequent capture of comments by a credit appraiser are comprehensively captured in a credit memorandum, this is available to the decision making authority in the bank to quickly understand the borrowers standing and their strengths and weakness in a variety of parameters. Credit memorandum gives a 360 degree view of a borrower's profile with regard to background, financials, cash flows, industry of operation, and competitors.

Each of the section or category covers various details of customer, request summary, customer profile and industry outlook, past performance, financial and other analysis done. Banker's recommendation is provided, which backs the approval or decline of the application.

- On click of the Credit Memorandum and Manual Decision widget, the page displays panels for Manual Decision and Credit Memorandum.

- Manual Decision page displays a mandatory radio button with values Approved and Declined.

- If Approved is chosen then Comments field is displayed for user to capture any comments for the approval. Also, the reason for overriding the decision engine's decision can be captured.

- If Declined is chosen then Comments field is displayed for user to capture any comments for the decline. Also, a panel for capturing Decline Reasons is opened with header New Reason.

- Credit Memorandum: As part of making the credit decision, banker prepares a credit memorandum which is a summary of all the findings of the credit analysis. Credit memorandum generation is mandatory if manual decision is Approved.

- A document policy is available in Oracle Banking document management to resolve the credit memorandum applicable for a particular template.

- The actual credit memorandum template is maintained in Documaker. Bank can maintain one or multiple credit memorandums in Documaker which can be resolved using the rules or policy maintained in Oracle Banking.

- On click of the Generate Credit Memorandum button, system runs the document policy and resolves the template for the submission. The template ID is passed to Documaker and template is opened with data prefilled in sections where the mapping has been done and few sections which are editable are open to edit.

- While the memorandum is being generated page displays the message Your credit memorandum is being generated with an icon. Credit memorandum document is generated.

- The memorandum document is stored within the IPM (Image and Process Management) component of Oracle Fusion Applications to view the credit memorandum document subsequently. Any subsequent changes to be made in the credit memorandum can be done by downloading the document and saving it to the local desktop of the approver and re-uploaded.

- Once memorandum is generated, page displays a mandatory check box Read and reviewed Credit Memorandum.

- For retail flow, mandatory sections of the credit memorandum have to be captured. Credit decision engine recommends for each application within the submission which sections of the credit memorandum are mandatory for the particular submission. This check is done on click of Submit in manual decision. If this validation fails, then system does not allow the user to proceed and displays the error message Submission cannot be approved without Credit Memo generation.

- For the retail flow, on click of Submit, system compares the amount of loan requested with the maximum amount of the collateral. If the loan requested is more than the maximum amount allowed for

a collateral, then system displays a warning message stating LTV Limit breached, Additional Collateral or Mortgage insurance is required.

- Reasons capture for 5Cs is mandatory, if not captured an error is thrown.

- Comments against the 5Cs are mandatory components of the memorandum, if not captured, an error is thrown on click of Save on the page.

- Notes functionality is enabled to capture comments against the 5C's which enables multiple users who access the MCD task to add their comments along with their user ID and time.

5.1.13 Approval of Credit Decision

On submit of MCD task, if approval is configured then approver views the MCD task in read only mode. The data displayed is the same as entered by the initiator, along with the manual decision taken by the initiator.

When the task is approved by the approver, origination flow moves forward. If the task is rejected by the approver decline flow is triggered, that is, decline task is created. In case approver requires more information from the credit manager then approver has the provision of sending the task back to initiator for more information. An alert is also sent to the initiator to inform that the task is assigned to him for providing more information.

5.2 Timeout Scenario

Credit Assessment is the process by which the bank determines whether to approve or refer or decline the loan application. This involves evaluation of the facility applied, the borrower and guarantor, if any, their financial position, credit bureau information and risk scores, and evaluation of the collateral linked to the facilities applied.

The system submits the submission (and its lending applications) for credit assessment through an adapter mechanism and provides a mechanism to return outcome at various levels in the submission, namely submission, application, applicant, facility and collateral. When the system makes a call to get an outcome from the credit decision engine and if the call fails for any reason, the system creates a human task called Credit Assessment Failure (at the submission level) which can be used to re-submit the submission for credit assessment. However, there is no mechanism to override this option and push the submission for a manual credit review.

The system provides a mechanism with the Credit Assessment Failure task to push the submission for manual credit decision processing using the action button Perform Manual Credit Review. When the submission is pushed for Manual Credit Review through the Review of Credit Assessment human task, the entire functions available as part of manual credit assessment will be available for the banker.

- **Credit Decision Status:** The system will default the Pending credit decision status for the different levels in the submission where a credit decision status is expected namely, submission, application, applicant, facility and collateral.

- **Verifications:** The internal verification policy defined within Common Services module of Oracle Banking Core (licensed separately) is executed to determine if any recommended verification is to be done. No external recommendations for verification from credit decision engine will be available.

- **Valuation:** There is no default recommended valuation for a collateral. However, system gives user an opportunity to capture recommended valuation type for collateral in the scenario where the submission is pushed for manual credit review.

■ **Conditions and Covenants:** Recommended conditions and covenants from the internal Conditions Policy and Covenants Policy defined within Oracle Banking Limits and Collateral Management are displayed and user can add any additional conditions and covenants.

■ **Credit Decision Reason Codes:** Since there is no interaction with the credit decision engine, there are no default reason codes populated for such a submission. However, the system provides user an option to add any credit decision reason codes, as may be applicable, for the different levels in the submission.

■ **Credit Memorandum:** In the scenario where the submission is pushed for manual credit review, the credit memorandum indicator at the submission level is set to Not Required.

■ **Overview:** For a submission which is overridden for manual credit review, the overview indicator is set to Required.

■ **Fraud Status:** The system makes a separate call to the fraud assessment system. In case of no response from this system, the default fraud status is set as Referred which creates the Fraud Status Resolution task documented separately in this document.

5.3 Fraud Resolution

The system provides a mechanism to store the fraud status at an application level. This fraud status is expected to be returned as an outcome of the interaction with external credit decision engine. A call is made to the application fraud check interface to get the details. From product perspective, there is a mechanism or place holder to have customer specific task for fraud resolution but no actual human task within the product release. The fraud status is validated during generation of outbound documents as part of the Create Offer stage in the origination workflow.

Apply for a Home and Content Insurance or Landlord Insurance (existing quote) along with other products (typically home loan).

Following are the features of Fraud Status Resolution task:

■ The call for credit decision and fraud outcomes are split into two separate calls. The credit decision outcome is an input to the fraud resolution. Therefore, in case the credit decision times out, the system makes the call to the fraud interface with a Pending credit decision status.

■ If outcome of the fraud status is other than Approved (that is, negative) then system can either:

  • Suspend the origination workflow till fraud resolution is done, or

  • Continue with the origination workflow (that is, irrespective of fraud outcome origination workflow will continue) till Create Offer stage. (The behavior is, if the credit decision status is APPROVED or CONDITIONALLY APPROVED using automatic or manual credit decision, the workflow will only stop at Create Offer stage for the respective application if fraud status is DECLINED or REFERRED).

This is achieved using an outcome indicator as to whether the expected behavior is to HOLD the tasks created post approval of credit decision or to CONTINUE with the tasks created post approval of credit decision. The default product behavior is to HOLD the post approval tasks in case the credit decision is APPROVED or CONDITIONALLY APPROVED but the fraud outcome is DECLINED or REFERRED. In this scenario, the system creates the Fraud Status Resolution task and on successful completion of this task, if the status is overridden to APPROVED, only then system will move forward to create the post approval tasks within Origination.

- The system allows the capability to override fraud analysis status in Oracle Banking Originations with the Fraud Status Resolution human task (created at submission level). This task enables the user to override negative outcome (DECLINED or REFERRED) of the fraud status at an application level, if required. The application level statuses are rolled up to a submission level status. A reason code capture is provided whenever the status at the application level is being modified.

- The Credit Decision History Inquiry displays the fraud outcome (automated and manual) at the application level. To provide this mechanism, the system stores two separate identifiers for the fraud status (one each for automated and manual outcomes) as part of the attributes stored for the outcome of credit decision interaction.

- The system provides extension capabilities within the Fraud Status Resolution sub-process to ensure that this can be overridden within the consulting layer.

- Interfacing capability with an external fraud check engine is supported in the product. Details of the external system call such as reference number, status, date and time are displayed. Provision for initiating call to the fraud check engine is also given through the human task, in case the call to the engine fails due to technical errors.

5.4 Approval Confirmation

To ensure that an offer made to a customer post initial credit assessment stands valid before create offer, an approval confirmation call to the decision engine is available for a banker. There can be multiple calls to the decision engine until the Approved status is returned by the decision engine. Each call considers latest information (for example, party, financials, collaterals) and assesses whether the offer is still valid after any changes in the details of the party.

- A configuration is provided in origination preferences to decide whether approval confirmation is required or not.

- A tech configuration is also available for the bank to decide whether single or multiple approval confirmation call must be initiated.

- The approval confirmation call is made just before the Create Offer task:

  - after completion all parallel tasks such as Verification, Valuation, Fraud, Manual Identity Verification, Title Search and Structure Solution are complete, and

  - applicable tasks of LMI, CCI and Quick Refinance are complete.

- This call is applicable only for lending applications.

- The approval confirmation call is similar to the credit decision call post submission of application form. All the updated data between the last decision call and present state are sent to the engine in a request and the response is received.

- The following responses are expected from approval confirmation call:

  - Approved: All application move to create offer stage post approval.

  - Approval subject to verification: If new verification types for which verification has not been performed are returned in the recommendation from the decision engine, a verification task is created with the additional verification types. Once the verification is completed, all applications move to the Create Offer task.

  - Approval subject to valuation: In case the Valuation task is created and Structure Solution is re-triggered, once structure solution is confirmed, all applications move to Create Offer task.

- Refer: Manual Credit Decision task is created. If the credit decision is to decline, then the applications move to the reject flow. If it is approved, all the applications move to Create Offer task.

- Downsell: Downsell task is created. Once task is completed and Manual Credit Decision task is approved (if applicable) or all applicable tasks are completed, the applications move to Create Offer task. If the task is declined, then the applications move to the reject flow.

- Declined: The reject flow is initiated for all applications. Ability to initiate manual credit decision from the decline offer task.

- Approval confirmation date is stored as the last decision date and used for the calculation of offer expiry date.

- An alert is sent to the banker, if the response received from the decision engine is declined.

6 Verification

Verification indicates the logical information provisioned by applicants (including credit card co-applicant and add-on applicant), cosigner and guarantors which has to be verified by the bank post the credit approval. Such cases are called conditionally approved cases subject to conditions such as, verification or valuation being completed successfully. Also, there could be scenarios where the bank might approve the submission only after tasks like verification or valuation are completed successfully.

Oracle Banking Originations provides both these flexibilities based on the outcome of credit assessment.

Following are the features of verification:

- Applicable for lending applications. Task is created at application level.

- Mechanism to display recommended verification, if any, from external interface.

- Execute and display outcome of verification policy executed at different levels based on the configuration within the Verification Policy maintenance within the Common Services module of Oracle Banking.

- Option to add any additional verification over and above recommended (from external system or internal rules) verifications.

- Actions to perform verification or waiver of external or derived verification within this task.

- Capture and display of linked document types to each logical verification type.

- Options to either mark verifications as Successful or Unsuccessful with appropriate comments.

- Support approval of waiver of recommended verifications.

- As part of facility creation or modification, system validates for insider limit breach and in case of a breach, system resolves the Verification Type Board Approval.

- **Request More Information**: A status called Request More Information is available at each verification instance level. It appears in the Verification Details panel of the Verification task at application level. This enables the bank to indicate that additional information is required from the applicant for the verification to be completed. This status and the associated comments (which are visible outside bank) can be viewed from the customer facing channels like internet banking to indicate to the customer what exactly needs to be furnished for the verification to be completed. In case, the status is moved to Request More Information, then the system sends an alert to indicate the customer that the verification is pending more information.

- **Comments or Notes Integration**: The Comments functionality is integrated within the Verification task. This task supports replying to existing comments, providing history of the changes to the comments, and mechanism to identify whether the comments should be internal or external to bank users.

- **Conditions Capture**: For more information on the functionality of conditions capture within Verification task, see Section 16.3 Conditions.

- **Display of application details**: View Submission link is provided in the Verification task for the banker to view the application details. On clicking it, the system displays the application details such as, personal details, employment details, financial details and so on. The user can view whether the customers have submitted the document to support their claims in application form.

- **Display of completed verifications**: It is possible that the submission might undergo multiple edits during its life cycle. In each edit scenario, a new set of verifications is resolved which the user has to verify. These verifications may also include verifications that have been performed earlier. System stores all the completed verification types for party or collateral as part of submission. Whenever a submission is edited and a fresh set of verification types is created for verifications which are already verified, system enables the View History link. The user can click the link to view the verification and based on the history, current verification can be marked successful.

- **Automatic update of verification status for multiple instances of same verification type**: As part of verification policy, it is possible that the same verification type is resolved for the party or collateral as part of different applications. System updates all the instances of verification type within the same submission across applications, if the verification type is completed in any one application.

- **Modify verification status**: System allows modification of verification status and verification type from successful to unsuccessful or request more information till the verify application data task is submitted. Additionally, for each of these modifications, banker can capture comments. System will not allow further modification once the task is submitted.

- **Maintain validity of verification and display such verifications as valid, if it is resolved for the same party or collateral**: System allows maintaining validity for a verification type. If the same verification type is resolved again for the same party or collateral within the validity period, the system marks them as successfully verified.

- **Ability to automatically initiate the verification task on successful upload of documents**: System initiates verification task only if the mandatory documents are attached to it. System enables the link from Application Tracker where the banker can upload the mandatory documents for each verification type. Once the mandatory documents are uploaded, the system initiates the task in the worklist where the banker can complete the verifications.

