

# **Oracle Banking Digital Experience**

**Retail Customer Services User Manual  
Release 19.1.0.0.0**

**Part No. F18558-01**

**May 2019**



Retail Customer Services User Manual  
May 2019

Oracle Financial Services Software Limited  
Oracle Park  
Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

Copyright © 2019, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

# Table of Contents

<b>1. Preface.....</b>	<b>6</b>
1.1 Intended Audience .....	6
1.2 Documentation Accessibility .....	6
1.3 Access to Oracle Support .....	6
1.4 Structure.....	6
1.5 Related Information Sources.....	6
<b>2. Transaction Host Matrix.....</b>	<b>7</b>
<b>3. Portal Page.....</b>	<b>10</b>
<b>4. Channel On-boarding.....</b>	<b>14</b>
4.1 Self-Register.....	14
<b>5. Log-In &amp; Log-Out of Oracle Banking Digital Experience.....</b>	<b>20</b>
5.1 Log-in to the application .....	20
5.2 Log-out of the application.....	23
<b>6. Calculators .....</b>	<b>24</b>
6.1 Loans Calculator .....	24
6.2 Eligibility Calculator .....	25
6.3 Term Deposits Calculator.....	27
6.4 Foreign Exchange Calculator.....	29
6.5 Goal Calculator.....	31
<b>7. First Time Login.....</b>	<b>35</b>
<b>8. Dashboard.....</b>	<b>46</b>
8.1 Retail Dashboard .....	46
8.2 Conventional/Islamic Accounts .....	52
<b>9. Forgot Password .....</b>	<b>53</b>
<b>10. Forgot Username .....</b>	<b>56</b>
<b>11. Live Chat .....</b>	<b>58</b>
<b>12. FATCA &amp; CRS Form.....</b>	<b>61</b>
12.1 FATCA & CRS Self - Certification Form for Individuals .....	62
12.1.2 Customer Identification .....	62
12.1.3 Additional KYC Information .....	66
12.1.4 Tax Residency Information .....	68
12.1.5 Declaration .....	73
12.1.6 Review.....	74

12.1.7	Confirm .....	75
12.2	FATCA and CRS Self - Certification Form for Entities.....	76
12.2.2	Identification of the Entity .....	76
12.2.3	Tax Residency.....	79
12.2.4	Entity Certification .....	83
12.2.5	Declaration .....	88
12.2.6	Review.....	90
12.2.7	Confirm .....	91
<b>13.</b>	<b>Apply Online For A New Account.....</b>	<b>93</b>
13.1	Track Your Application .....	95
<b>14.</b>	<b>Interest Certificates.....</b>	<b>96</b>
<b>15.</b>	<b>Balance certificates .....</b>	<b>100</b>
<b>16.</b>	<b>TDS .....</b>	<b>103</b>
<b>17.</b>	<b>Service Request .....</b>	<b>105</b>
17.1	Raise New Request .....	105
17.1.1	Raise New Request - Summary.....	105
17.1.2	Schedule an Appointment for Branch Visit .....	107
17.1.3	Service Request Form .....	109
17.2	Track Request.....	110
17.2.1	Track Request - Search .....	111
17.2.2	Service Request Details - Request Status.....	112
<b>18.</b>	<b>My Preference.....</b>	<b>115</b>
18.1	Profile .....	115
18.1.2	Profile - Edit.....	117
18.2	Primary Account Number .....	119
18.3	Alerts Subscription .....	121
18.4	Third Party Consents .....	124
18.5	Security and Login .....	128
18.5.1	Set Security Questions.....	128
18.5.2	SMS and Missed Call Banking.....	133
18.6	Themes .....	135
18.6.1	Switch to Default Theme .....	136
18.7	Settings .....	137
<b>19.</b>	<b>Security Question Authentication .....</b>	<b>142</b>
<b>20.</b>	<b>Change Password .....</b>	<b>144</b>
<b>21.</b>	<b>Limits.....</b>	<b>146</b>



21.1	Limits – View .....	147
21.2	Daily and Monthly Limits - Edit.....	151
<b>22.</b>	<b>Session Summary .....</b>	<b>154</b>
<b>23.</b>	<b>Personalize Dashboard .....</b>	<b>157</b>
23.1	Personalize Dashboard.....	157
23.2	Revert to default dashboard.....	160
<b>24.</b>	<b>Mailbox .....</b>	<b>163</b>
24.1	Mails .....	163
24.1.2	Compose Mail .....	165
24.1.3	Inbox.....	166
24.1.4	Sent Mail .....	169
24.1.5	Sent Mails – Details.....	171
24.1.6	Deleted Mail .....	172
24.2	Alerts .....	175
24.3	Notifications.....	177
<b>25.</b>	<b>Feedback Capture .....</b>	<b>180</b>
<b>26.</b>	<b>ATM / Branch Locator .....</b>	<b>183</b>
<b>27.</b>	<b>Nominations.....</b>	<b>187</b>
27.1	Add Nominee.....	189
27.1.1	Add Nominee – Add New .....	189
27.1.2	Add Nominee - Replicate Existing Nominee .....	192
27.2	View Nominee .....	194
27.3	Edit Nominee.....	195
27.4	Delete Nominee .....	198
<b>28.</b>	<b>One Time Password.....</b>	<b>200</b>

# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

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

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

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

## 1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

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

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 19.1.0.0.0, refer to the following documents:

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

## 2. Transaction Host Matrix

### Legends

<b>NH</b>	No Host Interface Required.
<b>✓</b>	Pre integrated Host interface available.
<b>×</b>	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 14.2.0.0.0	Oracle FLEXCUBE Universal Banking 14.3.0.0.0
1	User Registration - Self Onboarding	✓	✓	✓
2	Log-in to the application	NH	NH	NH
3	Log-out of the application	NH	NH	NH
4	Loan Installment Calculator	NH	NH	NH
5	Loan Eligibility Calculator	NH	NH	NH
6	Term Deposits Calculator	NH	NH	NH
7	Foreign Exchange Calculator - Fetch Currency Conversion/Exchange Rate	×	✓	✓
8	Goal Calculator	×	✓	✓
9	First Time Login	NH	NH	NH
10	Forgot Password	NH	NH	NH
11	Forgot Username	NH	NH	NH
12	Live Chat	NH	NH	NH
13	FATCA & CRS Form	×	×	×
14	Mailbox- Mails (Without Interaction module)	NH	NH	NH
15	Mailbox- Mails (With Interaction module)	×	✓	✓
16	Mailbox- Alerts	NH	NH	NH
17	Mailbox-Notifications	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 14.2.0.0.0	Oracle FLEXCUBE Universal Banking 14.3.0.0.0
18	Interest Certificate	✓	×	×
19	Balance Certificate	✓	×	×
20	TDS	✓	×	×
21	Service Request – Raise New Request	NH	NH	NH
22	Service Request – Track Request	NH	NH	NH
23	Leave Feedback	NH	NH	NH
24	Session Summary	NH	NH	NH
25	Personalize Dashboard	NH	NH	NH
26	ATM / Branch Locator	NH	NH	NH
27	Apply Online For A New Account	×	✓	✓
28	Track Your Application	×	✓	✓
29	View Limits - Daily and Monthly	NH	NH	NH
30	Profile	✓	✓	✓
31	My Preference – Primary Account Number	NH	NH	NH
32	Alerts Subscription	NH	NH	NH
33	Third Party Consent	NH	NH	NH
34	Security Question Authentication	NH	NH	NH
35	Security and Login - Set Security Questions	NH	NH	NH
36	Security and Login - Change Password	NH	NH	NH
37	Security and Login - SMS and Missed Call Banking	NH	NH	NH
38	Themes	NH	NH	NH
39	Manage Registered Devices	NH	NH	NH

40	Nominations	✓	×	×
41	One Time Password	NH	NH	NH

[Home](#)

### 3. Portal Page

A bank's landing page should be designed in a manner that connects with its customers and also leads to quick conversions of prospects into customers of the bank. The portal page should enable existing customers to easily login to the system and should also provide users to perform tasks such as to view and apply for the bank's product offerings, register for online banking access, track existing product applications, search for the bank's ATMs and branches etc.





The **Oracle Banking Digital Experience** portal page displays various options that enable users to undertake required tasks and gain information about the bank and its products. The different sections and features provided on the portal page are documented as follows:

## Portal Page Overview

The screenshot displays the ZigBank portal interface. At the top, a purple header bar contains the ZigBank logo, a language dropdown set to 'English', and a 'Login' link. A left-hand navigation menu lists: Claim Money, Track Application, Register, ATM/Branch Locator, Help, and About. The main content area features a large banner with the text 'Your financial security guaranteed.' and a background image of a smiling man. Below this, a section titled 'Choose from our range of products' presents two options: 'Current Account' (described as 'on interest-bearing deposit' with a 'Know More' link) and 'Auto Loans' (described as 'Drive your dream vehicle with low interest rate loans and easy EMI options.' with a 'Know More' link). A large banner below this shows a woman holding a model airplane, with the text 'Achieve your Dream with us' and a quote from Walt Disney: 'All your dreams can come true, if we have the courage to pursue them'. A 'Proceed' button is visible. Below the banner, a green section offers an 'instance loan with in principle approval' and a 'View Products' button. The 'Tools & Calculator' section includes icons and links for Loans, Term Deposits, Eligibility, and Foreign Exchange. The footer, titled 'Get in touch with us', provides links for Company (Home, About Us, Help), Legal (Terms and Conditions, Privacy Policy, Press), Helpful Links (Sign Up, Compare Rates, Members only Offers), Contact Us (Oracle Corporation, 500 Oracle Parkway, Redwood Shores, California 94065), and a 'Locate a Branch' form with a 'Submit' button. Social media icons and a copyright notice (© 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions) are at the bottom.

## Icons

The following icons are present on the portal page:

- : The logo of the bank.
- : Click the toggle menu to access various transactions.
- : Click this icon to log in to the application.
- : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

## Toggle Menu transactions:

- **Claim Money**  
Click to claim money if you are a recipient of a peer to peer transfer.
- **Track Application**  
Click to track the progress of an account opening application.
- **Register**  
Click to register for online banking access.
- **Login**  
Click this option to log in to the application.
- **ATM/ Branch Locator**  
Click this option to view the address and location of the ATMs and the branches of the Bank. For more information refer [ATM/ Branch Locator](#).
- **Help**  
Click this option to launch online help.
- **About**  
Click this option to view information about the application such as version number, copyright etc.

## Choose from our range of products

This section displays the products of the bank. Products shall range from savings accounts, current accounts and deposits to auto loans, personal loans or mortgage loans etc based on the bank's range of products. Select any product to view individual offerings and to apply for an account of choice.