- Certain verifications are very common for a lending application. Verification of Asset and Liability of a customer applying for a loan is a very common occurrence. Also many loans require the customer to pay a contribution. System has the capability to use various facts for resolving verification for Asset Verification, Liability Verification and Customer Contribution Verification.

- The Verification human task has been transformed to improve usability and user experience.

- **Verification completion from Application Form:** The frontline banker can add and complete a verification type from the Application Form. This functionality is enabled based on configuration provided at Origination Preferences to allow verification from Application Form and at the Verification Category level parameter to allow verification to be completed by frontline banker.

- **Contextual Verification:** The verification type configuration includes the configuration for Contextual Verification. If the field Contextual Verification Applicable is selected, then the user has to necessarily select the context to be associated with the verification type in the Applicable Context field. A pre-defined list of fields or task-flows are available to be selected as a context. A verification type can be associated with multiple contexts. If a verification type is associated with a context, the Verification panel displays the data entered for the context in the Application Form.

- **Multiple Verification Tasks based on Verification Category:** Verification category is passed as an input to the BPM task configuration rules so that separate tasks are created based on the verification category. BPM task configuration rule also allows grouping of verification categories so that a single task can be created for more than one verification category.

- **Auto closure of Verification Task when all mandatory verifications are completed:** System automatically closes the Verification human task when all the mandatory verifications have been verified.

- Verification is enabled for Concession Group and Verification of Identity (VOI).

- **Verification History:** The Verification History link helps the banker performing the verification to have a view of the action taken on the same verification type in a previous instance.

    - History from Previous Submission: If a verification type has been actioned (that is, marked as Successful, Unsuccessful or Request More Info) in a previous submission, system displays the verification history against the verification type. Only the last action taken on the verification type in the previous submission is displayed.

    - History from Current Submission: If a verification type has been actioned (that is, marked as Successful, Unsuccessful or Request More Info) in a previous instance of the same submission (that is, before Edit Submission), system displays the verification history against the verification type. Only the last action taken on the verification type before Edit Submission is displayed. A record is displayed for each instance of Edit Submission, if an action was taken on the verification type in that instance.

- **Verification document validity check against Review and Submit Date:** If configuration is maintained in Verification Type (Fast Path: CS22) to check the validity of a particular document against Process Step Reference Date (Review and Submit Date), system checks the validity of a document against the Review and Submit Date. If a document is valid at the Review and Submit Date, it is deemed valid for the purpose of that particular submission.

- **Verification with Expired Documents:** If a document linked to a verification type is expired, in the Verification page, system retains the expired document with status as Elapsed based on parameters provided by Content module. If the user tries to mark a verification type that has an associated expired document as Successful, system validates and does not allow the verification type to be marked as successful, unless Override Reason Code is captured. Approval can be configured for marking a verification type as successful with an expired document.

- **Verification on Approval Confirmation:** The verification process is re-triggered in case the approval confirmation call to the credit decision engine returns as Approved subject to verification, Referred, or Downsell. In all the scenarios, system retains the original verification checklist to which the newly recommended verification types are added. Also system performs checks to retain the status of the verification type as Successful, if context has been modified (applicable for Contextual Verifications) and if the verification has a validity (applicable for Non-Contextual Verifications).

- **Verification Questionnaire:** If a configuration for questionnaire has been done in Verification Type (Fast Path: CS22), system renders the verification questionnaire against the verification type and the document type (inline with each Document Type). The user working on the verification is required to answer the questions as part of the verification process before the verification can be completed. If the user selects an adverse response (negative response as per the adverse rule configuration done for the question in Section Maintenance (Fast Path: CS104)) in any of the question set linked to the verification type, system does not allow the user to complete the verification type without capturing an Override Reason Code. Approval can be configured for marking a verification type as successful with an adverse response to a question.

- For the alert event Request More Info for a verification type, system passes additional data elements in the alert message including a dynamic list of documents that is still outstanding from customer or has expired.

- **Indexing of Verification Documents** :

  - For inbound documents uploaded in the Verification process, system passes the additional indices of Application ID and Truncated Application ID along with the other indices.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

7 Valuation

Valuation indicates the process by which the bank will assess the current market value of the collateral (depending upon the type of assessment of valuation). This will also determine other key indicators for the loan applied for by customer, which are the Loan to Value Ratio (also called LVR) and the bank value of the collateral calculated based on the valuation process.

Typically, bank interacts with external valuation agencies, either through manual or automatic process, to get the collateral evaluated in lieu of the facilities applied for by the customer, though this information may not necessarily be always shared with the vendors who perform the valuation.

Following are the features of valuation:

- This task is created at collateral level. It can be initiated either from Review of Credit Assessment (also known as Manual Credit Decision) or as part of the post approval tasks once a submission credit decision has been approved.

- Capability to handle business rules like creation of task only if the collateral task has Valuation Required parameter enabled as part of Collateral Category Preferences within Oracle Banking Limits and Collateral Management.

- The Valuation request task title also displays the Collateral address details to help the banker easily identify the collateral related valuation request task.

- Handling of recommended valuation type as part of the outcomes for credit assessment received from external interface.

- Task creation is not triggered when unexpired valuation reports are present within Oracle Banking Limits and Collateral Management.

- In case the submission is sourced by a broker, the broker information will be available as part of valuation request.

- Valuation contains the following features or capabilities:

  - Initiate request for valuation to valuation agency

  - Amend or Re-initiate request

  - Cancel valuation request

  - Receive or Capture or Display the collateral valuation report

  - Inquire a completed valuation report

  - Update status for collateral valuation request

  - Verify valuation report once it has been captured

- System can identify the valuation agency or agencies to which the valuation request can be sent based on rules defined for different collateral categories and key attributes like the geographical location of the particular asset.

- This task has been integrated with the valuation process developed within Oracle Banking Limits and Collateral Management. The valuation task (at collateral level) within Oracle Banking Originations has the mechanism to invoke the LCM valuation sub-process which has the following steps:

- Valuation Request Details Capture
- Valuation Report
- Valuation Report Verification

- The valuation report validity can be maintained for Collateral category - Valuation type combination level.

- Based on the configuration, the valuation request task can be automated (no human task) or handled manually through BPM human task. The system has the capability to auto populate the details required and complete the Valuation request task without any human intervention. The system has the logic not to automate the valuation request task, if the following conditions are not satisfied:
  - All mandatory documents required for valuation are not provided
  - Contact person details for the property are not captured

- The Valuation report verification can be manually verified through BPM task or through external system verification. This is handled through Collateral category level configuration.

- Based on the above configuration, once the Valuation report details are received, the system automatically sends these details to the third party external system to complete verification. In case the verification is rejected, either the system reinitiates the Valuation Request task or creates the valuation report verification task for manual intervention depending on the response received.

- The tracking of valuation tasks is possible in Application Tracker.

- Ability to trigger the cancellation of valuation request in the following scenarios:
  - If the submission is withdrawn
  - If the submission is edited and collateral is removed

- Ability to retain the valuation request in case of edit submission when the collateral is same and the decision engine returns the same valuation type. The valuation request is retained if the valuation report is not received before the submit of edit submission.

- Ability to validate on initiation of the manual valuation request task if the collateral has a valuation report which is pending or with an open query. If yes, the new request is initiated and request task is remain open.

- Ability to re-initiate an online valuation request call from the Valuation Error task to an integrated external interface in case of valuation failure. Ability to view the request details, failure details and re-initiate the call to external interface using Re-initiate button.

- Once the valuation report is received, you can add a query based on the valuation report status received from decision engine.
  - Report Approved : Allowed to add query.
  - Report Rejected : Allowed to add query only if valuation is not requested by credit decision engine and no subsequent valuation requests are in-progress.
  - Report Referred : Not allowed to add query.

- If the valuer agrees to a dispute raised then a new amended valuation report is received and market value and LVR gets updated.

8 Title Search

Title Search is the process by which the bank can authenticate if the collateral is registered with the applicant or guarantor claiming to be the owner of the collateral. This process involves interaction with agencies in charge of title registration and involves multiple steps, similar to valuation.

Following are the features of title search:

- This task is created at collateral level. It can be initiated either from Review of Credit Assessment (also known as Manual Credit Decision) or as part of the Post Approval tasks once a submission has been approved.

- Task creation is not triggered when unexpired title search reports are present within Oracle Banking Limits and Collateral Management or the title details are captured manually as part of Application Form itself.

- In case the submission is sourced by a broker, then the broker information will be available as part of Title Search Request.

- Capability to identify the agency to which the Title Search Request has to be sent is based on rules defined for collateral category and address information of the collateral. Ability to configure collateral categories for which Title Search is required.

- Key steps within title search are as follows:

  - Initiate title search request to title search agency (including capability to send multiple requests).

  - Amend or Re-initiate existing title search request.

  - Cancel title search request.

  - Receive, store and display of title search reports.

  - Mechanism to update the status of the title search request.

- The Title Search sub-process developed within Oracle Banking Limits and Collateral Management is performed on the same lines as Valuation mentioned above. The Title Search task within Oracle Banking Originations is integrated with the LCM Title Search sub-process having the same logical steps as mentioned for Valuation.

- The only key difference within the Oracle Banking Originations Title Search task is the Waive functionality which continues to be available only through Origination module. The logic of re-creating the Oracle Banking Originations task for title search after each sub-process iteration is completed is similar to that of valuation as mentioned above.

- The title search initiated from Capture Application has the request task automated (always) and the report and verification can be manually done through BPM tasks.

- The tracking of Title Search tasks is possible in Application Tracker.

- Ability to initiate and perform second title search, in case the collateral pledged as security is to be subdivided and has new title particulars (like title and lot references) after subdivision is completed.

9 Structure Solution

This is the stage where the account can be configured for the product groups applied for in the submission.

Following are the features of Structure Solution:

- Applicable for both lending and liability product groups.

- Mandatory for liability product groups as part of the Application Form.

- Mandatory post credit assessment for lending product groups.

- Task is created at product group level. If the account configuration is done pre-assessment, then this is retained post assessment, except a few scenarios like downsell acceptance.

- Handling of loan and overdraft cases within this stage. Mechanism to create one or more sub-lines within the facility (or main line) applied for. Option to decrease mainline limit in case customers want lesser limit than what is approved by the credit decision engine.

- Interaction with offer selector for recommendation of offers based on features required and offer eligibility validations.

- Configuration of account information based on which accounts will be created during the account opening process triggered from either Create Account or Settlement Instruction human task within Oracle Banking Originations.

- Capability to interact with Oracle Banking Relationship Pricing for derivation and display of interest rates, margins and fees, wherever applicable.

- Negotiation of margins and fees. Approval handling for negotiation of interest margins and fees. As part of the overall solution when the user submits the task via the Confirm button in the Lending Structure Solution task and if there are any fee and/or margin negotiations for which approval is needed, system generates a approval notification document which is sent via email to the approval user or user group resolved by DPA.

- Retrieval of origination fees, option to collect or defer these fees so that they are deducted as part of disbursement during settlement instruction execution.

- Refresh of the funds table for the respective product group.

- LVR, Outstanding Exposure are available as facts in Pricing to determine the relevant pricing for the accounts.

- Ability to cancel or unsubscribe the bundle as part of Post Credit Assessment Structure Solution.

- Retrieval of Origination Fees based on the offer selected under the Product Group.

- Check or validate for other product offers before allowing to select a specific product offer.

- Validate the Facility Warning Indicators, if any.

- Capture Broker or Introducer details in account configuration.

- Identify the immediate Product Groups when there is a bundle selection as part of Group of Group Product Groups.

- Validate and process the Product Groups, which are indicated for Internal Refinance accordingly.

- Ability to link existing CASA accounts to Overdraft facility.

- Display the Available Amount of the Credit Facility in the Structure Solution during Origination workflow.

- During amendment of facility, the changes to facility amount or term leads to repricing of the existing accounts under the facility. The effect of such repricing could either result in a new rate type such as Customized Rate or continuance of the existing Customized Rate. In those scenarios, origination allows the existing accounts to be reconfigured.

- Support for Flexi Credit Facility products with functionalities like restricting only one level of Sublines, restricting only one accounts under each Subline.

- Support the configuration of Office Suspense accounts.

- Support account configurations for IPA.

- Pass Broker and Introducer details for the relevant modules.

- Origination: Loan Structure Solution: Subsequent Acct Fee is displayed under Capitalized Servicing Fee only when the Capitalize Fee is unchecked under Product details.

- The Account Holder Preferences are added for a Cosigner.

- The Start Date of the Subline is defaulted with Current process date and allows the user to modify the Subline Start Date to any date between Current Process Date to Mainline Start Date.

- The decision engine recommends the downsell offer along with downsell amount. Decision engine can recommend offer, amount or both that is, amount and offer.

  - If the account is configured as part of pre-structure solution process and the decision engine recommends a different offer as downsell, then system validates and displays the error message to delete the configuration which was made as part of pre-structure solution and configure again with the approved offer.

  - If the account is not configured as part of pre-structure solution process, then system displays the approved offers in the structure solution and allows the user to configure account only with recommended offers.

  - A quick task called Settlement Payout is provided, which is an optional quick task. This quick task is not visible if Settlement required flag is set as No in Credit Policy linked to the Product group. If the user wants to capture the payout details and contribution details upfront during the application capture, then the user can capture it here.

- Execute Quick Refinance rule on submission of post assessment Structure Solution human task.

- The attributes of External Refinance panel of Product stage are available as part of External Refinance quick task.

- The Financial Rewards quick task is visible only for Lending products (Loans and Overdraft). The quick task is enabled for action only if at least one account is configured. User can perform this action either in Configure stage of Application Form or in the Structure Solution human task.

- User can select an account (that is, other than nominated account) for the credit of the financial reward amount. However, if the user does not select any credit account, then the financial rewards are credited to the Loan or OD account that is being configured and nominated for fee collection in the Configure stage.