---



**Tools & Calculator**

- **Loans** - Click this option to access the loan calculator.
- **Term Deposits** - Click to access the deposit calculator.
- **Eligibility** - Click here to access the Loan Eligibility Calculator.
- **Foreign Exchange** – Click here to access foreign exchange calculator to calculate foreign exchange conversion amounts and to view the exchange rates (for supported currencies).

**Get in touch with us****Company**

- Home: Click to go to the bank's home page
- About Us: Click to view the information about the bank
- Help: Click to navigate to the Help page.

**Legal**

This section displays the following links:

- Terms and Conditions: Click to view the bank's terms and conditions
- Privacy Policy: Click here to view the bank's privacy policy.
- Press: Click to view the bank's press related information.

**Helpful Links**

- Sign Up : Click here to sign up to the application
- Compare Rates : Click to compare rates
- Members only Offers: Click to view offers available only to customers of the bank.

**Contact US**

The physical address, email ID and phone numbers of the bank are displayed here.

**Locate a Branch**

Enter a location to search for branches in that area.

**Social**

Click the social networking site icons to connect to Facebook / twitter.

---

## 4. Channel On-boarding

In the current scenario, bank customers are comfortable and adept at using digital channels, which have increasingly become the primary mode of banking. Customers prefer self-service channels for their basic banking needs as it makes transactions and inquiries accessible anywhere anytime.

In order to access online banking channel, users need to have login credentials. This feature enables users to register themselves for channel access.

### 4.1 Self-Register

This feature enables customers to register themselves for channel access. Customers who do not have access to online channels can onboard themselves without having to approach the bank physically. Bank customers who have existing savings accounts, term deposits and or Loans can onboard themselves by authenticating their relationship with the bank. Customer authentication is done on the basis of primary details registered with the bank.

#### **Pre-requisites**

In order to be able to register oneself, a user must have any of the following existing relationships with the Bank:

- Demand Deposit
- Loan
- Term Deposit
- Credit Card

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


Registration for online banking access by:

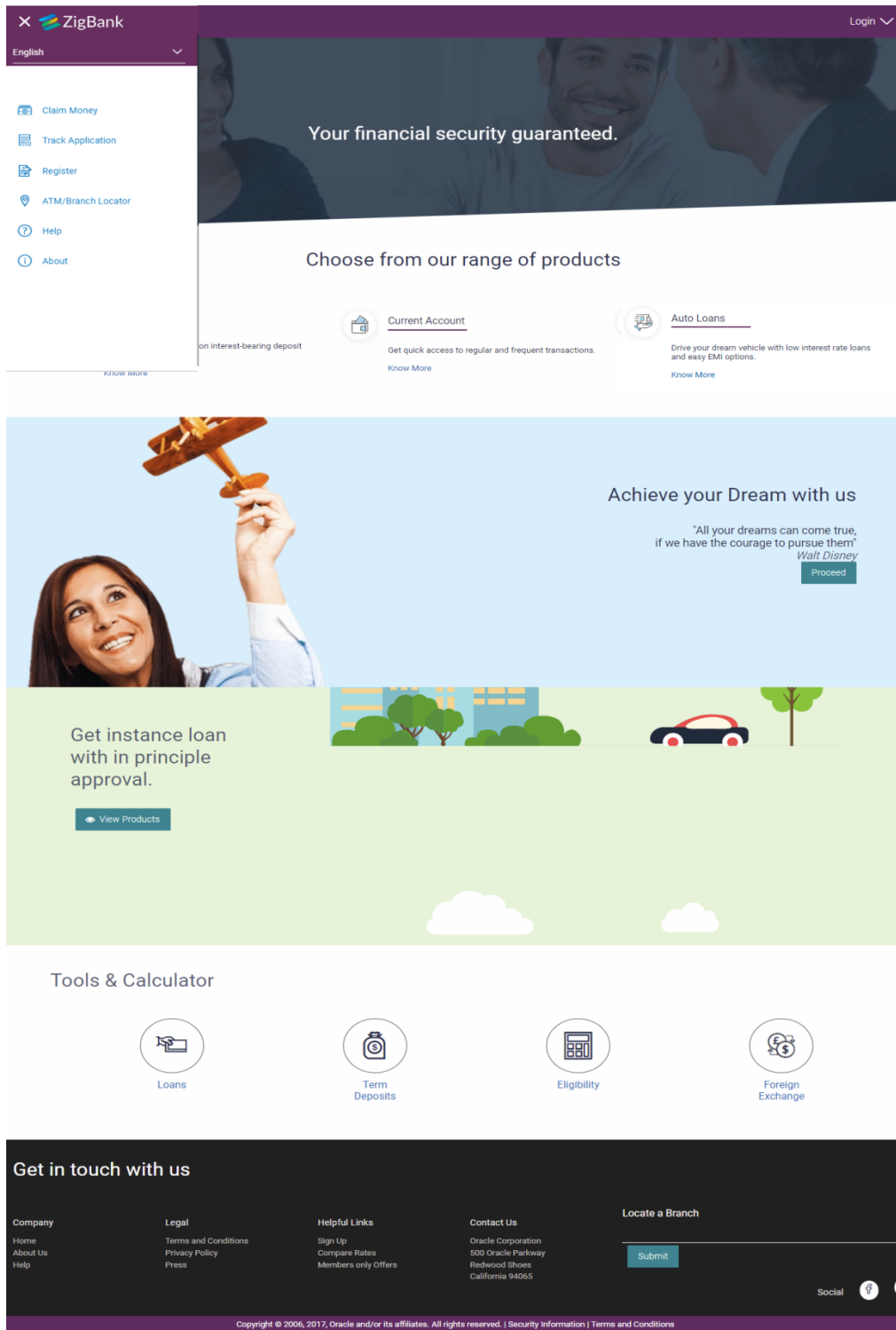
- Validating relationship with the bank, and
- Creation of Login credentials – User ID and Password

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

*Bank's Portal Page > Toggle Menu > Register*

## To register for access to banking channels:

1. Access the bank's portal page, click  to expand the toggle menu and click on **Register**.



- The **Channel Onboarding - Customer Information** screen appears. Enter the relevant information.

### Channel Onboarding - Customer Information

**ZigBank** Login

Registration

Great! Give us some details about your account, so we can look you up.

Account Type: Demand Deposit

Customer ID: 001096

Branch: AT3 FLEXCUBE UNIVERSAL BANK

Account Number: AT30011890033

First Name: John

Last Name: Smith

Email ID: john.smith@example.com

Date of Birth: 04/27/89

Debit Card Number: 9021213232323232

Debit Card Pin: \*\*\*\*

Continue Cancel

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>Account Type</b>	Identify your relationship with the bank by selecting the type of account that you hold with the bank. The options are: <ul style="list-style-type: none"> <li>• Demand Deposit</li> <li>• Loan</li> <li>• Term Deposit</li> <li>• Credit Card</li> </ul>

The following fields appear if you have selected options **Demand Deposit, Loan or Term Deposit** from the **Account Type** list.

<b>Customer ID</b>	Enter your customer ID.
<b>Account Number</b>	Specify the account number that you hold with the bank corresponding to the account type selected in the <b>Account Type</b> field.
<b>First Name</b>	Enter your first name.

Field Name	Description
<b>Last Name</b>	Enter your last name.
<b>Email ID</b>	Enter your email ID.
<b>Date of Birth</b>	Specify your date of birth.
<b>Debit Card Number</b>	Specify the debit card number associated with the account defined in the <b>Account Number</b> field.  This field is displayed only if you have selected <b>Demand Deposit</b> against the <b>Account Type</b> field.
<b>Debit Card PIN</b>	Enter the PIN of the debit card defined in the <b>Debit Card Number</b> field.  This field is displayed only if you have selected <b>Demand Deposit</b> against the <b>Account Type</b> field.

### Credit Card

The following fields appear if you have selected the option **Credit Card** from the **Account Type** list. *Credit Cards are maintained with a third party system.*

<b>Credit Card Number</b>	Enter the number of the credit card that you hold with the bank.
<b>Name as on Card</b>	Enter your name as embossed on the credit card.
<b>Email Id</b>	Enter your Email ID.
<b>Credit Card Expiry Date</b>	Specify the date on which your credit card will expire by selecting the month and year from the provided fields.
<b>CVV Number</b>	Enter the Card Verification Value (CVV) number printed on your credit card. This number can be found printed on the bank of most credit cards.
<b>Date of Birth</b>	Specify your date of birth.

3. From the **Account Type** list, select the type of account that you hold with the bank.
4. If you have selected options **Demand Deposit, Loan or Term Deposit** from the **Account Type** list:
  - a. In the **Customer ID** field, enter your customer ID.
  - b. In the **Account Number** field, enter your account number corresponding to the account type selected against the **Account Type** field.
  - c. In the **First Name** and **Last Name** fields, enter your first and last name.
  - d. In the **Email ID** field, enter your email ID.
  - e. From the **Date of Birth** field, select your date of birth.
  - f. If you have selected the option **Demand Deposit** against the **Account Type** field, in the **Debit Card Number** and **Debit Card PIN** fields, specify your debit card number and PIN.

5. If you have selected option **Credit Card** from the **Account Type** list:
  - a. In the **Credit Card Number** field, enter your credit card number.
  - b. In the **Name as on Card** field, enter your name as embossed on the card.
  - c. In the **Email ID** field, enter your email address.
  - d. In the **Credit Card Expiry Date** fields, select the month and year in which your credit card will expire.
  - e. In the **CVV Number** field, enter your CVV number.
  - f. From the **Date of Birth** field, select your date of birth.
6. Click **Continue**.
7. The **Verification** screen appears. For more information click [here](#).
8. The **Get Online - Create your log in details** screen appears. Enter a user name and password that you want to set as your log in credentials.



### Create your log in details

The screenshot shows the 'Create your log in details' screen. At the top, there is a header with the ZigBank logo and a 'Login' button. Below the header, the title 'Create your log in details' is displayed. The form contains three input fields: 'User Name' (with the value 'Smith@example.com'), 'Password' (masked with dots), and 'Re Enter Password' (also masked with dots). To the right of the password fields are icons for password strength or hints. Below the input fields is a checkbox labeled 'I agree to Terms and Conditions' which is checked. At the bottom of the form are two buttons: 'Sign Up' and 'Cancel'. The footer of the screen contains the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Create your login details</b>	
<b>User Name</b>	Enter a value that you want to set as your user name.
<b>Password</b>	Enter a password to be considered as your login password.
<b>Re-Enter Password</b>	Re-enter the password entered in the <b>Password</b> field to confirm the same.

Field Name	Description
<b>I agree to Terms and Conditions</b>	Select the checkbox to acknowledge acceptance of registration terms and conditions.
<b>Terms and Conditions</b>	The link to view the terms and conditions.

9. In the **User Name** field, enter a value to be considered as your user name.
10. In the **Password** field, enter a password to be set as your login password.  
OR  
Click  icon to enter the password using the virtual keyboard.
11. In the **Re-enter Password** field, re-enter the password.  
OR  
Click  icon to re-enter the password using the virtual keyboard.
12. To accept the terms and conditions, select the check box.
13. Click **Sign Up**.  
OR  
Click **Cancel** to end the registration process.
14. The success message appears.  
A mail is sent to the user's email ID containing his login user name and password.  
Click **Login** to start using online banking.

[Home](#)

## 5. Log-In & Log-Out of Oracle Banking Digital Experience

A user can access online banking services by logging in to the system from the login page. By enabling user login through entry of user name and password, the bank can ensure that its customers' financial information is always accessed in a safe and secure manner.

Once a user is done accessing the online banking system, he/she can log out by selecting the Log Out option provided. Logging out enables users to exit from the system in a secure manner, thus ensuring that no one else can gain access to the user's online banking services (without supplying valid credentials).

### Pre-requisites

- The user must be registered for online banking access and must have valid login credentials.
- The user must have a valid account with bank that is enabled for online banking access.
- Other features related to accounts must be supported by the host system.

### Features Supported In the Application

- Log-in to the application
- Log-out of the application

### 5.1 Log-in to the application

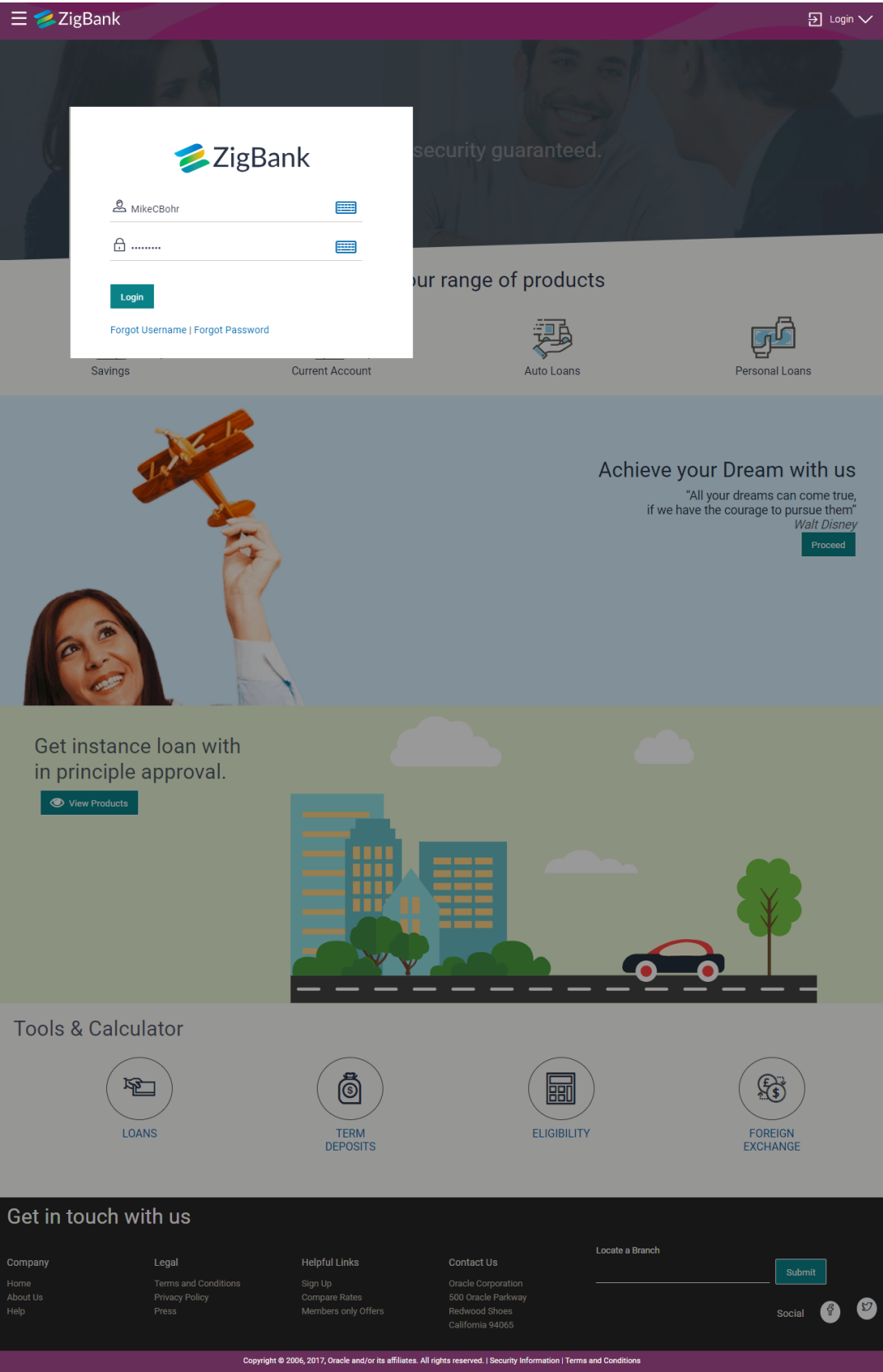
The user can log in to the **Oracle Banking Digital Experience** application by entering his/her login username and password in the provided fields.

#### To log in to the application:

1. Access the bank's portal page.
2. Select the Login option. The Login page appears.





Login Page



**Field Description**

Field Name	Description
<b>Username</b>	Enter your login user name.
<b>Password</b>	Enter your login password.

3. In the **Username** field, enter your user name.  
OR  
Click  icon to enter your user name using the virtual keyboard.
4. In the **Password** field, enter your login password.  
OR  
Click  icon to enter the password using the virtual keyboard.

---



**Note:** The characters typed in the Password field appear masked (•••••) for security reasons.

---

5. Click **Login**.  
The **Dashboard** screen appears.

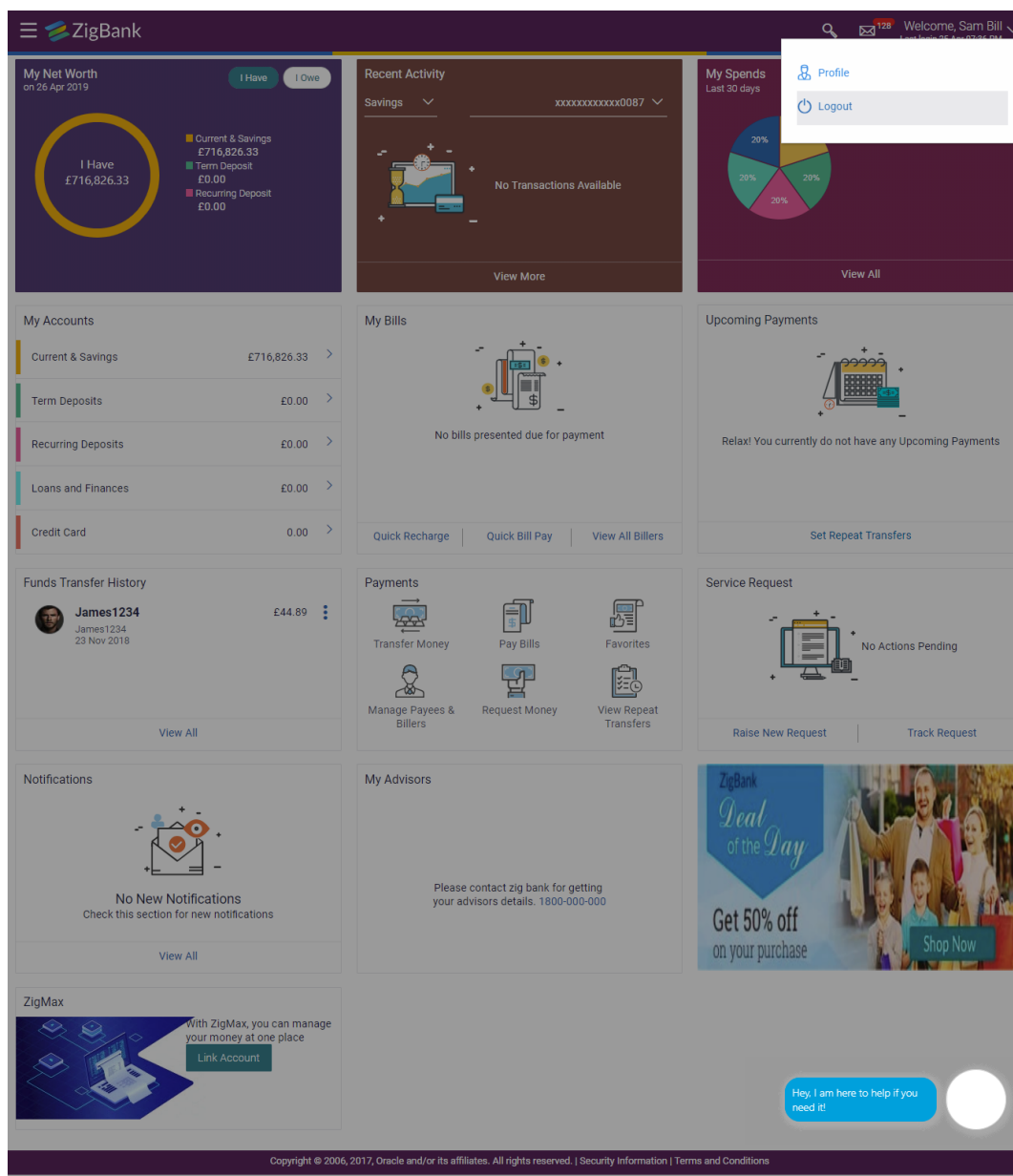
## 5.2 Log-out of the application

To log out of the application:

1. In the top right corner, click  Welcome, A Jain  icon.

The drop-down with the options to change entity, view profile and logout appears.

### Logout



2. Select the **Logout** option.

The user is logged out of the system and a message confirming successful logout appears.

[Home](#)

## 6. Calculators

Financial calculators are tools used to arrive at a certain calculation helping to take a decision with some predefined criteria. Banks can provide details of their products and offers such as loan interest rates, fixed deposit interest rates, loan tenure etc. through calculators. Users can also use these calculators to compare different offers and products offered by the bank.