- The Additional Property fees, Change of Name fees and Non Chargeable fees configured and resolved are displayed under Collect Fee taskflow. The collection type for Non Chargeable fees is tagged with Non Chargeable collection type and user is not allowed to change the collection type for such fees.

- If the LMI quote fetched in the Application Form is different from the LMI premium in Structure Solution human task, then a message is displayed to the user to take appropriate action.

- Once the user confirms Structure Solution human task, system checks if any of the fact values used in Interest price policy chart configuration has been changed from the last account configuration date. If there is any change in the fact values, then system forces the user to reconfigure the account, else it allows the user to proceed further in the origination flow.

- Capability to have the Structure Solution task at submission level or at product group level based on technical configuration.

- If the technical configuration for the structure solution human task is set at submission level, then on invoking the Structure Solution human task, only asset products with submission type new and amend in the submission is displayed as a tile, similar to the Configure stage of the Application Form. This behavior is applicable for regular as well as IPA submissions. For example, if a party applies for a Home Loan, a Personal Loan and a Business Line of Credit product group, then once the credit decision is complete and the decision status is either approved or conditionally approved, a single Structure Solution task is created and all the product groups are displayed as tiles.

- Capability to display the following message under the Mainline summary and the Subline summary for evergreen facilities: This is an Evergreen Facility. Additionally, user cannot capture a Term against such a facility, as these facilities do not have any expiry.

- Ability to validate and display an error message on submitting the Structure Solution human task, if there is any dispute query pending for action.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

9.1 Current and Savings Account Configuration

The key features of Current and Savings Account (CASA) account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the Application Form. This is handled for applications created for individual or organization or trust type of applicants.

- Alternate Account Capture: The system provides mechanism to capture alternate account for credit or debit interest and fees as part of the account configuration itself.

- Capture of Default Mailing Address and Correspondence Preferences related features: Default Mailing Address mandatory for all borrowers. Correspondence Preference mandates at least one account owner to be selected. This includes the affiliates linked to the account as well.

- Capability to link affiliates associated with applicants to the account.

- Cheque Book Request capture is optional for the accounts where the offer selected has cheque book facility and the customer wishes to apply for cheque book as part of account configuration. Based on whether cheque book details are to be captured, the appropriate fields are enabled for capture.

- Personalized title for the cheque book can be captured as part of the cheque book details panel.

- Mechanism to capture Account Preference called Employee Referred Account. This indicator can be used to identify whether the account has been referred by an employee. Thereby, appropriate margins can be applied. As part of Account Preference panel, the user can either select the account as Employee Account or Employee Referred Account.

- Backdated Account Opening: As per integration with Oracle Banking Relationship Pricing to fetch rates based on the value date.

- Capture of Account Operating Instructions.

- Warning indicator actions such as Prevent Cheque Book Issue action can be handled as part of Cheque Book Issue Details Capture in Account Configuration.

- Customized rates are supported.

- Account configuration for IPA is supported.

- For OD type of accounts, banks can send a bill to the customer. Suppose customer opts for instructions to repay amount, then such instructions (billing instructions) can be captured during account configuration.

- In Structure Solution for an OD facility when user selects the option to link existing account and selects an existing CASA account, system checks if the selected CASA account has already been added as collateral and has a lien of type Collateral. If yes, system throws an error message saying that CASA account cannot be linked to the OD account as it is already linked as Collateral.

- In Structure Solution for HELOC new account (which is solutioned as MOF facility), system allows only one account to be added and configured. System also creates the OD subline automatically with expiry date equal to equal to Draw period of the HELOC facility.

- In Structure Solution for HELOC amend account:

  - If the amend is to increase or decrease the HELOC mainline amount, the OD subline is updated with the new requested or modified requested amount of main facility.

  - If the amend is to increase or decrease the HELOC draw period, OD Subline expiry date is updated with the new Proposed Draw Expiry Date.

- Annual Percentage Yield (APY):

  - Ability to compute APY for OD accounts in credit stage is supported.

- Annual Percentage Rate (APR):

  - Ability to compute amount financed value and store against the OD account is supported.

  - Computation and display of APR for OD accounts is supported.

- Regulatory Codes:

  - Ability to capture and save the relevant regulatory code (For example, in the US Community Reinvestment Act) pertaining to each regulation at the account level.

  - Regulatory codes are configurable and can be generic across geographies.

  - Regulatory codes can be captured during origination of new OD account and as part of amending account under amend lending facility.

- Cosigner:
    - Ability to add cosigner relationship to the OD account.
    - Ability to capture cosigner account holder and statement preferences.

9.2 Term Deposit Account Configuration

The key features of Term Deposit account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the Application Form. This is handled for applications created for individual or organization or trust type of applicants.

- Backdated Account Opening: As per integration with Oracle Banking Relationship Pricing to fetch rates based on the value date.

- Mechanism to capture transacting party details in case of threshold limit breach for certain modes of payin.

- Mechanism to capture Account Preference called Employee Referred Account indicator. It is used to identify if the account has been referred by an employee and so appropriate margins can be applied. As part of Account Preference panel, the user can either select the account as Employee Account or Employee Referred Account.

- Capability to link affiliates associated with applicants to the account.

- Account Operating Instructions can be captured.

- Customized rates are supported.

- Account configurations for IPA are supported.

9.3 Loan Account Configuration

The key features of Loan account configuration are as follows:

- Account Title: The account title is auto-populated with the names of all the applicants who are present as part of the Application Form. This is handled for applications created for individual or organization or trust type of applicants.

- Capture of Default Mailing Address and Correspondence Preferences related features: Default Mailing Address mandatory for all borrowers. Correspondence Preference mandates at least one account owner to be selected. This includes the affiliates linked to the account as well.

- Capability to link affiliates associated with applicants to the account.

- Mechanism to capture Account Preference called Employee Referred Account: This indicator can be used to identify whether the account has been referred by an employee. Thereby, appropriate margins can be applied. As part of Account Preference panel, the user can either select the account as Employee Account or Employee Referred Account.

- Capture of Account Operating Instructions.

- Capture of Repayment instructions and Periodic Credit instructions.

- Customized rates are supported.

- Consumer Credit Insurance (CCI) is supported during account configuration.

- Capability to capture seasonal payments, escalated payments, bullet payments and balloon payments as repayments are supported as part of Flexi Repayment Schedule configuration.

- Moratorium period can be configured for the loan account both as term and amount.

- On click of Submit of Post Assessment Structure Solution, system compares the amount of loan requested with the maximum amount of the collateral. If the loan requested is more than the maximum amount allowed for a collateral, then system displays warning message stating LTV Limit breached, Additional Collateral or Mortgage insurance is required.

- Annual Percentage Rate (APR) by US Actuarial Method:

  - Ability to compute amount financed value and store against the loan account is supported.

  - Computation and display of APR for loan accounts is supported.

- Regulatory Codes:

  - Ability to capture and save the relevant regulatory code (For example, in the US Community Reinvestment Act) pertaining to each regulation at the account level.

  - Regulatory codes are configurable and can be generic across geographies.

  - Regulatory codes can be captured during origination of new loan account and as part of amending account under amend lending facility.

- Cosigner:

  - Ability to add cosigner relationship to the loan account.

  - Ability to capture cosigner account holder and statement preferences.

  - Ability to revalidate cosigner details at the account level if the cosigner is removed from the loan account during amend lending facility.

- Ability to provide interest benefit to customers while opening the loan account if:

  - Repayment instructions are captured while configuring the loan account.

  - Cosigner is added as part of the loan account.

- Ability to revalidate interest benefits during amending account under amend lending facility.

- Ability to apply different fees based on states.

- Provision to display and hide the Arrangement ID linked to the loan and OD accounts in account summary grid.

- The Approval Notification document is generated if there is any fee and/or margin negotiations performed for which approval is needed in the Lending Structure Solution human task. The approval notification document also includes policy deviations.

- The fees configured with nature as Non Chargeable is displayed in the Collect Fee task flow with Non Chargeable collection type. User is not allowed to manually change the collection type to Collect or Defer for such fees.

- Ability to capture Financial Rewards in the Quick Task section of the Configure stage. This quick task is visible only for Lending products (Loans and Overdraft). This quick task is enabled if at least one account is configured. The rewards applicable for the selected offer are displayed and the user is allowed to negotiate rewards, if any. This action is available in Configure stage of Application Form and in the post assessment Structure Solution human task.

- Ability to select the account other than nominated account for the credit of the financial reward amount. If the user does not select any credit account then the financial rewards are credited to Loan or OD account that which is configured and nominated for the fee collection in the Configure stage.

- Capability to validate if any of the Collateral in the task has a Valuation Report with a pending/open query, on confirming the Structure Solution task. If yes, system disallows the completion of the Structure Solution task till the time the query is resolved.

9.4 Credit Card Account Configuration

Credit card account configuration is based on the credit card offer chosen from the list of eligible offers under the credit card product group chosen within the Application Form. The system allows the user to configure the account covering key areas like:

- Primary card holder details

- Add on card holder details, if applicable

- Delivery Preferences

- Balance Transfer Details

- Membership Details

- Additional Information

10 Lenders Mortgage Insurance

Oracle Banking Originations supports the functionality of lenders mortgage insurance which protects the lenders interest. The features are as follows:

- Parameter to indicate if LMI can be configured through credit policy linked to product group.

- Rules for whether LRM is applicable, LRM provider, and type of LRM request to be initiated are configured within Origination Preferences and executed just before the display of the Funds Table.

- Mechanism to handle whether LRM is applicable at facility level as part of the credit assessment outcomes. If LRM applicability is not expected to come from the credit decision engine then the ability to read the applicability from credit policy and process LMI accordingly.

- Also, handling of the same in case of manual review of the submission where the LRM condition can be manually added at the facility level.

- Human task called Mortgage Insurance is created to manage interaction with external system for creation of insurance policy within Oracle Banking. For LMI details, a call is made to the LMI interface.

- In case, the interface is not able to provide the LMI policy details, the user can manually capture the policy details.

- Provision to create human task in case of any exceptions found as part of automatic processing.

- Process the Mortgage Insurance task automatically without creating the human task, that is, managing the interaction with external system for creation of insurance policy.

- Support Negotiation of LMI Estimate in Funds Table and Structure Solution.

- Enable Approval matrix for the LMI estimate negotiation approvals.

- Fields such as reference number, status, and reason that are related to interface with third party products are displayed in Mortgage Insurance Human task.

- Provision to view the Existing Policies linked to the respective facilities as part of the task.

- In cases as part of a current submission, where mortgage insurance task is reassessed (multiple LMI tasks due to edit submission scenarios) then provision is given to view the history of previous tasks. This helps the banker in working on the current LMI task.

- Provision to view the LMI negotiation details as part of the task.

- Provision to view the Mortgage Insurance task details as part of Application Tracker.

- A warning message is displayed to the banker in the Funding step, if there is change in LMI premium amount and negotiation is done for LMI premium amount.

- The LRM Complex Application rule is executed only if the outcome of the LRM Required rule is True. If the outcome of the LRM Complex Application rule is True, then system forces the banker to capture LMI details manually, else system executes the LRM Submission Type rule and the LRM Provider rule sequentially as per the existing behavior.

- Processing along with activation of facility to move linked insurance policy from proposed to active stage. Handling of LMI premium amount to be collected as an arrear in the nominated account within the Settlement Instruction step of the origination workflow.

- Mechanism to set Policy commencement and expiry dates as dates captured manually or received through the interface at mortgage insurance task. In absence of this data, ability to use first disbursement date for loan and account opening date for OD as policy commencement date. Similarly, use facility expiry as policy end date.

- Ability to send alert to all applicants of the facility if LMI is applicable.

11 Manage Quick Refinance

The Quick Refinance task is created if any of the facilities require a quick refinance. From this task, the processing of quick refinance can be initiated. By clicking Initiate, a call is made to the external interface to get the quick refinance details.

- The Quick Refinance task is created (if applicable) on completion of the post assessment Structure Solution. This is an application level task.

- This task is created parallel to LMI and CCI (if applicable). However, the Valuation and Title Search tasks should be completed first, as these tasks can impact the decision to call Quick Refinance.

- The name of the task is Initiate Quick Refinance for Application <ApplicationID> under Submission <Submission ID>.

- The task displays the refinance details, that is Outgoing Financial Institution (OFI) account details as entered in Structure Solution. OFI details entered for different product groups in Structure Solution are consolidated and displayed in this application level task for each product group. The user can also add refinance details and edit a record that is already entered.

- The task has a panel for Inbound Document Checklist shown per product group. The OR_QUICK_ REFINANCE_INBOUND_DOCS event needs to be created for Quick Refinance inbound documents upload.

- There is an option to initiate the Quick Refinance interface from the task. The interface can be triggered by clicking the Initiate Refinance Call option.

- The task will remain open and wait for status update from the interface to proceed ahead.

- The user can capture Quick Refinance Reference Number and Status manually in Quick Refinance panel based on the configuration in Origination Preferences.

12 Create Offer and Execute Documents

Prior to acceptance by the customer, the bank generates and dispatches a set of documents to be signed and accepted by the customer based on the requirements and negotiations, if any done with the banker. This is a crucial step before the acceptance of the terms and conditions put forward by the bank (through its different operations team) for the customer to understand and accept or re-process them if there is something unacceptable within the same.

Create Offer is a logical stage in the origination workflow which handles the processing of outbound documents to be dispatched to the borrowers, affiliates and guarantors, if applicable. This task covers two steps: Generation and Dispatch of Documents, and Acceptance and Execution Details, which are covered in same logical task.

- **Create Offer**: This task is created at application level and deals with the Generation and Dispatch part of the Create Offer task. After all the documents are generated and dispatched, the system gives an informational message indicating the same and on user confirmation, system proceeds to close this task and moves to the Accept Offer stage. This change is done so that the user need not explicitly click Submit to mark this task as Logically Completed and moves forward in the origination workflow.