Oracle Banking Digital Experience provides calculators which banks can offer to their users on their digital channel. Calculators can be used by customers as well as prospects.

### Features Supported In the Application

The different calculators are:

- Loan Eligibility Calculator
- Loan Calculator
- Term Deposits Calculator
- Foreign Exchange Calculator
- Goal Calculator

### 6.1 Loans Calculator

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

#### How to reach here:

*Portal Page > Tools & Calculator > Loans*

*OR*

*Dashboard > My Accounts > Loans > Installment Calculator*

#### Loan Calculator

Login

Amount

£1,000,000.00

For 10 Years

@Interest < 10% >

Installment Amount : £13,219.50

Calculate

**Loan Calculator**

Getting a Loan from Zig Bank is quick and easy.

To ease your burden of paying off the loan immediately, you can opt for the EMI (Equated Monthly Installment) facility.

To estimate your loan instalment amount per month, you can use a loan calculator.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

**Field Description**

Field Name	Description
<b>Amount</b>	The amount that the customer wants to borrow from the bank.
<b>For (Period) Years</b>	Desired tenure of the loan in terms of years.
<b>@ Interest</b>	Interest rate that bank will charge on the applied loan.
<b>Installment Amount</b>	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

1. In the **Amount** field, enter the loan amount.
2. In the **For Years** field, enter the loan tenure in years.
3. In the **@Interest** field, enter the interest rate.

Click **Calculate**.

The application calculates and displays the monthly installment of the loan.

## 6.2 Eligibility Calculator

Loan eligibility calculator plays an important role in helping a customer understand their current position with respect to their borrowing capacity. The calculator enables customers to gain an understanding of their loan eligibility, considering their average monthly income and expenditure. It computes the loan amount and repayment amount based on income, expense, interest rate and tenure of the loan. Loan eligibility is calculated by the application and is displayed to the customer.

The eligibility is calculated on the basis of:

- The customer's average monthly income
- The customer's average Monthly Expenditures
- Tenure of the loan being inquired applied
- Estimated rate of interest


**How to reach here:**

*Portal Page > Tools & Calculator > Eligibility*

*OR*

*Dashboard > My Accounts > Loans > Eligibility Calculator*

## Loan Eligibility


Login

How Much Loan Can You Get?

Your Average Monthly Income

£50,000.00

Your Average Monthly Expenses

£30,000.00


For How Many Years

5

@Interest < 10% >

You can get a loan of : £941,146.00  
Average Installment : £20,000.02/month

Calculate



**Loan Eligibility Calculator**

Zig Bank calculator provides quick results regarding your eligibility for the loan considering factors like your monthly income and expenses.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>How Much Loan Can You Get?</b>	
<b>Your Average Monthly Income</b>	Monthly income of the user.
<b>Your Average Monthly Expenses</b>	Monthly expenditure of the user.
<b>For How Many Years</b>	Tenure of loan in terms of years.
<b>@ Interest</b>	Interest rate of the loan.
<b>You can get a loan of</b>	The amount of loan that the customer is eligible to borrow.
<b>Average Installment</b>	Display the estimated monthly installment amount.

1. In the **Your Average Monthly Income** field, enter your monthly income.
2. In the **Your Average Monthly Expenses** field, enter your monthly expenses.
3. In the **For How Many Years** field, enter the tenure of loan.
4. In the **Interest** field, enter the rate of interest.
5. Click **Calculate**.  
The application calculates and displays the eligible loan amount and the average installment amount.

## 6.3 Term Deposits Calculator

The Term Deposit calculator gives an indication to the user about the maturity amount which will be available, if a particular amount is invested at the bank and left for a fixed period of time. It calculates the total amount of the term deposit at the end of maturity period. The user can choose amongst different products which suits his requirements best.

### How to reach here:

*Portal Page > Tools & Calculator > Term Deposits*

*OR*

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

### Deposit Calculator

**Term Deposit Calculator**

How Much would you like to Deposit

Amount  
£200,000.00

Frequency

Years: 3, Months: 6, Days: 0

@Interest: 10%

You get back: £284,190.23

[Calculate](#)

[Back To Dashboard](#)

**Deposit Calculator**

Deposit calculator helps you find out the maturity amount and the interest you will earn on it after a particular time period.

Term Deposits are considered to be safe investments.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

### Field Description

Field Name	Description
<b>How Much would you like to Deposit</b>	
<b>Amount</b>	The total amount being deposited.
<b>Frequency - Years/ Months / Days</b>	Option to specify the tenure in terms of Years / Months / Days.
<b>@Interest</b>	Interest rate for which the total amount is to be calculated.
<b>You get back</b>	The value of your deposit at maturity.

**To calculate deposit value at maturity:**

1. In the **Amount** field, enter the deposit amount.
2. In the **Frequency - Years/ Months / Days** fields, enter the relevant information.
3. In the **Interest** field, enter the rate of interest.
4. Click **Calculate**.  
The Deposit Value at maturity appears.



## 6.4 Foreign Exchange Calculator

The foreign exchange calculator calculates the rate at which one currency can be exchanged for another. The Calculator displays the converted amount and the currency exchange rate applied. Exchange rates of only predefined currencies can be viewed by the customer.

Exchange rates for the currency will be fetched online from the host system and calculations will be done based on the exchange rate retrieved.

### Features Supported In the Application:

This section enables user to see the value expected for a conversion of currency into other.

- Exchange rate of currencies
- Calculation of amount of currency converted to the other

### Pre-Requisites

- Support for the currencies provided by host

### How to reach here:

*Portal Page > Tools & Calculator > Foreign Exchange > Forex Calculator*

*OR*

*Dashboard > My Accounts > Current & Savings > Forex Calculator*

### Forex Calculator

The screenshot displays the ZigBank Forex Calculator interface. At the top, the ZigBank logo and a 'Login' button are visible. The main section is titled 'Forex Calculator'. It features two input sections: 'From' and 'To'. The 'From' section has a 'Currency' dropdown set to 'EUR' and an 'Amount' input field containing '€1.00'. The 'To' section has a 'Currency' dropdown set to 'INR', with a note below it stating '@ 1 EUR = 70 INR'. The converted amount is shown as 'Amount: ₹70.00'. A blue 'Convert' button is located at the bottom of the input fields. To the right, a sidebar contains a calculator icon and the text: 'Forex Calculator. Calculate currency and foreign exchange rates with Zig Bank's currency converter and get up to date exchange rates.' At the bottom left, there is a 'Back To Dashboard' link, and at the bottom center, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

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

---

**From**

<b>Currency</b>	Currency to be sold for which the exchange rate is to be inquired.
-----------------	--

<b>Amount</b>	Amount for which conversion is required.
---------------	--

**To**

<b>Currency</b>	Buy currency
-----------------	--------------

<b>Amount</b>	Amount (in the To Currency) which you will get post conversion.
---------------	---

---

**To calculate currency exchange rate:**

1. From the **From – Currency** list, select the appropriate currency.
2. In the **Amount** field, enter the amount to be converted.
3. From the **To - Currency** list, select the currency.
4. To calculate the currency exchange rate, click **Convert**.  
The exchange rate for the currency pair appears.

## 6.5 Goal Calculator

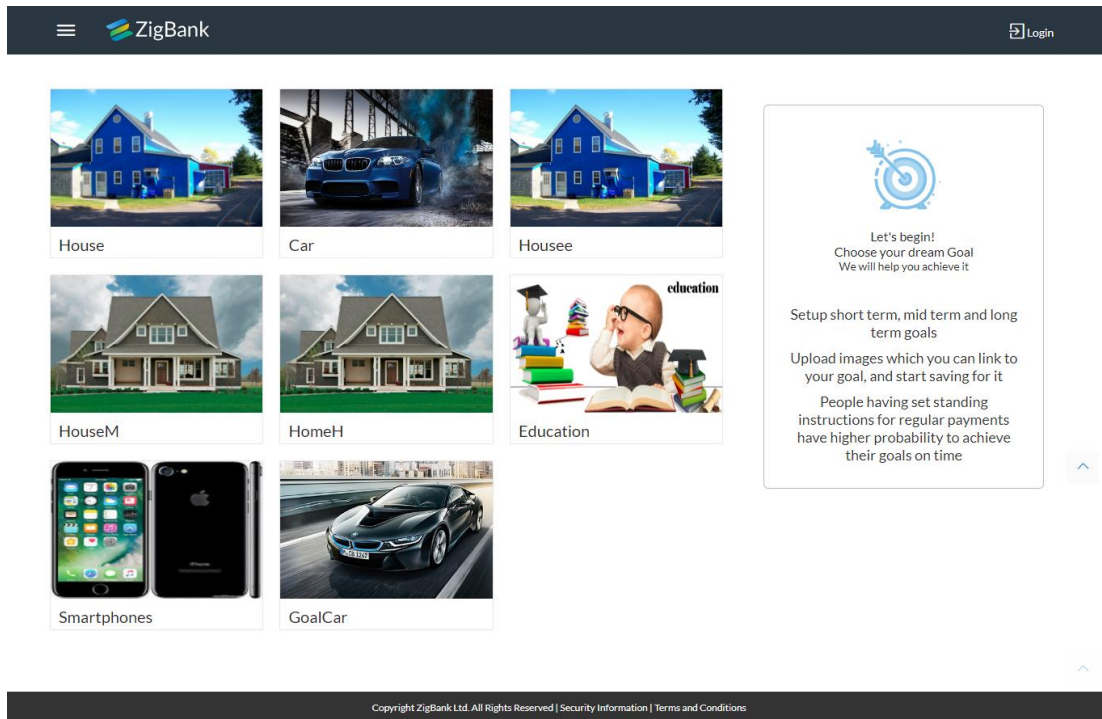
The goal calculator can be used to identify the amount of time it will take to achieve a goal based on the goal value and frequency of savings. This feature, hence, enables the user to figure out the feasibility of creating a goal based on the regular contribution amount for a defined period.

The user needs to enter the goal details along with his targeted amount. The outcome will be based on values entered by user.

### How to reach here:

*Portal Page > Achieve Your Dream with Us > Proceed*

### Goal Category



### Field Description

Field Name	Description
<b>Goal Category Card</b>	Category card enabling the user to create a goal from the available list. E.g. Shopping, Education, Vacation etc.

### To create a goal

1. Click the particular goal category card. The **Goal Calculator – Enter Goal Amount** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

### Enter Goal Amount

### Field Description

Field Name	Description
<b>Enter Goal Amount</b>	The target amount to be saved for goal.