- **Accept Offer**: The task displays the details of the outbound documents generated and dispatched to the concerned parties. It also provides the mechanism to record Acceptance and Execution Details for the documents generated for the particular application. This task is created at application level, similar to the Create Offer task. The banker can also extend the expiry period of the offer letter on receiving suitable approvals. If the bank does not want to spawn off a task for accept offer, the system allows to capture the same using the Application Tracker. This setup can be maintained based on rules.

12.1 Create Offer

Following are the features of Create Offer:

- Task is created at application level.

- Interaction with Content module through the Inbound document policy for identifying the documents to be resolved for the respective party and collateral entities.

- Additional ad hoc documents can be also be uploaded through the inbound document panel.

- Government grant details, if any (optional), can also be captured in the facility details panel. The details include fields such as Is Grant Applicable for Settlement, Expected Credit Date, Reference Number and Amount.

- Interaction with Content module through the outbound document policy for identifying the recipients and the documents to be dispatched to the respective recipients.

- The optional documents are by default hidden by the system and the system displays only the mandatory documents in outbound documents panel. User can add optional document from the optional document page.

- The generation and dispatch details display list of recommended documents to be sent to the recipients (including cosigners, and solicitors) based on the rules configured within the Content module of Oracle Banking.

- Capability to reuse documents (from previous instance) instead of regenerating the same (applicable for edit submission scenario). This is applicable in case if document is regenerated or revert to structure solution case as well.

- Capability to regenerate the same documents multiple times in case any material change needs to be done from standalone page. The same is reflected in the document content post new regeneration.

- Ability to re-dispatch already generated and dispatched outbound documents that is the banker can re-dispatch the already generated versions of document. This can be done from create and accept offer task.

- Covers lending applications only. Key details like the facility structure, account configuration, key attribute information like origination fees and servicing fees can be printed along with information if the accounts are bundled, condition and covenants applicable at the facility level and so on.

- Handling of document template through Documaker.

- Ability to define document preference as optional or mandatory. On final submit, system ensures that all the mandatory documents are generated and dispatched.

- Ability to generate and send the offer letters to the recipients based on the automation rule set in the system. In this case, only the mandatory documents are generated and dispatched.

- Ability to generate documents at both application and submission level.

- Default dispatch preferences can be overridden by the user based on certain validations.

- Mechanism to capture acceptance and execution status for the documents based on attributes defined at the document type level within the Content module.

- Ability to view submission and application decision details, collateral, verification, valuation and title search details.

- Ability to view and edit settlement booking details and solicitor details.

- Ability to allow the user to manually update Fast Refinance details in a scenario where Fast Refinance process is handled manually, that is without an interface in place.

- Ability to obtain consent for Second Mortgage physically as well as digitally (that is, through external settlement system)

- Ability to capture Government Grant details in Create Offer stage to support the following scenarios:
  - When Government Grant applicability is selected in the Application Form (Fast Path: OR100) page.
  - When Government Grant applicability is not selected in the Application Form. This is to support the scenario where customer is not sure of the government grant benefit while submitting the Application Form (Fast Path: OR100) page.

- Ability to consider the Responsible Lending (RL) expiry in the calculation of the offer expiry alert. This is to handle the scenario where RL expiry date is before the offer expiry date and since the offer is no longer valid after RL expiry, the offer expiry date is updated as the RL expiry date.

- Ability to resolve documents in the offer stage when the collateral is being refinanced from an OFI.

- Capability to send an alert abou the pending documents to the customer only for the number of times as maintained in a configuration in the Define Origination Preferences (Fast Path: ORM20) page.

- Capability to pass additional data elements in the create offer and pending document alerts. The additional data elements are related to inbound and outbound document level details, that are generated and required to be submitted by the customer to complete the offer stage.

- Capability to resolve inbound document required to be provided by the customer/builder for construction loans.

- Capability to generated Written Unsuitability Assessment (WUA) letter for lending questionnaire.

- Capability to check that the submission level pricing approval (if configured) is still valid before the offer stage outbound documents are generated.

- Capability to handle the impact of pending (open) query for a valuation report in the Create Offer stage. When the user tries to generate the offer documents, the system validates if any of the collaterals in the application has a valuation report with a pending/open query and alerts the user appropriately so that the user can decide not to generate the offer documents due to the pending query.

- Capability to generate documents at the OFI level, which are required to be signed by the customer.

- Capability to configure pricing approval for fees negotiated in the funds table in the Create Offer task.

- Ability to stitch documents in Document Management, is available in the Create Offer task to resolve and generate the stitched Inbound and Outbound document.

- Ability to run the Financial and Objective Information Validity rule on the applicant's financial details to check the expiry of the submitted regulatory lending details. The broker should collect regulatory documents from customer again, if the regulatory lending expiry date is less than the submission date of an application.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

12.2 Accept Offer

Following are the features of Accept Offer:

- Ability to reuse the inbound document policy resolved in Create Offer.

- Additional ad hoc documents can be also be uploaded through the inbound document panel.

- Government grant details, if any (optional), can also be captured in the facility details panel. The details include fields such as Is Grant Applicable for Settlement, Expected Credit Date, Reference Number and Amount.

- Mechanism to upload the received signed documents, perform reference number match validation and capture verification status for the documents based on attributes defined at the document type level within the Content module.

- Capability to view the due diligence details (read only) from Accept offer task.

- Capability to validate for pending KYC and financial consent declaration expiry on accept offer submission.

- Capability to capture the subsequent mortgage consent from Accept offer in case of second mortgage scenario.

- A panel for Quick Refinance appears in the Create Offer and Accept Offer tasks, if Quick Refinance is applicable. The system also has the option to cancel the Quick Refinance at this stage.

- System has the capability to validate and check if the data capture for insurance application is completed at the time of accepting the Home Loan offer when Home Loan is linked with Home and Content Insurance or Landlord Insurance in a submission.

- In Accept Offer task, system validates the existence of an unexpired valuation report for the valuation type recommended by the decision engine. This is to handle the scenario where the valuation report was valid at the time of credit decision (so valuation task was not created) but the same expired by the time the offer was accepted by the customer.

- System also supports Offer Letter generation by a front line banker from the Application Tracker.

- The offer extension cannot be extended beyond the maximum extension period maintained at bank level.

- Banker can capture any document related to collateral as part of Accept Offer task (if no settlement or perfection task is applicable for the submission). System enables the capture collateral document link, if the collateral document collection mandatory flag is checked at Collateral Category level. The banker has to either collect the document or defer the document collection in order to complete the task. Also, banker has to mandatorily capture or defer the documents for the collaterals, which do not have any charge pending perfection (if settlement task is not applicable and perfection task is applicable).

- Ability to allow the user to manually update Fast Refinance details in a scenario where Fast Refinance process is handled manually, that is without an interface in place.

- Ability to obtain consent for Second Mortgage Physical as well as Digitally (that is, through external settlement systems).

- Ability to accept an offer document digitally. On submitting the Accept Offer task, system validates that all documents for which acceptance is required, have a verification status as either Successful or Digital. If the above validation is successful, system allows the Accept Offer task to be closed. If the above validation is not successful, system throws an error message and the Accept Offer task cannot be closed.

- Ability to capture Government Grant details in Create Offer stage to support the following scenarios:

  - When Government Grant applicability is selected in the Application Form (Fast Path: OR100) page.

  - When Government Grant applicability is not selected in the Application Form. This is to support the scenario where customer is not sure of the government grant benefit while submitting the Application Form (Fast Path: OR100) page.

- Capability to generate and dispatch outbound documents to the builder for construction loans.

- Capability to generate, dispatch, and forward outbound documents to the OFI and support the following scenarios:

  - Documents generated in Create Offer stage and signed and returned by the customer is forwarded to the OFI.

  - Generate and dispatch documents in Accept Offer stage to the OFI.

- Capability to validate the mandatory OFI and the builder documents are generated, dispatched, and forwarded before the offer is accepted

- Capability to validate if second title search is applicable for any of the collateral in the application. If yes, then the system allows the offer acceptance only once after the second title search is completed.

- Capability to configure pricing approval for fees negotiated in the funds table in the Accept Offer task.

- Ability to run the Financial and Objective Information Validity rule on the applicant's financial details to check the expiry of the submitted regulatory lending details. The broker should collect regulatory documents from customer again, if the regulatory lending expiry date is less than the submission date of an application.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

12.3 Offer Letter Template

Following information can be configured in Offer Letter template:

- Commission and Rebate Details information in case of broker or introducer sourced accounts.

- Mechanism to generate outbound documents to be dispatched to affiliates by passing relationships between affiliates and applicants.

- Display the break-up of the components that constitute the facility amount requested for by the borrowers which includes capitalized origination fees, LMI premium amount, CCI premium amount, capitalized servicing fees (for each account configured within the Structure Solution stage), capitalized advance interest amount. It also displays the capitalized bundle subscription fees, if any.

- Consumer Credit Insurance details like the policy information applied for by the borrower and the premium amount per borrower.

- Bundle related information in case of bundle subscribed (either upfront or through bundle recommendation) for the particular application.

  - Details of the subscribed bundle like bundle identifier, name and subscription date.

  - Details of the bundle owner - Full name of the owner of the bundle.

  - Existing accounts linked to the bundle.

  - Details of the nominated account for bundle fees.

  - Information related to bundle subscription and maintenance fees.

  - Benefits of the bundle (interest and fees) applicable for accounts.

- The Offer Letter template shows the revised repayment details for a target loan account which is partially paid-off by Internal Refinance.

- The Review and Renew Offer letter displays the Renewal Effective Date.

- All the outbound documents display the unique reference number generated for the document in the document footer section to be used for version mismatch check in offer acceptance check.

- The Offer Letter displays the Translator details if they are captured in the Application Form (Fast Path: OR100) page.

- The Offer letter displays the relationship name of Applicant Name against an applicant, if an affiliate is added as applicant based on the relationship details defined in the Define Origination Preferences (Fast Path: ORM20) page.

12.4 CCI Welcome Letter

The system has the ability to generate a CCI Welcome Letter for the borrowers who have applied for CCI as part of a particular facility in the application.

The factory shipped template for the CCI welcome letter is generated at a borrower level.

The following are the data elements that are part of the XML sent to Documaker:

- Interest and Repayment: The system populates the Margin and Margin Type field details in the Interest and Repayments section.

- Servicing Fee: The system displays the servicing fee panel in the offer letter for subsequent accounts in the following scenarios:

  - Open multiple accounts under a facility within a submission.

  - Open multiple facilities with one account under each facility within a submission.

- Default Interest: The system displays the Penal Interest Rate in the Default Interest Rate panel.

- Offer letter recipients in case of applicants of party type trust and organization.

- If an applicant is of party type organization or trust, the address of the affiliate is stamped in the offer letter and the letter is sent to the Applicants only. In this section, the Registered Address of the organization or trust party is displayed.

- The user cannot change the address for individual parties.

- Details of applicant and affiliate in offer letter.

- Details of applicants and affiliates in the account.

12.5 Other Features

Other features are as follows:

- Ability to send the collateral documents to the collateral owners.

- Ability to send documents to the solicitors (recipient).

- Ability to display the recipient role for each document recipient.

- Ability to view other applications create offer tasks details from create offer task and other applications accept offer tasks details from accept offer task.

- An updated template for Personal Guarantee is available. However, the templates are configurable in Documaker.

- Ability to add, display, and amend affiliates against the existing trust and organization parties, when the same are added as guarantors in a submission. So the process of Create Offer Document also caters to document generation and dispatch for affiliates added for existing trust and organization parties added as guarantors.

- Ability to generate outbound document such as the Mortgage Document for supporting collateral in a similar manner in which they do for direct collaterals.

- Ability to send out outbound documentation to the banker (such as offer letter) who is managing the submission.

- Ability to receive or upload inbound documents and perform scrutiny at the time of accepting offer.

- Ability to generate an outbound document for collaterals of affiliates in a similar manner as done for collaterals of applicants, guarantors or cosigners.

- Ability to generate covering letter with the pending inbound documents list details in it.

- Ability to filter and view the outbound documents list by recipient name or document status in case of large number of outbound documents are resolved.

- Ability to generate outbound documents such as Authority to Act (in case of external refinance), Name change document (If collateral document title deed name does not match with party name), and customer consent for second mortgage (when other bank mortgage has higher priority over our bank charge).

- Ability to view the Verification, Collateral, Valuation, Title search details from the create or accept offer tasks.

- Ability to view or edit solicitor details from the create or accept offer tasks.

- Ability to capture the booking details and payout instruction from create or accept offer tasks.

- Ability to identify the collateral settlement mode as digital or physical, and manually edit the same (in case the solution is not integrated with third party system).

- Ability to generate an outbound document for Written Unsuitability Assessment Letter.

13 Create and Modify Accounts

Following are the features of Create Account:

- This task is created at product group level. This is created only for product groups where Settlement Required parameter is not enabled at the credit policy level.

- Human task is created only when there are exceptions (when the check mentioned below fails) encountered, else the system initiates the Create Account process and the accounts are created automatically.

- This step involves checking of preliminary and precedent conditions being complied, activation of facility hierarchy and related information like linkage of facility to collaterals, conditions, covenants that is, moving them from Proposed state to Active state.

- If there are any facility level risk indicators, then the system creates an error and creates the human task.

- If the customer due diligence status prevents an account opening, the system does not create the account.

- If the account opened is an OD with a customized rate, the system does not allow opening the account, if the customized rate is not valid.

- If opening of the account is dependent on another account, the system validates whether the account under mandatory offer is in existence.

- In case of review or renew request, there is no account creation. However, the system updates the review and renew date for the facility which is being reviewed or renewed.

- Any deferred origination fees for the respective product group will be collected during first disbursement in case of Loans, and during account opening in case of CASA account.

- System has the functionality to generate outbound documentation as part of the Create Account process. This serves the purpose of sending various documentations to the customer after account is opened. This functionality is provided for all Origination request types such as new, amend, and review and renew.