2. In the **Enter Goal Amount** field, enter the target amount.
3. Click **Proceed**. The **Goal Calculator** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

## Goal Calculator

**Your Goal Amount**  
£200,000.00  
Amount should be between £500.00 & £10,000,000.00

**Have you already saved something for it?**  
£500.00  
Amount should be between £500.00 & £199,999.00

**The Remaining Amount**  
£199,500.00

**In how much time do you want to achieve this Goal?**  
2 Years 0 Months

**How frequently do you plan to set aside money for this Goal?**  
Quarterly Monthly Weekly

**Your Monthly Contribution**  
£7,919.00

**How are we helping you achieve it?**  
You Pay 95.2% We Pay 4.8% (Great! You save 4.8%)  
All calculations are of approximate values

Superb! You are one step closer in chasing your dream - car!  
Let's understand how you can achieve it...  
Small drops of water make a big sea.  
Start Small : Dream BIG!

Set your goal now! Cancel

Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Your Goal Amount</b>	The targeted amount of your goal.
<b>Have you already saved something for it?</b>	The amount the user has saved already for the goal or willing to add some amount towards achievement to begin with.
<b>The Remaining Amount</b>	The amount left after deduction of saved amount.
<b>In how much time do you want to achieve this Goal?</b> <b>Years, Months</b>	This is the tenure of the user's goal, i.e. when it has to be achieved.
<b>How frequently do you plan to set aside money for this Goal?</b>	The frequency of the regular contributions. The options are <ul style="list-style-type: none"> <li>Quarterly</li> <li>Monthly</li> <li>Weekly</li> </ul>

4. In the **Have you already saved something for it?** field; enter the amount which you have already saved for the goal.
5. From the **In how much time do you want to achieve this Goal?** list, select the appropriate years and months i.e. time frame user plans to achieve his goal.  
 In the **How frequently do you plan to set aside money for this Goal?** field, select the appropriate option.  
 The screen section displaying Your Monthly Contribution based on the data entered and graph displaying your contribution and bank's contribution appears.  
 The screen displays a bar chart showing **How are we helping you achieve it?** This displays the amount paid by user and the interest component provided by Bank and hence the total savings percentage.
6. Click **Set your goal Now!** to create the goal. The user is directed to the **Login Page** of the application.  
 OR  
 Click **Cancel** to abort the goal creation process.

## **FAQs**

### **1. What do the “you pay”, “We pay” fields suggest?**

**You pay** is the amount, the customer contributes towards his goal, while the **We pay** component is interest accrued by the bank towards fulfillment of the goal.

### **2. Can the customer calculate how much time he will need to achieve a Goal, if he pays x amount every month for 2 years?**

The goal calculator helps the customer to identify the amount he needs to contribute frequently so that he can achieve his goal within the desired time frame. Reverse calculation is not possible.

[Home](#)

## 7. First Time Login

When a new user logs into the application for the first time with the user name and password provided by bank, there are certain tasks that he/she needs to fulfill before being able to access the online services of the bank. These steps are configured by Bank and can include accepting Terms and Conditions, Setting up Security Question, My profile and limit information.

---

**Note:** The steps and sequence for 'First Time Login' may vary for different users as defined or configured by System Administrator.

Each step will either have Next or Skip button basis on the configuration done by Bank Administrator.

---

**Prerequisites:**

- The bank administrator has enabled the First time login steps for Retail users.

**How to reach here:**

*Portal Page > Login*

**To log in to the application:**

1. Open an internet browser to access the application.
2. Type the Oracle Banking Digital Experience URL in the Address bar, and press Enter.  
The **Portal** page appears.
3. Click **Login**.  
The **Login** screen appears.

## Login

The image shows the ZigBank login page. A modal form is centered on the screen, allowing a user to log in. The background features a woman holding a model airplane, with text about achieving dreams and a quote from Walt Disney. Below this is a section for instance loans and a 'Tools & Calculator' section with icons for loans, term deposits, eligibility, and foreign exchange. The footer contains links for company information, legal, helpful links, contact, and a branch locator.

**ZigBank**

MikeCBohr

.....

Login

[Forgot Username](#) | [Forgot Password](#)

Savings Current Account Auto Loans Personal Loans

Achieve your Dream with us

"All your dreams can come true, if we have the courage to pursue them"

Walt Disney

Proceed

Get instance loan with in principle approval.

[View Products](#)

Tools & Calculator

LOANS TERM DEPOSITS ELIGIBILITY FOREIGN EXCHANGE

Get in touch with us

Company  
Home  
About Us  
Help

Legal  
Terms and Conditions  
Privacy Policy  
Press

Helpful Links  
Sign Up  
Compare Rates  
Members only Offers

Contact Us  
Oracle Corporation  
500 Oracle Parkway  
Redwood Shores  
California 94065

Locate a Branch

Submit

Social

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)



## Field Description

Field Name	Description
<b>Username</b>	Enter your login user name.
<b>Password</b>	Enter your login password.

4. In the **Username** field, enter your user name.  
OR  
Click icon to enter the username using the virtual keyboard.
5. In the **Password** field, enter your password.  
OR  
Click icon to enter the password using the virtual keyboard.

**Note:** The characters typed in the **Password** field appear masked (•••••) for security reasons.

6. Click **Login**.  
The **Force Password Change** screen appears.

**Note:** Force Change password is not a part of First Time Login flow wizard, this screen will appear for every new user.

The Force Change Password screen will only appear for users for whom the password is set by administrator and not for the users who have self-registered themselves.

## Force Password Change

**ZigBank** Login

### Change Password

Please change your password for security reasons.

Current Password  
•••••

New Password  
•••••

Re-enter Password  
•••••

**Submit**

**Your Password can :**

- ✓ Have 6 to 15 characters
- ✓ Have uppercase (Minimum mandatory)
- ✓ Have lowercase (Minimum mandatory)
- ✓ Have numbers (Minimum mandatory)
- ✓ Have special characters (Minimum mandatory) (Allowed characters are @, #, \$)
- ✓ Not contain consecutive characters more than 4
- ✓ Not contain identical characters more than 4
- ✓ Not be a common password

Hey, I am here to help if you need it!


Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Field Description**

Field Name	Description
<b>Current Password</b>	Enter your current password as received on your email address.
<b>New Password</b>	Enter a new password.
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.


7. In the **Current Password** field, your current password as set by the bank.

OR

Click  icon to enter the current password using the virtual keyboard.


8. In the **New Password** field, enter a new password.

OR

Click  icon to enter a new password using the virtual keyboard.

9. In the **Re-enter Password** field, re-enter the new password.

OR

Click  icon to re-enter the new password using the virtual keyboard.

10. Click **Submit**. The success message appears.

---

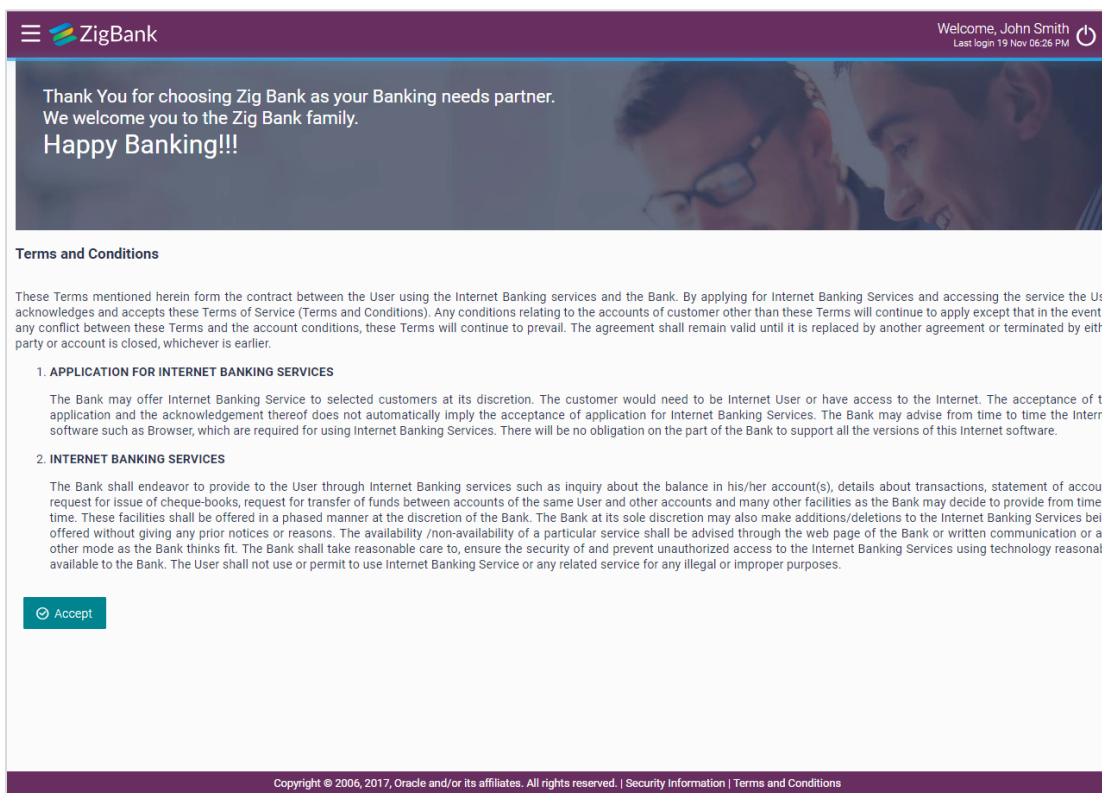
**Note:** Password Conditions get highlighted in green if the user's password is meeting the Password Policy criteria and highlighted in Red if the password is not as per the Password Policy maintained.

---

11. Click **Login** to log in to the application. The **Login** screen appears.

12. Enter the login credentials to log in to the application. The first screen of **First Time Login** as configured by the system administrator appears.

## First Time Login - Terms and Condition



Thank You for choosing Zig Bank as your Banking needs partner.  
We welcome you to the Zig Bank family.  
**Happy Banking!!!**

### Terms and Conditions

These Terms mentioned herein form the contract between the User using the Internet Banking services and the Bank. By applying for Internet Banking Services and accessing the service the User acknowledges and accepts these Terms of Service (Terms and Conditions). Any conditions relating to the accounts of customer other than these Terms will continue to apply except that in the event of any conflict between these Terms and the account conditions, these Terms will continue to prevail. The agreement shall remain valid until it is replaced by another agreement or terminated by either party or account is closed, whichever is earlier.