- Insurance policy creation is triggered only on fulfillment of Home Loan when Home Loan and Home and Content Insurance or Landlord Insurance are applied for in a single submission.

- For Secured Credit Card Origination, the lien is placed on the Savings account (offered as collateral for the Credit Card) only on the fulfillment of Credit Card account.

- In a scenario where Loan account and CASA account to be linked as the Principal Offset account is part of the same submission, once all the other steps for the Loan are completed and the Origination module calls the Loan Account opening service, Origination also passes the CASA Account number created on Review and Submit of the submission.

- If Financial Reward is configured for a Loan or OD account, as part of the Account opening service call, Origination passes the Financial rewards amount and the Nominated Account to the product processor. The product processor credits the financial reward amount to the nominated account after account origination is complete.

- Capability is provided to collect rate lock fee from another account (other than the loan account) as part of account opening, if the same is captured in loan account configuration.

- Capability to credit the financial reward amount to another account (other than the account nominated for fee) as part of account opening, if the same is configured.

- Provision to display and hide the arrangement ID linked to the loan and OD accounts in the Facility Tree panel.

- Capability is provided to collect rate lock fee from other account (other than the OD account) as part of account opening, if the same is captured in OD account configuration.

14 Settlement Instructions

Settlements Instructions task is part of the work flow within Origination after Offer Acceptance by the customer. Settlement Instructions task is created in the BPM Worklist based on the configuration of Settlement Required flag at each product group in Enterprise Product Manufacturing.

In case of amending existing facilities, Settlement Instructions task are initiated or created under the following scenarios:

- Limit details have been amended and Sanctioned Loan Amount has been increased for an existing loan account as a part of Structure Solution.

- Limit details have been amended and a new account has been configured against the limit.

The settlement process supports physical and digital settlement process along with fund settlement. The settlement process for physical and digital settlement includes the functionality of Settlement Booking and capturing settlement instructions as part of the Origination process.

Physical Settlement

The process of property settlement involves the exchange of all relevant legal documents and cheques between the buyer and the seller of a property. This exchange is necessary to not only complete the conveyance process but also finalize the real estate transaction. This exchange typically happens at a particular location, date and time.

Digital Settlement

Digital Settlement minimizes the manual processes and paperwork associated with property settlement by enabling lawyers, conveyancer and financial institutions to transact together online. It enables the user to lodge documents and complete financial settlements digitally.

Digital settlement works in an integrated environment where OBP is integrated with the digital settlement system or in a manual scenario where there is no integration with the digital platform, but still the bank can capture and track digital settlement scenario.

The following sections explain the features of Settlement Instructions.

14.1 Settlement Booking

The features of settlement booking are:

- Capability to capture Settlement booking details manually into OBP. Additionally, provision to capture final payout amount and upload relevant documents received from Other Financial Institutions for Refinance transaction.

- Provision to update or cancel booking details manually in OBP and maintain the history of booking details for a submission if modified or altered multiple times.

- Capability to add one or multiple booking details for a submission and restrict only one booking per collateral.

- Ability to capture booking details for both physical and digital settlements.

- Ability to book settlements manually based on the priority order configured during accept offer stage.

- Ability to fetch the settlement booking in case of integrated digital settlement or manual capture of the digital settlement in case of assisted digital.

14.2 Settlement Instructions

The features of settlement instructions are:

- Task is created at submission level. It is created for product groups where Settlement required is enabled at the credit policy level.

- It supports skipping of settlement instructions, if the banker chooses to.

- Capture of borrower contribution, disbursement, and generation of payout instruction is done as part of this task.

- Oracle Banking Originations provides facility to capture information within two areas of settlement instruction which are:

  - Borrower Contribution Instruction: Instruction for the contribution amount from the borrowers to be included along with the sanctioned amount of the accounts to be disbursed to arrive at the final payout amount.

  - Settlement of Payout Instruction: Instruction to disburse the loan along with contribution, if any, to be paid out to the seller and applicable beneficiaries.

- Capability to support different modes of settlement for contribution and final payout.

- Mechanism to maintain future dated or current dated settlement instructions.

- Current dated settlement instruction is executed as part of the same posting date EOD process.

- Future dated settlement instructions are executed in that day's BOD process.

- Capability to Revoke (Settlement confirmed but not disbursed), Reverse (executed instructions on the same posting date), and to submit the task to Complete settlement instructions. (To indicate logical fulfillment of the settlement instruction task).

- Capability to view and modify the Refinance details.

- System displays the break-up of the capitalized and un-capitalized components of fees and insurance premium by clicking on the View Fees action against each facility.

- Backdated Settlement Instructions: The system allows the user to capture back value dated settlement payout instructions where the payout date cannot be beyond the offer letter acceptance date. Backdated settlement instruction also means that the activation of facility and account opening are performed with backdated effect. The disbursement date or instruction debit date for Loan and Overdraft accounts are backdated. In case of backdated settlement, the allowed modes are only CASA Account or GL Account. However, in case of loan account settlement, certain benefits like Mortgage Offset Benefit linkage or Accelerated Payment Setup are done only from current posting date.

- There are a number of other module related validations that are performed in case of backdated settlement instruction maintenance. Contribution is allowed in case of backdated settlement. The process of account opening and settlement instruction creation and execution is done as part of the Confirm button in Settlement Instruction task.

- Partial settlement is allowed to facilitate progressive disbursements for an account configured under the facility.

- Disburse Now: In case of current dated settlement instructions, the system provides an option to the user to disburse online by clicking Disburse Now action displayed against settlement type. The Disburse now action appears only if all the information for a settlement type is captured and authorized. Additionally, the status of the transaction should be either Settling (that is for settlement type other than Purchase and Refinance) or Settled (that is for settlement type Purchase and Refinance). The following scenarios are applicable:

  - The user might want to disburse only certain accounts as part of the settlement instruction task.

  - For the other accounts, the user might want the execution to happen as part of that day's EOD processing.

- Display of Funds Table: The funding table for each facility is displayed in Settlement Instructions task. Additionally, it allows the user to negotiate fees in Funding table.

- Modes for Contribution: The system supports contribution paying by cheque and external account.

- Reversal Handling: Reversal is supported in case of the first disbursement being backdated for loans, overdrafts, and MOF type of product groups. Reversal is allowed only on the posting date on which the settlement instruction has been executed through online or batch execution. This button is not enabled on subsequent posting date and the user can only mark the Settlement Instruction task as Completed.

- Settlement for Internal Refinance: For the settlement of loan with the purpose internal refinance, the system defaults the settlement accounts and amounts to the internal refinanced accounts and amounts as captured in the application.

- The system refresh the internal refinance amount which is captured while submitting an application and suitably modify the settlement amount.

- Settlement for Quick Refinance: When Quick Refinance is applicable, settlement amount with an Other Financial Institution (OFI) is settled through the settlement task. OFI account details are displayed, the settlement is performed and shortfall validation is done. Outbound statuses such as Certified for Settlement and Settled are sent to the external quick refinance system. For quick refinance details, a call is made to the quick refinance external system. Once the final payout amount is received from first title the same is defaulted into destination funds.

- Collateral Document: Banker can capture any document related to collateral as part of Collateral Perfection task. System enables capture of collateral document link, in case collateral document collection mandatory flag is checked at collateral category level. The banker has to either collect the document or defer the document collection in order to complete the task.

- Customized Rate: If the OD account is opened with a customized rate, the user cannot open the account, if the customized rate is not valid. For loans, the system validates whether the settlement date is within the validity date of customized rate.

- The option to comply precedent and preliminary condition as part of settlement instructions is provided.

- If opening of the account is dependent on another account, the system validates whether the account under mandatory offer is in existence.

- The system has the capability to validate and check if the data capture for insurance application is completed on confirm of settlement instruction when home loan is linked with Home and Content Insurance.

- Ability to resolve cheque direction and payout quote inbound documents for purchase and refinance settlement types in settlement instruction task.

- Capability to wake up the Settlement task on receipt of cheque instructions or payout quote, or before X number of days from Actual Settlement date.

- Provision to default Expected Settlement date as captured in Application Form and capture the proposed settlement date.

- Ability to resolve settlement documents and generate agent instructions for processing physical settlements.

- Ability to view the settlement documents as part of Agent Instructions tab and email the agent instructions and supporting document to the settlement agent.

- Capability to view collateral details, valuation report and title search report in the Settlement task. Additionally, a provision is available to initiate title search request if required in case on adverse title.

- Ability to receive stamp duty concession from solicitor and negotiate stamp duty charges in the Funding table.

- Capability to negotiate fees and charges in the funding table as part of Settlement Instruction task.

- Ability to configure and send for DPA approval for fee negotiation

- Ability to have an identifier if the funds are contributed from solicitor towards customer contribution.

- Ability to capture payout instructions for internal and external liability accounts.

- Ability to pull funds from linked applications within submission or existing Loan accounts for customer contribution.

- Provision to display and hide the arrangement ID linked to the loan and OD accounts in the payout page.

- Ability to load special instructions and add additional documents to settlement agent.

- Ability to review, generate and dispatch the settlement instructions to settlement agent.

- Ability to resend the documents to settlement agents, if required.

- Ability to receive notification from settlement agent for successful or unsuccessful completion of settlement and update the settlement status manually into the system.

- Ability to capture the reason if the settlement is unsuccessful.

- Provision to capture the date on which the government grant is received from the government.

- Ability to capture Booking Reference Number in the Booking tab. This allows the user to modify the booking reference number by clicking modify booking instead of cancelling the booking details and re-booking.

- Ability to process a loan through a Quick Refinance process in Oracle Banking Originations without any integration with external title search system and allow the user to capture Quick Refinance details manually in Oracle Banking Originations.

- Capability to view and update Additional Property Details in Purchase and Settlement panel of Settlement Instructions task and refresh the fees, if applicable.

- Ability to refresh the fees for Change of Name and Government Fees configured under OR_ Settlement_Fee event on completion of Accept Offer task.

- The fees that are classified as Non Chargeable are not displayed in destination funds from Funds table.

- Capability to allow the user to collect the rate lock fee from an alternate account or linked account shared by the customer, instead of debiting it from the loan account during disbursement. If the rate lock fees are to be collected from an alternate account or linked account, then the rate lock fees are not displayed under Servicing Fees in the Settlement Instructions task.

- Capability to default the Debt Payoff details along with Purchase, Refinance, Equity, Quick Refinance settlement types, instead of creating Additional Payout settlement type and defaulting the payout amount.

- Ability to capture the settlement mode for the refinance and debt pay off amounts that has been defaulted in the settlements.

- Capability to view Debt Payoff details in Settlement Instructions task and to edit the Reduced Limit and Action in Future details for each of the OFI, if required.

- Once the payout amounts are defaulted into destination funds, user should be allowed to modify the payout amount if applicable.

- Provision to exclude the defaulting of OFI details into destination funds in the Settlement Instruction task. The OFI details with Credit to Alternate account flag as checked are not defaulted into destination funds of Settlement Instruction task.

- Ability to trigger alerts within the Settlement Instruction task for the events New Booking (OR_STL_NEWBOOKING), Modify booking (OR_STL_MODIFYBOOKING), Cancel booking (OR_STL_CANCELBOOKING), Settlement confirmed (OR_STL_SETTLEMENTCONFIRMED) and Disbursement (OR_STL_DISBURSEMENT).

- Ability to send different alerts for purchase and refinance settlements.

- Ability to send alert to a customer in pre-defined days before settlement. The bank can also configure the pre-defined days on the day of settlement.

- Ability to assign the settlement task to multiple users using the BPM Worklist view and additional flex fields and facts such as, settlement status, settlement type, and mode.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

14.3 Digital Settlement

The features of digital settlement are:

- Ability to do a digital settlement eligibility
    - Check with the digital settlement interface to find out if the land title can be settled digitally.
    - Check with the digital settlement interface to determine if the counter party (solicitor or other financial institution) of the settlement is qualified to perform digital settlement.
- Ability to perform title search based on the new title in case of constructions loans.
- Ability to perform digital settlement based on the integration with external settlement systems:
    - Ability to create a workspace for settlement and invite the parties to the settlement.
    - Ability to receive and process an invitation for settlement from the counter party.
    - Ability to receive and process various messages from the digital settlement process and allow the user to take actions in the system based on the notifications received.

- Ability to convert a digital settlement to physical settlement and continue processing the settlement through physical or manual settlement on account of any exceptions from the digital settlement platform.
- Ability to capture the settlement instructions and push data to external settlement systems.
- Ability to ensusre the fees are pushed to external systems for only those collaterals which is part of settlement booking.
- Ability to auto submit the task on successful completion of all digital settlements.
- Ability to receive notification from external settlement systems on settlement completion and auto disburse the loan.

14.4 Title Check Search

If the collateral supports Title search then the existing Title search reports can be viewed from Settlement instruction human task.

- The banker can initiate a check search for the title. This is an optional step, which does not impact the settlement task submission if skipped or if the check search process is in progress.
- As part of check search process if we get adverse response, then the system automatically calls for a complete title search process, which completely automates the title search request and report tasks. The verification can be performed directly from the settlement task itself.
- Banker can capture any document related to collateral as part of Settlement task (if no perfection task is applicable for the submission). System enables the capture collateral document link, if the collateral document collection mandatory flag is checked at Collateral Category level. The banker has to either collect the document or defer the document collection in order to complete the task. Also, the banker has to mandatorily capture or defer the documents for the collaterals, which do not have any charge pending perfection (if perfection task is applicable).

15 Collateral Perfection

Following are the features of collateral perfection:

- The task is created at submission level post offer acceptance. This is an optional task as part of a submission.

- Configuration to directly create the collateral perfection human task or wait till creation event is triggered from Application Tracker post document upload or manual wake up from is available.

  - If configured to wait for trigger from Application Tracker then banker can either upload documents to automatically initiate the Collateral Perfection human task creation or by clicking wake up button to manually initiate the Collateral Perfection human task creation.

  - If Collateral Perfection human task is initiated then in this case - User accessing Application Tracker will have option to upload, generate and dispatch documents and view the other details in read only.

  - Back office user can suspend the Collateral Perfection human task and wake it up in Application Tracker as explained in point a.

  - The actual completion of the perfection task has to be completed from human task only.

- It enables the bank to maintain charge related details for the collaterals linked to the facilities in the submission.

- It supports maintenance of status based on the type of charge to be created like Registered, Hold Unregistered, Not Held – Registered.

- It allows selection of multiple collaterals for perfection or registration of a charge.

- Interaction with Content module through the Inbound document policy for identifying the documents to be resolved for the respective collateral entities.

- Additional ad hoc documents can be also be uploaded through the inbound document panel.

- Interaction with Content module through the outbound document policy for identifying the recipients and the documents to be dispatched to the respective recipients related to the collateral.

- Banker can capture any document related to collateral as part of Collateral Perfection task. System enables the capture collateral document link, if the collateral document collection mandatory flag is checked at Collateral Category level. The banker has to either collect the document or defer the document collection in order to complete the task. If the approval is configured and the user defers the mandatory documents, then system triggers the approval task.

- With digital settlement now supported through external settlement systems, Oracle Banking Originations is able to identify whether collateral lodgement can be performed through digital or physical settlement mode. When lodgement is done digitally through external settlement systems, Oracle Banking Originations automates the Collateral Perfection task.

- Ability to create approval task on collateral perfection task submission is provided, when there is a reference number mismatch between generated and received documents in outbound document panel.

- Ability to provide following task statuses in the Collateral Perfection task:
  - Lodgement in progress: Perfection task is created and no documents uploaded.
  - Lodgement completed: Documents are received from titles office and uploaded in the inbound document panel.
  - Re-lodgement in progress: Documents are regenerated due to issues with the available documents (signature mismatch, incorrect printing).
  - Perfection completed:
    - If approval is not triggered, then submit the task.
    - If approval is triggered on submission of the task, then complete the approval task for perfection.
- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

16 Solution Highlights

Following are some of the key functionality offered by Oracle Banking Originations across the application flow.

16.1 Edit Submission

Following are the features of edit submission:

- It appears for all the key tasks within Oracle Banking Originations.

- Mechanism to rollback the credit assessment, stop work on existing tasks to modify the state of applied facilities like reduce requested amount, add more collaterals or change charge amount at collateral level post credit assessment.

- After a confirmation warning message, this option creates a human task Edit Submission at submission level which is similar to the Application Form capture.

- System will reassess the submission once the user confirms the submission as part of the Review and Submit step through this option.

- This task offers convenience to bank users in practical situations, where collateral valuation received is different from earlier estimated value or when customer requests for increase or decrease in loan amount before final settlement or for any other genuine reasons.

- Truncated Application ID: Every submission creates one or more application IDs based on the borrowing entity and product groups selected. In case of an edit submission, the system retains the submission ID but regenerates the new application IDs. Due to this, the customer and bank are unable to maintain the traceability between submission ID and various application IDs under them when edit submission occurs. To resolve this issue, the application ID generation logic supports a 3 digit version number at the end of the application ID logic. This version number is incremented each time an edit submission is performed. Hence, the truncated application ID (minus the last 3 digits) will always be common for an application, irrespective of number of edit submissions.

Edit Submission for Reject Letter

Once a submission has been declined as an outcome for credit assessment through the Review of Credit Assessment (also known as Manual Credit Decision), the system creates a Reject Letter task at the submission level to generate and dispatch the reject letter to the borrowers. Though the task is at submission level, the reject letters are generated at application level for all applications in the submission.

The posting date on which the user rejects the submission and the decision validity period parameter defined within Origination Preferences is used to compute the expiry date till which the Edit Submission action is enabled within the Decline Offer human task. Providing this option within this task, gives the user the opportunity to re-process the submission based on customer request, where either the customer might want to reduce the loan amount or get guarantor or provide more collateral to get the application approved.

There is a need to capture the reasons for triggering Edit Submission and the execution is behest of banker's mistake or customer's request. Once the user clicks Edit Submission from any of the human task or Application Tracker system prompts to capture the following fields:

- Date

- Requested By

- Comments

- Reason

16.2 Withdraw Submission

When the banker or the customer does not want to go ahead with the Submission for any reason, the system allows the user to Withdraw Submission.

Key features of Withdraw Submission are:

- This Action button is provided within the Human Tasks in Oracle Banking Originations. It can be triggered at any point based on either the customer's request or banker's discretion.

- It creates a separate task at submission level to capture withdraw submission details.

- Existing tasks initiated for the submission are marked as Read Only, since the submission is Marked for Withdraw.

- On execution of the withdraw action, the system cancels the pending tasks, deletes all the proposed facilities, and associated dependencies (such as, collateral linkages, proposed conditions and covenants) and marks the submission as Closed.

- Some banks intimate the applicants, as per the prevailing banking regulations, when there is a withdrawal by the banker with proper justification. Ability is provided in the withdraw function to capture reason codes and mandate the reject letter documentation based on the reason codes.

16.3 Conditions

Conditions are related to the terms and conditions that the borrower needs to satisfy before the loan is disbursed or on a regular basis post the loan is disbursed. These conditions are the stipulations mentioned by the banker as part of the offer letter dispatched to the borrower and form part of the legal documentation for the loan approved to the borrower by the bank.

Conditions can be processed either as an outcome from credit decision engine (tagged within Oracle Banking with condition mode as External) or as the outcome of execution of conditions policy (tagged within Oracle Banking with condition mode as Derived) defined within Oracle Banking Limits and Collateral Management or manually captured (tagged within Oracle Banking with condition mode as Manual) within the Review of Credit Assessment task (also known as Manual Credit Decision task). The system also provides the functionality of waiver (for external or internal mode of conditions) of conditions within the same task.

The following are the features of Conditions:

- Manual capture of conditions as part of Application Form

- Capture of conditions in Verification, Valuation and Structure Solution tasks

- Waiver of conditions in Structure Solution

- **Condition capture in Application Form:**

  The system provides an optional action in the Application Form titled Condition Details which will provide the user a mechanism to capture conditions as part of the application form capture itself.

Based on the facilities being applied the banker can decide to attach conditions at different levels (facility or borrower or collateral or cosigner) associated with the product groups applied for in the submission. All new conditions manually captured or set via internal rule or received from external source will be set with the condition status as Proposed New. Existing conditions applicable can be only viewed (applicable in case of Amend flow) as part of the Application Form and subsequent stages in the origination workflow.

- **Verification:**

  The verification task (created at application level) also provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application). The system will not allow more than one instance of Borrowing Entity+ Entity ID (either facility or borrower or collateral identifier) + Condition ID to be created. The system will display existing active conditions within this stage with the View action enabled.

- **Valuation:**

  The valuation task (created at collateral level) also provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application). The rules around capture and display of existing conditions are similar to the Verification task.

- **Structure Solution:**

  The Structure Solution task (created at a product group level) provides a mechanism to manually capture conditions (and link to either the facility or borrower or collateral within the application) as well as waiver of External or Derived conditions. The system also provides a mechanism for maker checker approvals in case of waiver of conditions being performed in the structure solution stage of the origination workflow. This will be in addition to the approval for negotiation of margins and fees within this task. The rules around capture and display of existing conditions are similar to the Verification task.

16.4 Policy Deviation

The number of bank policies which guides the banker to perform the relevant activities is large. All of them cannot be monitored automatically by the system as and when the user deviates from the same. For this reason, there should be a provision to capture these kinds of deviations manually by the user who is deviating from the policy and seek approval from the relevant higher authorities.

The Policy Deviations capture is only applicable for Asset and Credit Card kind of products.

The following are the functions pertaining to the Policy Deviations capture:

- A link called as Policy Deviations is provided to enable the user to capture the bank policy deviations encountered in the process manually. This option enables the user to capture those bank policies which are not maintained in Oracle Banking.

- The library of Policy Deviation Codes is maintained as part of Common services.

- This option of Capture Policy Deviations is available in all the stages of Origination.

- There is a link called View Policy Deviation History for each combination where in the user can view all the existing policy deviations for the applicants to the Product group.

- There is an approval task flow for the approval of the deviations.

- For the Policy deviations captured as part of Capture Application will need to be done as part of Manual Credit Assessment.

- Provision to capture Policy deviation for cosigner is available.

- Provision to capture Standard and Sub Standard reason against each policy deviation added by the initiator.

- Once the policy deviation is declined by the approver, the banker will comply with the policy deviation by selecting the Policy Recommendation is Met check box.

- Based on the DCA rules, the Policy Deviation task can be sent to approval. The changes in the approval task are as follows:

  - Approvers can selectively approve or decline policy deviations.

  - Approvers can capture primary reason, secondary reason, and comments for the policy deviations that are approved.

  - Approvers can capture comments for the policy deviations that are declined.

  - Approvers can approve the policy deviation task only if all the policy deviations are approved, else system will enforce the user to decline the policy deviation task.

- If Policy Deviation task is declined, then a repair task is created for the initiator to either comply or make appropriate changes to the deviation and resend to the approver.

16.5 Variation Outside Arrangement

Following are the features of variation outside arrangement:

16.5.1 Variation - Amend

Following are the features of variation in amend scenario:

- Handled using the Amend option in the Application Form.

- Handling of variation events like increase or decrease amount, increase or decrease term, changes in the collateral linkages to the amended facility.

- Handling of LMI in case of amend flow.

- Validations allow submission of request, if no changes are made at the mainline level or within the Collateral stage with respect to the collaterals linked to the amended main line.

- Subsequent steps like credit assessment, structure solution, offer and account creation or update, settlement instruction handling for the variation outside arrangement (that is, amend) flow.

- Change of borrowers: Add or remove borrowers to an existing facility and its downstream impact across various stages in the Application Form. Appropriate handling of existing accounts within Structure Solution step for the same.

- Variation events supported are as follows:

  - Increase Amount

  - Decrease Amount

  - Increase Term

  - Decrease Term (supported for revolving facilities only)

- Link or Delink collateral to existing facility. The collateral being linked can be new or existing collateral.

- Add Borrower

- Remove Borrower

■ Management of bundled accounts in case of remove borrower amendment type being executed either of Change of Bundle Owners or Delink Accounts from bundle option to be selected.

■ Bundle Recommendation: Mechanism to recommend bundle in case of amend flow and handling of amendment to existing accounts linked to a bundle in-flight (as part of the amend flow).

■ Collaterals: Handling of borrower change and ownership modification of existing collateral ownership or force de-link of collateral owned by de-linked borrowers.

■ Funds Table: Identifiers stored at facility level for amendment to use as facts for charging separate fees for the respective variation events. Also, handling of amend scenarios to display appropriate information within Funds section of Funds Table.

■ Capitalization of fees and LMI as part of the amend flow.

■ Settlement Instruction: Creation of settlement instruction task based on different combinations in which amendments have been done in combination of facility and account modifications in amend scenarios.

16.5.2 Variation - Review and Renew

Following are the features of variation in review and renew scenario:

■ Handled using Review and Renew option at landing page.

■ Expired OD facilities shown in the landing page for the user to perform renewal.

■ Product details page shown as Read-only. Except in case of OD, where the user is allowed to capture Proposed Expiry Date.

■ System displays personal details page as Read-only. No modification can be performed.

■ System allows the user to capture or update financial details of existing customer. In the Document Checklist page, user can take new documents, if any.

■ System allows the user to submit the Review and Renew request for Auto- Decisioning.

■ Renew functionality is not applicable for the product groups with group type HELOC.

16.6 Capitalization of Fees and Interest

Capitalization (that is, loan funded) means that the fees or insurance components are added to the loan account applied by the customer.

Origination supports the capitalization of Origination and servicing fees as well as LMI and CCI components:

■ Capitalize Fees and Capitalize LMI options captured in Application Form:

- **Capitalize Fees:** Option provided within the Product step of the Application Form to capitalize origination fees (which will be added to the requested amount over and above the base requested amount captured within the same step). Selecting this option makes Configure step mandatory in pre-assessment stage.

- **Capitalize LMI:** Indicates that the LMI also needs to be capitalized along with the base requested amount captured in the Product step of the Application Form.

- CCI is deemed capitalized when the premium payment option for CCI is Bank Funded and the periodicity of premium is One Time or Periodic in the account configuration of Structure Solution.

- **Structure Solution:**

  - This step is mandatory in pre-assessment stage to get complete account configuration to identify, if any servicing fees are also to be capitalized as part of the New flows for lending product groups. Nomination of an account within the facility is mandatory to which the capitalized components are added to the sanctioned amount of the loan account.

  - The base amount on which LMI quote is made includes the capitalized origination and servicing fees. Any change in these components re-triggers LMI quote.

  - In case of structure solution post assessment, the system will also allow the user to modify the capitalized component(s) captured in origination like origination fee(s) and any changes done to the same, if breaching the credit cushion (parameters configured at credit policy and linked to product group) will force the user to perform Edit Submission.

- **Mortgage Insurance task:** Mechanism to check if the policy amount differs from the premium quote amount and mechanism to force the user to go back to Structure Solution to refresh the nominated account.

- **Consumer Credit Insurance task:** This is a human task (similar to Mortgage Insurance) at application level for CCI policy creation. Mechanism to handle reject of CCI policy and CCI premium amount being different from capitalized CCI quote amount done as part of this task.

- **Create Offer:** For features of Offer Letter template, see Chapter 12 Create Offer and Execute Documents.

- **Settlement Instruction:** Display of capitalization components within the Capitalization details panel in Settlement Instruction task. Passing of the capitalized and uncapitalized components to the servicing module for handling during disbursement (in case of loans) or debit (in case of OD) from accounting perspective and also processing of the settlement instruction itself.