#### 1. APPLICATION FOR INTERNET BANKING SERVICES

The Bank may offer Internet Banking Service to selected customers at its discretion. The customer would need to be Internet User or have access to the Internet. The acceptance of the application and the acknowledgement thereof does not automatically imply the acceptance of application for Internet Banking Services. The Bank may advise from time to time the Internet software such as Browser, which are required for using Internet Banking Services. There will be no obligation on the part of the Bank to support all the versions of this Internet software.

#### 2. INTERNET BANKING SERVICES

The Bank shall endeavor to provide to the User through Internet Banking services such as inquiry about the balance in his/her account(s), details about transactions, statement of account request for issue of cheque-books, request for transfer of funds between accounts of the same User and other accounts and many other facilities as the Bank may decide to provide from time to time. These facilities shall be offered in a phased manner at the discretion of the Bank. The Bank at its sole discretion may also make additions/deletions to the Internet Banking Services being offered without giving any prior notices or reasons. The availability /non-availability of a particular service shall be advised through the web page of the Bank or written communication or any other mode as the Bank thinks fit. The Bank shall take reasonable care to, ensure the security of and prevent unauthorized access to the Internet Banking Services using technology reasonably available to the Bank. The User shall not use or permit to use Internet Banking Service or any related service for any illegal or improper purposes.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

13. Read the terms and conditions.

14. Click **Accept** to accept the terms and Conditions.  
The next configured screen appears

## Profile

**ZigBank** Welcome, John Smith  
Last login 13 Nov 11:00 PM

**My Profile**

John Smith [Download Profile](#)

**Personal Information**

**Contact Information**

Communication Address	CV RAMAN, BAGMANE, GM ALYA, BANGLORE, INDIA,	
Email ID	raj***umar@oracle.com	
Fax Number	0244554549	
Contact Number(Mobile)	9900****99	

[Next](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

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

### Personal Information

<b>User Name</b>	Full name of the user gets displayed.
<b>Date of Birth</b>	Date of birth of the user gets displayed.
<b>Aadhar Card Number</b>	Aadhar number of the user, as maintained with the bank gets displayed. It is an identification number issued by government of India.


**Note:** This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

<b>PAN Card Number</b>	PAN number of the user, as maintained with the bank gets displayed. It is issued by the income tax department of India.
------------------------	---


**Note:** This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

### Contact Information

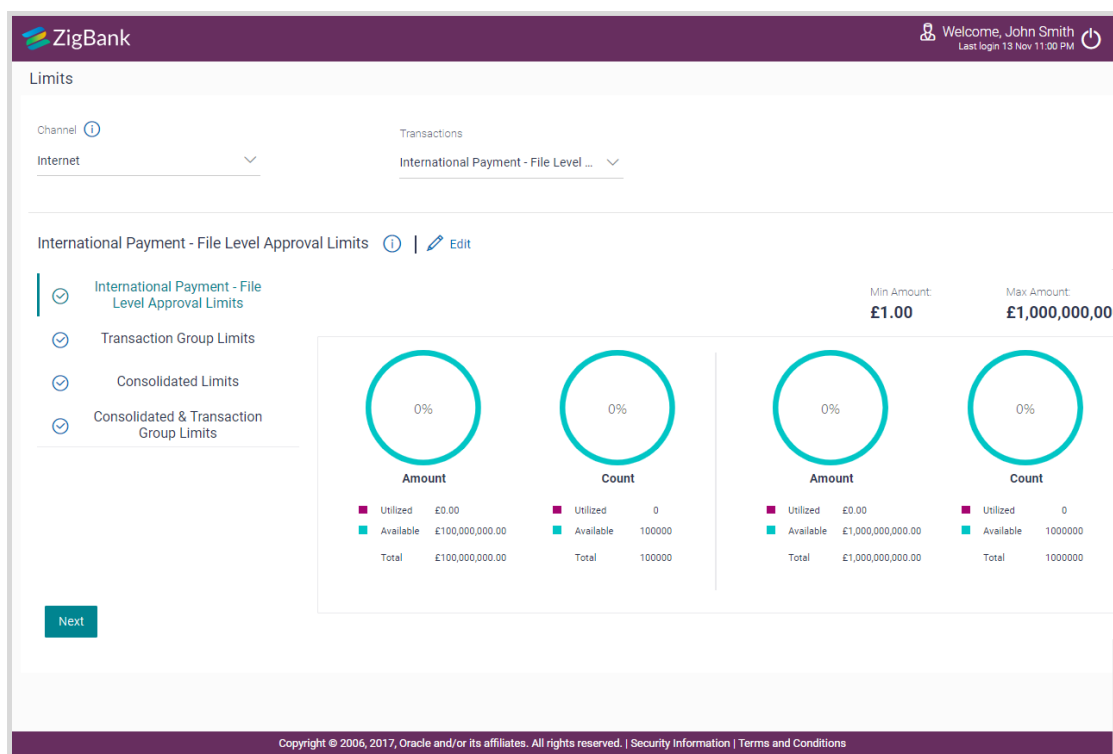
Field Name	Description
<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.
<b>Email ID</b>	Email ID of the user, as maintained with the bank, gets displayed in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, gets displayed in masked format.
<b>Phone Number</b>	Phone number of the user, as maintained with the bank, gets displayed in masked format.

15. Click  against the field that you want to edit.

16. Click **Next**. The next configured screen appears  
OR

Click  **Download profile** to download the profile.

## Daily Limits



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Channel</b>	Select the channel for which user limits are to be displayed.
<b>Transactions</b>	Select the transaction for which user limits are to be displayed.
<b>Transaction Name</b>	The name of the transaction as selected in the above field is displayed.
<b>Min Amount</b>	The per transaction limit - minimum amount.
<b>Max Amount</b>	The per transaction limit - maximum amount.
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>

Field Name	Description
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel &amp; Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>

17. From the **Channel** list, select a channel to view applicable limits.
18. From the **Transactions** list, select the transaction to view its limits.
19. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit tabs to view the specific daily and monthly amount and count limits applicable at each level.
20. Click **Next**. The next configured screen appears  
OR  
Click **Edit** to edit the limits.

## User Security Question Setup

**ZigBank** Welcome, John Smith  
Last login 13 Nov 11:00 PM

Thank You for choosing Zig Bank as your Banking needs partner.  
We welcome you to the Zig Bank family.  
**Happy Banking!!!**

**User Security Question**

Security questions may be used as second level of authentication for completing your transactions. These questions can be set up later from the menu options.  
Do you want to set them up now?

[Set up now](#)

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

21. Click **Setup Now** to setup security questions.  
The **Set Security Questions** screen appears.  
OR  
Click **Skip** to skip this step.

## Set Security Questions

**ZigBank** Welcome, John Smith  
Last login 13 Nov 11:00 PM

Thank You for choosing Zig Bank as your Banking needs partner.  
We welcome you to the Zig Bank family.  
**Happy Banking!!!**

Security Question  
What is your first school name ?  
Answer  
Mt. Carmel

Security Question  
What is your mother's first name ?  
Answer  
Smithly

Security Question  
Who is your favorite cricketer ?  
Answer  
Sachin

Security Question  
What is your favorite color ?  
Answer  
White

Security Question  
What is your pet name?  
Answer  
Tommy

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

**Save** **→ Skip**

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Security Questions</b>	Select a question to be assigned as a security question. The security questions will be numbered, e.g. Security Question 1, Security Question 2 and so on. The number of security questions and answers available will be dependent on the number configured by the bank administrator.



Field Name	Description
<b>Answer</b>	Specify an answer for the selected security question. The fields in which you can specify answers to selected security questions will be displayed below each security question and will be numbered, e.g. Answer 1, Answer 2 and so on.

22. From the **Security Question** list, select the security question to be added in your security question set.
23. In the **Answer** field, enter an answer for the corresponding security question.
24. Click **Save** to save the security questions.  
The user is directed to the **Dashboard** screen.

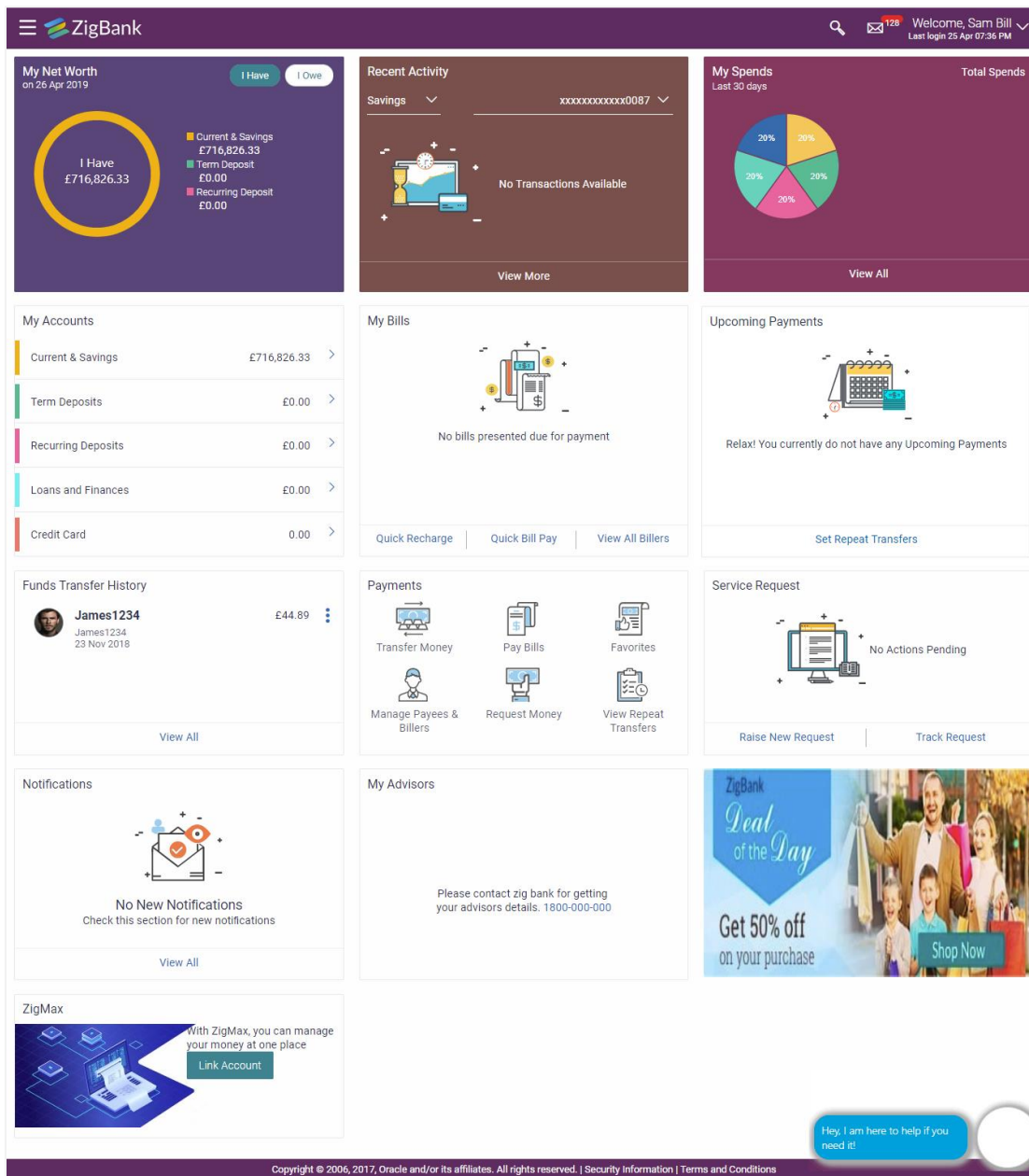
[Home](#)

## 8. Dashboard

The dashboard is the first landing page that the customer views after logging in. It displays the summary of all the user's accounts in a single screen. It also enables the user to access various functions quickly without having to use the toggle menu to navigate to the required screen.