16.7 Workflow Concepts

Following are some important features:

- Oracle Banking Originations uses the BPEL workflow for process orchestration. The business rules decide task routing.

- Tasks can be human tasks (user needs to claim it and action on it) or it can be an automated task (system performs it).

- The access of users to tasks is controlled through roles to which the task access is allocated through SMS. The user can belong to a role, based on the configuration with the Oracle Security Stack related integration within the overall Oracle Banking solution.

- The BPM work list component is used for the tasks driven through Oracle Banking Originations. BPM features like Claim (to start work on a particular task) or Release (through which the user can return the task to his or her role work list) are integrated within Oracle Banking Originations. Over and above this, Oracle Banking Originations provides specific actions for each logical task and the user can move back and forth in the origination workflow in the context of a particular submission.

- SLA rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system can compute the Due Date.

- Task Priority rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system can compute the priority of the task.

- Task Ownership rules configuration is enabled in SOA composer, so that while creating the relevant Origination task, the system could identify the owner of the task.

- The warning indicator check (for preventing account opening) extends to all the Origination human task processes.

- Ability to view all the parties in the submission in all the origination human tasks from application header section.

- Facility to support banker to banker communication using Work Activity functionality from BPM work list.

- Ability to save the work activity as draft. Ability to amend already saved work activity and submit it for the further actions. Only one draft work activity is allowed in one task.

- Ability to display the current submission status in BPM through flex fields.

16.8 Aggregator Support

Aggregator is the kind of entity which collates applications from a set of brokers and interacts with the lending institutions and acts as an agent between the banks and the lowest level brokers. Typically, the mechanism of interaction for such aggregators could be an industry or regional standards which are followed by banks. For example, industry standard message formats such as LIXI (Lending Industry XML Initiative) standards are followed within Australia for interactions done by aggregators with a bank for lending applications.

The following capabilities are built within Oracle Banking Originations to support aggregator origination:

- Ability to record credit decision status that is, Preliminary.

- Ability to display the credit decision outcome for preliminary credit assessment in credit decision history inquiry.

- Ability to depict preliminary credit decision outcome in the form of following submission statuses:
    - Preliminary Assessment Failed
    - Preliminary Decision Approved
    - Preliminary Decision Conditionally Approved
    - Preliminary Decision Declined
    - Preliminary Decision Referred

- Ability to store preliminary credit assessment result and provision mechanism to update submission status.

- Ability to provide mechanism to create human task for data enrichment for submission.

- Ability to display the submission status in Application Tracker, in case of preliminary assessment.

16.9 Enrichment Task

The customer and application related data received through an industry standard message format, may not be sufficient to process the application in Oracle Banking Originations. The Enrichment task is created to enrich

the application details for its successful processing.

- Ability to create a manual task to enable user to enter the required mandatory data for successful submission.

- Ability to perform the collateral deduplication checks. If existing collateral is selected, system overwrites the collateral details received through the industry standard message format with the existing details available for selected collateral.

- Ability to check whether the broker is inactive. If broker is inactive, user has to either change the status of broker to active or cancel the submission.

- Ability to create facts for broker-sourced applications. These facts can be used in routing logic.

- Ability to add new product such as Saving Account or Credit Card.

- Ability to add new collateral or link existing collateral.

- Ability to update collateral deduplication indicator in Oracle Banking Channels Application when collateral deduplication is performed in the Enrichment task.

- Ability to retain the financial data as received from broker.

- Ability to configure questionnaire specific to broker.

- Ability to show the comparison of some fields when a broker sourced In-Principle Approval (IPA) submission is converted in a full submission.

- Ability to change the task priority for the broker sourced application in the Application Header section.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

- Ability to run the Financial and Objective Information Validity rule on the applicant's financial details to check the expiry of the submitted regulatory lending details on the submission of the broker sourced application. The broker should collect regulatory documents from customer again, if the regulatory lending expiry date is less than the submission date of an application.

- Ability to view the customer's documents that are uploaded through broker to identify whether the customer is new or existing.

- Ability to show the changes made in submission when received as resubmission request in the View Change Log section. The section shows the comparison of old values and new values in the submission. Ability to select the values that proceeds in further account opening process.

- Ability to accept the In-Principle Approval (IPA) conversion request at any stage and start new process of account opening as full submission.

16.10 Existing Customer Check Task

When application is received from broker through an industry standard message format, it also contains party information. Such parties received from broker can be either new to the bank or existing parties of the bank. Before starting the application processing, a check is performed to find out whether a party is new or existing using the Existing Customer Check task. It supports the following features:

- Ability to perform the party deduplication checks to identify whether the applicant is new or existing.

- Ability to view the details received for the applicant from the industry standard message format.

■ Ability to compare the existing OCH and Oracle Banking party data with the received party data and display the mismatch information.

■ Ability to display the list of all probable matches and to select one of the record to link the party to an existing party.

■ Ability to identify the party as new and create a submission with new party in enrichment task for such cases.

■ Ability to refresh the party deduplication list, that is view the latest potential matches every time the banker access the task or refreshes the matches.

■ Ability to view the uploaded documents of the applicant's in the Documents section of Panel Drawer. It is mandatory to receive at least one document of the applicant in order to proceed with account opening process. The Enrichment Task for that submission is suspended if documents are not uploaded and received.

16.11 Notes Capture

Oracle Banking Originations provides the option of capturing Notes during application capture, which can be viewed at later stages. Following are its features:

■ Ability to capture of notes as part of the Application Form.

■ Ability to view notes captured in Application Form in subsequent stage of the origination workflow.

■ Ability to delete or respond to existing notes.

■ Ability to capture email IDs as part of notes and response as an optional field to send notifications.

■ Ability to display of notes based on the appropriate stage in the origination workflow (work list tasks) and mechanism to view the same from Application Tracker.

17 Monitoring and Tracking

Oracle Banking Originations provides different mechanisms to monitor and track application status and progress. Each of the ones described below has a different purpose and objective.

17.1 Application Tracker

Application Tracker option provides a number of features, which enable the bank to track the application status. It provides a lot of information to the banker and enables the banker to take required actions.

Submission Summary page

- Retrieval of incomplete submission and mechanism to update and submit the submission. This is applicable for all application types - new, amend, review or renew and In Principle Approval.

- Ability to view details of the applicants and affiliates for a submission.

- Ability to view the collateral details such collateral ID and description of all the collaterals associated with the broker sourced submission. This details appears till the submission is submitted in the Enrichment Task page.

Basic and Advanced Search panel

- Mechanism to search applications or submission based on a number of basic or advanced search criteria.

- Additional search criteria to search for business or retail submission alone.

- Ability to display Notifications in Application Tracker details page and Next Steps actions in Search result panel and Application Tracker details page.

- Ability to view aggregator sourced submissions.

- Ability to view the account variation submissions.

- Ability to save the advanced search criteria at user level and retrieve the same on next login.

- Ability to search for applications across edit submissions using the application ID prefix.

- Ability to display or hide the arrangement ID in the basic search based on configuration.

Application Stage Details

- Ability to display notifications in Application Tracker details page and Next Steps actions in search result panel and Application Tracker details page.

- Ability to view all the stages of the application and stage related details (detail level varies from stage to stage) along with the stage completion status.

- Ability to view the task details such as task name, claim status, claimed or assigned by, start and end date of task for each stage.

- Banker role based access is applicable in Credit Decision, Verification, Offer Letter, Settlement stages and Due Diligence panel drawer, and Edit or Withdraw Submission links. The supported modes are: no access, read only, upload only, booking only, and all accesses.

- The Task Status section under all the stage details shows the task history details.

- Instead of BPM Human task, Application Tracker allows the banker to perform actions of verification, valuation, accept offer, accept downsell and withdraw submission directly based on SOA composer setup.

- Ability to view the status of all the relevant tasks pertaining to an application in the Application Tracker.

- All the stages and task status section display the Task SLA details and highlight when the SLA is breached for all the in-progress tasks.

- The Timeline widget displays the approval confirmation flow and change log details. This widget also displays external settlement system related details such as land title check, subscriber check and workspace details.

Application Details

- Ability to display the application level details such as product group, applicants, term, requested amount, offer, and account details.

- Ability to withdraw a deposit application (including investment) and insurance applications.

- Ability to display and hide the arrangement ID linked to the account configuration in Application widget based on configuration.

- Ability to view the status of all applicants from the parent application, in the scenario where the joint applicant is not present during application form submission.

Submission Details

- Ability to display the Edit Submission history details (including task history) and credit decision details (including fraud check details) in Submission Details section.

- Mechanism to view or generate Application Form and Capture Application level documents, if not generated already, for an application.

- Facility to auto save the details when user clicks the Push to Worklist option from Withdraw Submission page (if initiated from Application Tracker in STP case) and create the human task with the saved data.

- Ability to trigger IPA conversion to full application (if within validity date).

- Ability to send adhoc notice to customer and receive response for the same.

- Ability to retain all the application and product group level notes captured before edit submission and display them in Application Tracker Submission Notes page post edit submission.

- Ability to provide role based access control (no access, read only, conditional, and all access) to edit or withdraw submission and withdraw application from Application Tracker.

Application Tracker Panel Drawer

- Collect origination fees marked as deferred, prior to settlement instruction or account opening.

- Mechanism to view and upload documents provided by applicants and guarantors related to a submission.

- Capture solicitor details and link them to collaterals requiring settlement.

- Notes functionality: Integration with the revised comments functionality to display comments captured at each logical step in the origination workflow including the data entry stage. Also, mechanism to add or reply to existing comments for a particular application.

- Ability to view and edit the details of the person who is going to manage the submission.

- Ability to provide an effective way of managing banker to banker communications or task management.

- Ability to provide work activity response from Application Tracker or BPM human task based on configuration.

- Ability to record the outbound document delivery preferences for broker sourced application in the Application Header section, to deliver the customer's offer documents to broker.

Create Application Stage Details

- View Submission: Application Form like inquiry of the complete submission to display state of the data captured in the application form when it was submitted into the system.

- Cancel Application functionality within Application Tracker is similar to the functionality available in Application Form to mark a submission as Cancelled.

Credit Decision Stage Details

- Mechanism to push a submission for manual credit review in case of failure from automatic credit assessment.

- Ability to trigger manual credit assessment in case of Reject Offer being dispatched within the respective grace period.

Verification Stage Details

- Support multiple upload of documents linked to verification types associated with an application.

- The Inbound Document checklist in the Verification panel is enabled irrespective of auto credit decision status.

- Ability to wake up the suspended verification tasks from Application Tracker.

- Capability to perform verification from Application Tracker itself based on verification category level configuration.

- Display of verification comments through the Application Tracker.

Valuation and Title Search Stage Details

- Display of Valuation (including View or Edit collateral details), Title Search and Mortgage Insurance task details.

- The valuation report dispute functionality is enabled from the Application Tracker (Fast Path: OR100) to the Accept Offer task completion, and post that it is disabled.

- The second title search request is initiated from the Application Tracker (Fast Path: OR100).

Structure Solution Stage Details

- The capture of rate lock agreement details, generation, dispatch, upload and acceptance of those documents can be performed in Structure Solution task. The Application Tracker Structure Solution stage also displays the details and allows the user to capture the rate lock agreement details, generation, dispatch, upload and acceptance of those documents based on configuration.

- If setup in SOA composer is defined in such a way that task for structure solution is not to be created, the system allows the user to complete the Structure Solution task from Application Tracker. The banker has an option for Push to worklist in case the back-end task for Structure Solution is required.

Quick Refinance Stage Details

- The Quick Refinance stage in Application Tracker is applicable for loan applications only.

Offer Letter Stage Details

- Ability to provide inbound documentation capability as part of Offer Letter stage.

- Capability to perform document upload (inbound and outbound documents), extend expiry or reject offer from Accept offer page in offer letter stage.

- Capability to wake up the accept offer task (if suspended) from Application Tracker on upload of all the mandatory documents or by manually clicking the wake up button.

- Ability to generate and dispatch Create Offer documents, Decline Letter or IPA term sheet documents from Application Tracker based on configuration.

- Ability to upload accepted offer documents in the Offer Documents panel with Application Tracker.

- Ability to view intermediate application states for offer acceptance process to track whether all the documents are received from customer or any document is outstanding from customer due to banker rejection.

Settlement Stage Details

- The settlement details are shown as a new stage between offer letter and fulfillment stage (account opening documents).

- Banker can book settlement, modify or cancel booking, upload payout instruction documents, and mark the settlement as completed or revoke the same from settlement. Settlement is always be in Non STP mode.

Fulfillment Stage Details

- Mechanism to view or generate account level documents, if not generated already, for an application.

- The submission is marked as completed only post account opening documents generation and dispatch is completed successfully else it continues to be submission in progress.

Collateral Perfection Stage Details

- Banker can upload documents (both inbound and outbound documents) in collateral perfection stage. On upload of any document or manual clicking of wake up button from Application Tracker, the system automatically resumes the collateral perfection human task (if suspended).

Create Term Sheet Stage Details

- Ability to extend term sheet validity from Application Tracker - Create Term Sheet stage.

Insurance Application Related Details

- Ability to track and monitor insurance applications from Application Tracker.

- Ability to launch the Insurance task from the insurance application details page. The task has the basic details of quote and also all steps for post quote.

Services

Through backend services, the following capabilities are supported:

- For a given party ID, ability to check for any active submission exists or not and inform the same with submission details.

- For a given party ID, ability to delete all the Personally Identifiable Information (PII) data elements from Origination and mark the submissions related to the party as Unsearchable.

17.2 Monitoring Dashboard

Oracle Banking Originations provides Monitoring Dashboard using BAM Dashboards to show real-time data. The purpose of these dashboards is to provide detailed and relevant information to the end stakeholder.

The primary objective of building analytics, for any enterprise workflow like Origination, is to build widgets or dashboards to help the key stakeholders add insight into their business. At a broad level, analytics requirements are categorized as real-time or historical.