### 8.1 Retail Dashboard








The Retail Dashboard is displayed in the form of widgets. It follows the creative concept of cards which results in an organized dashboard that engages the user and displays information that is easy to decipher.



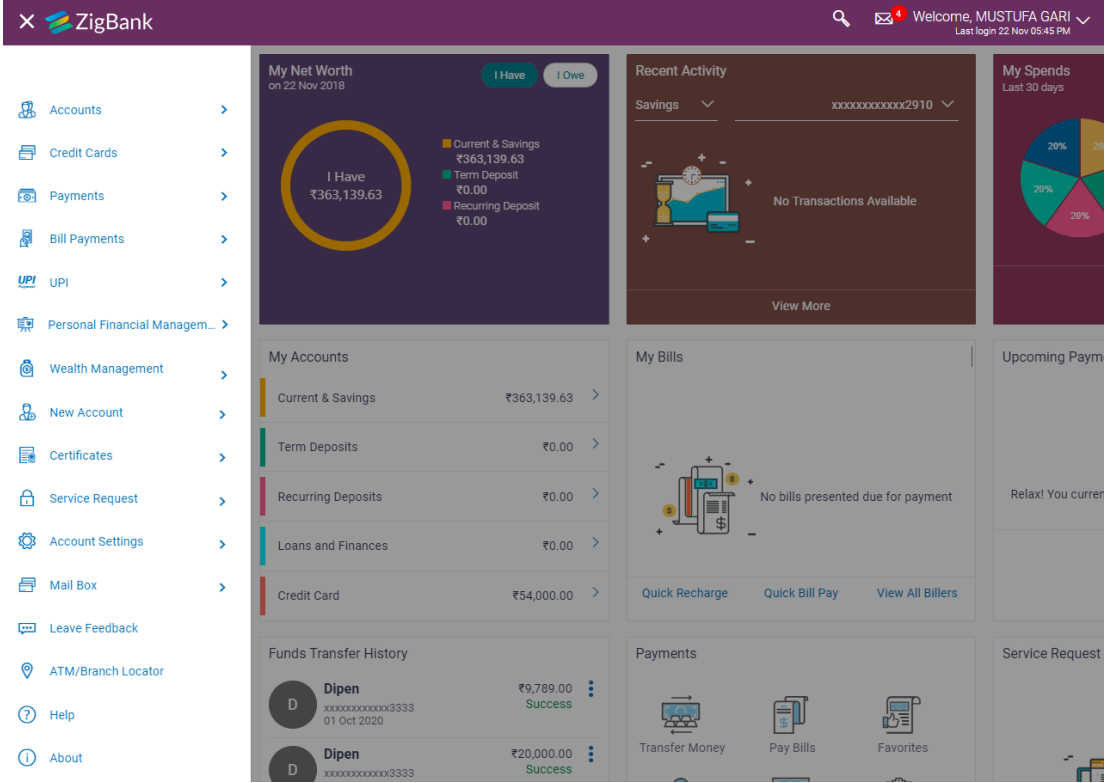
## Dashboard Overview

### Icons

The following icons are present on the retail dashboard:

- : This option is provided on all screens and enables the user to return to the dashboard.
- : Click this icon to navigate to the Mailbox screen.
- : Click this icon to search for a specific transaction.
-  Welcome, A Jain : Displays the user's name along with the last login date and time. Clicking on this icon displays a drop-down with the options to change entities, view the user's profile or to log out from the application.
- : Click the toggle menu to access the transactions.
- : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.
- **FATCA & CRS link:** Click the link to access the FATCA and CRS Self – Certification Form so as to provide information required by the bank to comply with the FATCA and CRS regulations. This link will be displayed on the dashboard only if you are required to submit the FATCA & CRS Self-Certification form.

### Toggle Menu Transactions



















The screenshot displays the ZigBank dashboard interface. At the top, there is a header bar with the ZigBank logo, a search icon, and a user profile section showing 'Welcome, MUSTUFA GARI' and 'Last login 22 Nov 05:45 PM'. Below the header, the dashboard is divided into several sections:

- My Net Worth:** A circular gauge showing 'I Have ₹363,139.63' as of 22 Nov 2018. It includes a breakdown: Current & Savings (₹363,139.63), Term Deposit (₹0.00), and Recurring Deposit (₹0.00).
- Recent Activity:** A section showing 'Savings' with a balance of 'xxxxxxxxxxxxx2910'. It states 'No Transactions Available' and has a 'View More' link.
- My Spends:** A pie chart showing spending distribution over the last 30 days, with segments for 20%, 20%, and 20%.
- My Accounts:** A list of accounts including Current & Savings (₹363,139.63), Term Deposits (₹0.00), Recurring Deposits (₹0.00), Loans and Finances (₹0.00), and Credit Card (₹54,000.00).
- My Bills:** A section showing 'No bills presented due for payment' with options for 'Quick Recharge', 'Quick Bill Pay', and 'View All Billers'.
- Funds Transfer History:** A list of transactions, including a successful transfer of ₹9,789.00 to 'Dipen' on 01 Oct 2020, and another successful transfer of ₹20,000.00 to 'Dipen'.
- Payments:** A section with icons for 'Transfer Money', 'Pay Bills', and 'Favorites'.
- Service Request:** A section with a 'Relax! You current' status.

A sidebar on the left contains navigation links for Accounts, Credit Cards, Payments, Bill Payments, UPI, Personal Financial Management, Wealth Management, New Account, Certificates, Service Request, Account Settings, Mail Box, Leave Feedback, ATM/Branch Locator, Help, and About.

The following items are present on the Toggle Menu:

-  **Accounts** : This menu consists of sub menu items like Current and Savings account, Term Deposits and Loans and Finances to navigate to the respective account related transactions.
  -  **Credit Cards** : Click this menu to access the credit card related transactions.
  -  **Payments** : Click here to access Payments related transactions or setting up of payments.
  -  **Bill Payments** : Click here to access the Electronic Bill Payments and Presentment related transactions.
  -  **UPI** : Click here to access the UPI Payments transaction.
  -  **Personal Financial Managem...**: Click this menu to plan finances and track expenditure. It consists of sub menu items like Goal, Spends and Budget.
  -  **Wealth Management** : Click this menu to access the wealth management related transactions.
  -  **New Account** : Click this menu to apply for a new account.
  -  **Certificates** : Click this menu to view your interest certificates and balance certificates of Current and Savings, Fixed Deposit and Loan account and TDS deducted from all your accounts and deposits for the financial year.
  -  **Service Request** : Click this menu to raise a new service request and track the status of a service request.
  -  **Account Settings** : Click this menu to set your preferences and daily limits, change password and personalize your dashboard.
  -  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
  -  **Leave Feedback** : Click this menu to leave your feedback about the user interaction of the application.
  -  **ATM/Branch Locator** Click to view the address and location of the ATMs and the branches of the Bank. For more information click here.
  -  **Help** : Click this menu to launch the online help.
  -  **About** : Click this menu to view the information about the application like version number, copyright etc.
-

### My Net Worth

This widget displays the total net balance available across all the accounts of the user. It also displays the total cash that is available in all the accounts and the total debt. The graphical representation of availability of net balance with in a period of 90 days in the user's accounts is also displayed.

### Recent Activity

This widget displays the recent activity in the user's Savings, Term Deposit and Loans accounts. It displays the date of transaction, a description of the transaction and the debit / credit amount. The user can select an account number of a particular account type, to view the recent account activity of that account.

Click the **View More** link to view the statements of the selected account type.

### My Spends

This section displays the spending analysis of the customer. The user can view the total expenditure incurred during the past 30 days.

Click the View All link to open the My Spends transaction screen.

### My Accounts

The My Accounts widget lists down all the account types of the accounts that the user holds with the bank. The user can select an account type in order to view details of each account belonging to that specific account type.

The account types the can be listed in this widget are as follows:

- Current & Savings
- Term Deposits
- Recurring Deposits
- Loans and Finances
- Credit Card
- The total balance of all the accounts belonging to a specific account type is displayed against each account type. The user can select any account type record in order to view the accounts (active as well as inactive/closed accounts) belonging to that specific account type category. Subsequently, the user can also select an individual account to view details of the account or to perform transactions using that account.

### My Bills

The My Bills widget enables the retail user to access the Electronic Bill Payments and Presentment related transactions. Different bills are placed on the widgets, which enables the users to pay utility bills towards various types of billers such as 'payment', 'payment and presentment or recharge:

This widget provides immediate access to the following transactions:

- **Quick Recharge:** By clicking this option, the user can access the Quick Recharge transaction, from which, the user can initiate bill payments to the 'Recharge' type billers that are not registered.
- **Quick Bill Pay:** This option enables the user to access the Quick Bill Pay transaction. The user can pay the bills online without registering the billers.

- **View All Billers:** This feature enables users to view all the registered billers.

### Upcoming Payments

This widget lists down the future dated payment instructions set up by the customer.

Each payment instruction record displays the following information:

- The date on which the payment is due
- The nickname of the payee
- The amount due

Click **View All** to view all upcoming payments.


Click **Setup Repeat Transfers** to set standing instructions.

### Fund Transfer History

This widget displays the history of funds transfer done by the customer.

Following information is displayed:

- Date of Transfer
- Payee Name and Payee Account Number(The account number value can be any of the following depending on the type of transfer Account Number/ Email ID/ Mobile Number/ Twitter ID/ Facebook ID/ VPA)
- Amount (along with Currency)
- Status (status in the host system - Can be Success or Failed)

Click  to view the details or re-initiate the fund transfer.