Real-time analytics is about monitoring the activities happening today or state of some object as of today and everything else is categorized as historical. As an example of real-time data requirements, application pipeline gives the statistics about how many applications are pending in various origination process stages like credit assessment, verification and so on. Also workload information gives idea about number of tasks assigned to each user. However on the other hand, historical data requirements is all about volumes of objects, trends and performance over a period of time.

All the BPM processes and human workflows in origination life cycle are instrumented, to extract various business indicators. All the business indicators captured, as part of instrumentation process, are sent to analytics system.

Attributes such as initial submission date, count of instances of edit submission and current status submission are also sent from Oracle Banking to BAM as part of application metrics data object.

18 Interface with Oracle Sales Cloud

This chapter describes the key features related with productized interface of Oracle Banking with Oracle Sales Cloud (OSC).

18.1 Key Features

Sales and Origination productized integration is supported between Oracle Banking, Supplier Customer Hub, Supplier Sales Cloud and Supplier Siebel CRM. The high-level description of the scope is as follows:

- Synchronize Sales Catalogue

- Customer Synchronization with Customer Master

- Opportunity to application submission process flow and UI integration

- UI mash up is supported for the following Oracle Banking UI in Supplier CRM using URL embedding:

  - Customer Onboarding and Verify Customer (Know Your Customer): Banker from OSC page can onboard the customer in Oracle Banking.

  - Application Capture (Initiate New Application): Banker from OSC page can initiate a new application in Oracle Banking.

  - Application Tracker: Banker from OSC page can track applications.

  - Statement Inquiry: Banker from OSC page can view transactions for financial accounts (for example, Loan or CASA account).

- Single Sign-on

- Reference Data Synchronization

19 US Localization Features

This chapter describes the key features of Oracle Banking Originations for US localization.

19.1 Key Features

Key features supported by Oracle Banking Originations for US localization are as follows:

- Capability to capture Mortgage Loan Originator details for the loans classified as Residential Mortgage Loan and HELOC. The MLO details captured are printed on the Offer Letter generated for the customer.

- As guided by Regulation Z, whenever the HELOC limit is decreased during Amend, then user is allowed to capture whether the request was initiated by customer or bank. If the request is initiated by bank, then a notice with change in terms and conditions should be sent to the customer.

- Provision to fetch Vehicle details from external interface is provided.

- Provision to capture the Ethnicity, Race, Martial Status, Gender and Age for GMI reporting for specific product types.

- System is required to execute the Regulation Z rule defined in Origination Preferences and store the Regulation Z applicability at facility. This check is performed in Capture Application and again during Create Offer stage. The outcome of the rule which is executed during Create Offer will prevail.

- Documents or disclosures are generated and dispatched at various stages using the regulatory document framework.

- Capability to resolve verification type based on if a collateral of type Property has been marked for environmental clearance.

- System has the capability to generate various regulatory disclosures for the US market as part of Capture Application submission, Create Offer and Create Account.

- As part of Accept Offer task, system checks for accounts within the application which are covered under MLA (MLA Covered: Yes). System displays a warning message Please revalidate the status for covered borrower under MLA.

- In Structure Solution for ODLOC account, system allows only one account to be added and configured.

- Capability to originate investment accounts under various retirement plans such as traditional, ROTH, SEP, KEOGH, HSA with underlying deposit accounts (Deposit or Saving).

- Capability to capture and validate applicant, beneficiary details for investment accounts.

- Deposit origination (CASA or TD) is available for US market.

- Capability to capture mandatory documents and optional documents for inbound documents.

- Capability to perform manual debit assessment of CASA accounts.

- Capability to generate a rejection letter in case an application rejected as part of the debit assessment process.

- Capability to record an acceptance from the customer.

- Capability of Application Tracker to meet the manual debit assessment functionality for deposit products.

- Capability to mandatorily capture reasons for cancellation of submission and application.

- Capability to identify the account as MLA covered based on service member active duty.

- Capability to capture CRA address account-wise for CRA reporting.

- Capability to identify the HELOC transaction as High Cost Mortgage.

- Applicant Eligibility Rule can be configured and linked to the product group. Banker can configure the allowed combination of party types and maximum number of applicants allowed for the product group as part of this framework.

- Customer needs to have a checking account with overdraft protection facility to originate ODLOC product. If the customer does not have a checking account or if checking product is not selected in the landing page along with ODLOC product, then the system displays a warning message to the banker.

- Capability to support expiry date display and extension, and reject offer functionality through the Deposit Accept Offer task.

- Interface with external systems:
    - Checking Account Origination:
        - Integration with Equifax using their scoring mode applicable for Checking Account verification to arrive at debit decision. Storage of applicable bureau report within Party module.
        - Handling of Referred decision for debit bureau check through Manual Debit Assessment task.
    - Employment and Income Verification:
        - Integration with Equifax through The Work Number (TWN) to obtain employment and income information of applicant based on registered employers with Equifax.
        - Readable report of the employment and income information received from Equifax.
        - Manual verification of stated employment and income vis-à-vis electronic information received enables to speed up verification process.
    - Valuation:
        - Integration with Equifax through Property Data & Analytics (PD&A) to obtain recommended value along with owner and lien information for residential property type of collateral. This is available within the Collaterals step of the application form.
        - This value is then also used for the SLTV calculation within the application form capture process to identify Available Equity within the Property, particularly in HELOC applications.
    - Credit Decision:
        - Integration with Equifax to perform Credit Assessment for multiple product - multiple applicant combinations.
        - Capability to consider Ability To Pay computation performed in external system and provision necessary information to perform these computations.
        - Ability to handle or process credit decision for multiple applicants in an application as well as multiple applications in a submission.

- Store requisite bureau report for an applicant (party) within Party module. Scores returned along with scoring models enabled in Equifax to be also stored in Party module.

  - Vehicle Valuation

    - Integration with Kelley Blue Book (KBB) to fetch Vehicle details for a user car based on VIN and zip code.

    - The document upload service can also be consumed by other external systems for enabling inbound document upload.

    - The solution has data sufficiency to interface with external systems of physical documents storage. Additionally, it exposes services for upload of documents that have been rescanned.

- Capability to generate Offer Letter for deposit accounts for the following scenarios:

  - If the customer accepts the Downsell offer

  - If the customer accepts the Upsell offer.

- In the deposit offer letter template a reference number is printed in the footer of the document. This number is to aid the banker to ensure that the customer has signed and returned the latest version of the offer document.

- Capability in the Debit Assessment process is as follows:

  - A technical configuration at bank-level is provided to configure the debit assessment either at application-level or at applicant-level.

    - In case of application-level configuration, the origination flow post debit assessment is driven by the application level decision taken by the user in the Manual Debit Assessment task.

    - In case of applicant-level configuration, the origination flow post debit assessment is driven by the application-level outcome that is automatically derived based on the applicant level decisions taken by the user. If the user decision is not favorable for opening the account for one or more applicants, then there is provision to proceed with account opening by removing the applicants from the application.

  - An Adverse Action Notice or Decline Letter can be generated and dispatched to applicants who have been declined, or whose assessment outcome is Downsell.

- The Repair Task For Deposit Account task provides the ability to re-initiate the call to the interface when the call to debit bureau fails (technical failure).

- Capability to complete an application where a joint applicant is not present:

  - If debit assessment is configured for the product group, debit bureau checks are triggered for the applicants that are present during application form submission.

    - If the debit check is approved for all the applicants that are present, then the account is created only for these applicants.

    - If the debit check is not approved for all the applicants that are present, then the Manual Debit Assessment task is created so that the user can take a decision on whether to go ahead with account creation or not with all the applicants.

  - Debit assessment for joint applicants that are not present, is triggered once the joint applicant is added from the Joint Application Form.

- If the debit check decision is Approved, then the joint applicant is added to the account.

- If the debit check decision is Declined, then the joint applicant is not added to the account.

- If the debit check decision is Referred, or Downsell, or Upsell, the Manual Debit Assessment task is generated. The decision to add the applicant or not can be made in the task.

20 Australia Localization Features

This chapter describes the key features of Oracle Banking Originations for Australia localization.

20.1 Key Features

Key features supported by Oracle Banking Originations for Australia localization are as follows:

- Farm Management Deposit Accounts (Origination):
  - Origination of FMDA Savings account is supported.
  - Origination of FMDA Term Deposit account is supported.
- ANZSIC and ASCO codes can be captured for account holders during origination.
- Australia-specific tax codes (TFN or Exemption code, ABN, ARBN or ACN) can be captured and related validations are supported.
- Capturing tax beneficiary details is enabled during origination.
- Capture of Non Australian Address for Current Address type is supported for all party types.
- The product has the capability to integrate with external interface for identity verification as part of Know Your Customer regulatory step.
- The Borrower Combination Type and Secondary Purpose facts are created by Origination and Common Account module. These facts are used to configure National Consumer Credit Protection (NCCP) rules (Regulated or Unregulated).
- The following labels in the product are renamed in Australia localization.

Table 20–1 Australia Localization Labels

Label Name in Product	Label Name in AU Localization	Remarks
Quick Refinance	Fast Refinance	Task Name
Quick Refinance Details	Fast Refinance Details	Panel Name
Institution ID	BSB	Field Name
Reference Number	Fast Refinance Reference Number	Field Name
Cancel Quick Refinance	Cancel Fast Refinance	Button name

- Due to the amendments of the Victorian State Taxation Acts Bill 2015, an increase in the rates of stamp duty is being imposed on the purchase and holding of Victorian residential real estate by foreign purchasers. The Owner Percentage and Foreign Purchaser along with Owners can be captured in Property panel. These facts are sent to pricing to derive or identify if there is any additional stamp duty to be charged or collected.
- First Home Owners Grant (FHOG): This is applicable when the customer is buying a property for the first time. The subsidy amount and reference number can be captured in the solution.

- Low Doc: For selected products, the lists of documents are less than the actual list of doc. For example, income statement, P&L statements may not be available for personal loans and some home loan. Low Doc is used for document submission and verification.

- Self Managed Superannuation Funds (SMSF): Support for trust for SMSF.

- Waived Origination Fees: The banks can define the period in years to display the waived origination fees in Loan Product Preference as per the regulatory requirement and based on the configuration, system displays waived origination fees for unregulated loans which are closed within N years.

- Credit Decisioning: The solution interacts with external credit decision interface for obtaining a credit decision. Credit Application Decisioning will provide the ability for real-time credit decision for customers with lending requirements. The solution aims towards:

  - Providing an automated solution for Credit decisions by processing every loan application through the decision engine.

  - Pre-population and assisted credit memorandum completion where required.

  - Customer centric decisioning capability

  - Sourcing data from Credit Bureaus to support the Application Decisioning

- Application Fraud Check: Product has the capability to interface with external system and receive responses on the suspected applications. Application Fraud detection is applicable for lending products and is necessary to protect the bank against fraudulent attempts to obtain access funds.

- Personal Property Securities Register (PPSR) is a register where details of security interests in personal property (Collateral) can be registered and searched in Australia. During origination the hooks to call external interface will be available to support the following:

  - Registration if interest on PPSR

  - Release of registered interest on PPSR

  - Modification of a registered interest on PPSR

- Address Verification: The address validation is available based on Australian Address Capture Standard. The customer on-boarding and origination capabilities integrate seamlessly with external interface to ensure users perform their own online address verification before submitting their contact details as per Australian Address Capture standards.

- Lender's Mortgage Insurance:

  - Product has the capability to interface with external Lenders Mortgage Insurance system. For interfacing with the external system, Origination hands off required data to Insurance module, which in turn interacts with the external system through the interface layer. Data received from an external system is stored in Insurance and displayed in origination processes by Origination module.

  - Capability to display Lenders Mortgage Insurance (LMI) and Consumer Credit Insurance (CCI) quote amounts. For LMI details, a call is made to the LMI interface to get the details as part of Funding table.

  - The human task called Lender Mortgage Insurance is created to manage interaction with external system for the creation of insurance policy within Oracle Banking. For LMI details, a call is made to the LMI interface.

- Party module supports interface requirements with respect to KYC. These changes are applicable in Manual Identity Verification (MIV) task consumed during origination.

- Quick Refinance (Fast Refinance):

  - Product has the capability to interface with external system for performing Quick Refinance.

  - The Quick Refinance human task is created if any of the facilities require a Quick Refinance. From this task, the processing of quick refinance can be initiated. By clicking Initiate, a call is made to the interface to get the Quick Refinance details.

  - Settlement for Quick Refinance: When Quick Refinance is applicable; settlement amount with Outgoing Financial Institution (OFI) is settled through the settlement task. OFI account details are displayed, settlement is performed and shortfall validation is done. Outbound statuses such as Certified for Settlement and Settled are sent to the external quick refinance system. For quick refinance details, a call is made to the quick refinance interface to get the details.

- Product has the capability to interface with external system for performing the application fraud check.

- Product has the capability to interface with external system for performing credit assessment for lending and overdraft applications.

- The document upload service can also be consumed by other external systems for enabling inbound document upload.

- The solution has data sufficiency to interface with external systems of physical documents storage. Additionally, it exposes services for upload of documents that have been rescanned.

- Product has the capability to integrate with external interface to register the collaterals once the settlement is completed.

- Ability to hide insider details and CTR details in the party train stop of application form.

- Ability to enable the capture of dependents name, date of birth and relationship with applicant in the party train stop of application form for lending products.

- Ability to have a placeholder to display text along with the electronic communication consent that is being captured for email as part of the contacts.

- Ability to capture consent for bureau call made during credit assessment in the party train stop. A bureau enquiry cannot be executed until an applicant has provided their privacy consent. Banker needs to record applicant privacy consent for both existing party and new party present in the submission. This information is obtained for every submission and persisted at application level only.

- Ability to capture information about the entity carrying out the construction work for an under construction collateral property. The entity can either be an Owner Builder or a Builder.