Click **View All** to view all fund transfers.

### Payments

The Payments widget enables the retail user to access certain transactions available under the payments module. Different transactions are displayed on the widget in the form of icons, which gives the user easy access to these transactions.

Icons for the following transactions are displayed in this widget:

- **Transfer Money:** This transaction enables the user to initiate a transfer to a registered payee.
- **Pay Bills:** This transaction enables the user to make utility bill payments.
- **Favorites:** This option enables the user to access his favorite transactions. This feature enables the user to quickly initiate payments towards a payee or a biller without having to enter details of the transfer or payment as the details are pre-populated based on prior setup. Favorite transactions can be of two types: Bill Payments and Money Transfer.
- **Manage Payees & Billers:** By selecting this option, the user can navigate to the screen on which he can manage payees and registered billers.
- **Request Money:** This feature enables the user to initiate a request to pull money from a debtor.
- **View Repeat Transfers:** This transaction enables the user to view and setup repeat transfers. All customer payments, that are periodic in nature, can be set-up and

managed here.

**Service Requests**

The service requests widget displays the number of open service requests initiated by the customer as well as the service requests that are recently closed. The customer can raise a new request and track the status of open service requests.

**Notifications**

The notification widget enables the user to view the notifications sent by the bank. Click View All to view all the notifications sent by the bank.

**My Advisors**

This widget displays the names and contact details of the user's relationship managers.

**Offers**

Any offers and rewards as hosted by the bank will be shown in this section of the dashboard.

**Promotions**

This section of the dashboard displays promotional messages of any bank offerings applicable to the customer.

**Link Account (Account Aggregation Link)**

Click the Link Account button to link the external bank accounts to OBDX to access savings, term deposits and loan accounts information anytime, anywhere using single digital platform.

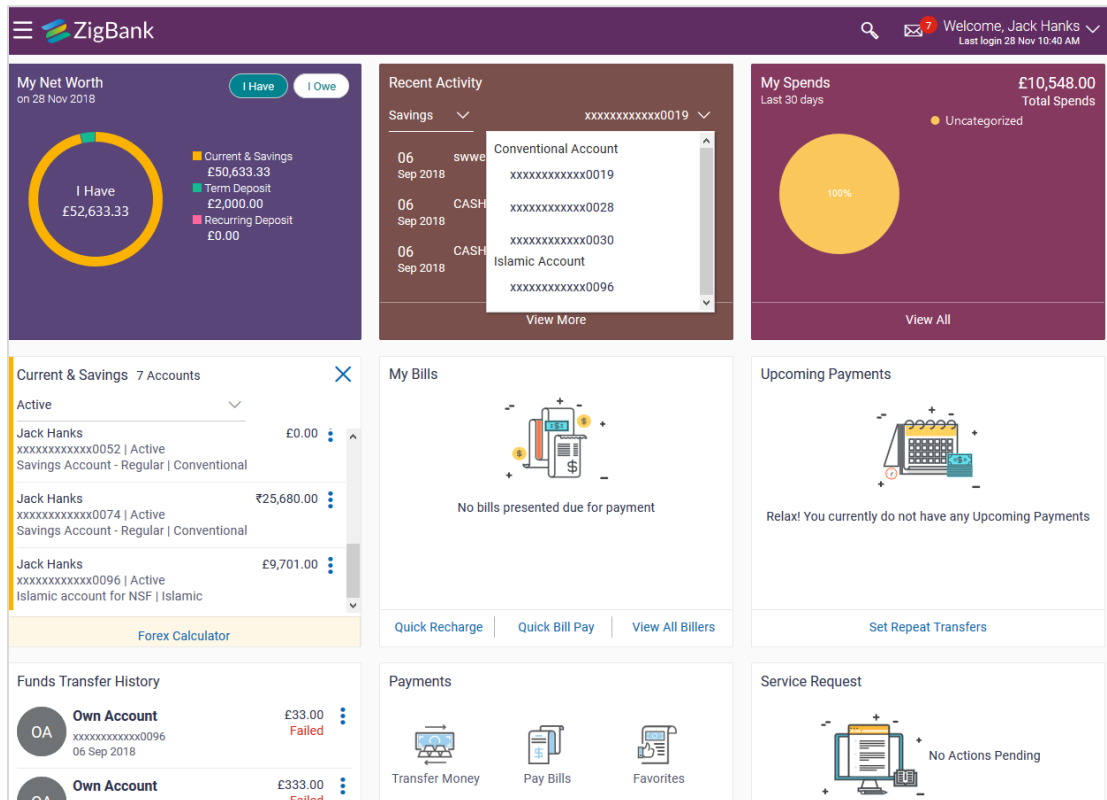
---

[Home](#)

## 8.2 Conventional/Islamic Accounts

This option enables the retail users to view & select both Conventional & Islamic accounts under separate headers of “Conventional” & “Islamic” while processing any transaction in the entire application. These headers will appear for all transactions where there is an account dropdown or account selection of Current and Savings, Term Deposits & Loans is required.

Note: Users having both (Conventional & Islamic accounts) will be able to view their accounts in respective headers however, in case if he is only having either of account then there will be no separate header bifurcation for the same.





## 9. Forgot Password

The login password is the password using which the user can log into the internet banking platform. The user cannot access his bank accounts without this password. The Forgot Password feature enables users to reset their login password.

The user is required to enter his User ID and Date of Birth. His identity is validated through the 2 factor authentication process, post which, the user can setup a new login password for channel access.

### Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Password.

### Features Supported In the Application

- User Verification
- New Password Creation

### How to reach here:

*Portal > Forgot Password*

### To reset the password:

1. In the **Login** page, click **Forgot Password**. The **Forgot Password** screen appears.

### Forgot Password - User Verification

**ZigBank** Login

### Forgot Password

Okay, no problem. Just enter the details below.

Username: johnsmith

Date of Birth: 05 Apr 1989

[Continue](#) [Cancel](#)

### Forgot your internet banking password?

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Date of birth.
2. Authenticate your details by entering OTP received on your mobile.
3. Reset your password by entering a new password of your choice.

[Hey, I am here to help if you need it!](#)


Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Username</b>	Enter your login username.
<b>Date of birth</b>	Enter your date of birth.

- In the **Username** field, enter your login username.
- In **Date of birth** field, enter your date of birth.
- Click **Continue**.  
OR  
Click to **Cancel** the transaction.
- The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by the system administrator.
- The **Forgot Password** screen appears.

## Forgot Password – New Password Creation


Login

Current Entity  
1\_UBS 12.4 AT3 Branch

Please enter your new password  
Password

Re-enter Password

Submit Cancel



**Password Conditions**

- ✓ Have 6 to 16 characters
- ✓ Must include upper case, lower case, numbers, and special characters
- ✓ Have at least 1 uppercase letter(s), 1 lowercase letter(s), 1 number(s), and 1 special character (@, #, \$)
- ✓ Not contain identical (aaa) and consecutive (abc) characters more than 4
- ✓ Not be a common password

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Field Description**

Field Name	Description
<b>Please enter your new password</b>	
<b>Password</b>	Enter a new password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.

7. In the **Password** field, enter a new password.  
OR  
Click  icon to enter a new password using the virtual keyboard.
8. In the **Re-enter Password** field, re-enter the new password.  
OR  
Click  icon to re-enter the new password using the virtual keyboard.
9. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
10. A message confirming the successful reset of the password appears. Click **Login** to log in to the application.

[Home](#)

## 10. Forgot Username

Using this feature user can retrieve his channel banking Username, in case he has forgotten the same.

### Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Username.

### How to reach here:

*Portal > Forgot Username*

### To reset the username:

1. In the **Login** page, click **Forgot Username**. The **Forgot Username** screen appears.

### Forgot Username - User Verification

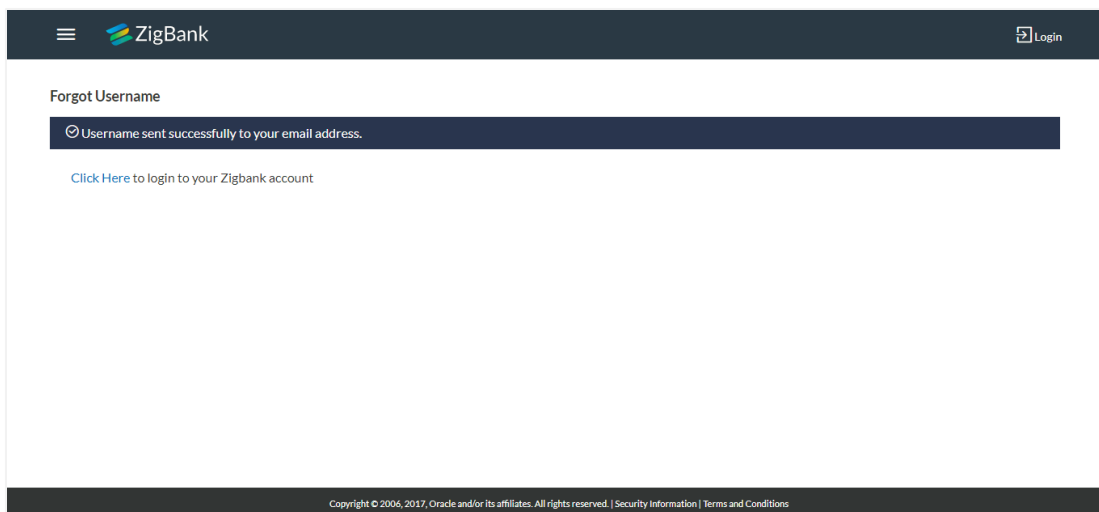
### Field Description

Field Name	Description
Email	Enter your email ID that is registered with the bank.
Date of birth	Enter your date of birth.

2. In the **Email** field, enter your email ID that is registered with the bank.
3. In **Date of birth** field, enter your date of birth.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.

5. The verification screen appears if the transaction is configured for 2 Factor Authentication.
6. Enter the details required for second factor authentication.  
The **Forgot Username** confirmation screen appears.

### Forgot Username – Confirmation Page



7. A message stating that the username has been sent to your registered email address appears. Click the **Click here** link to log in to the application.

---

**Note:** If a user has more than one user ID with the same email ID and DOB, then he/she will not be able to retrieve his/her User ID using the above function. In that case, the user will have to contact the bank for retrieving his/her user ID.

---

[Home](#)

## 11. Live Chat

Multi-Modal Assisted Banking allows you to initiate a video or voice call and can share his / her screen with the Bank user in case they face an issue while completing a transaction or have any queries pertaining to their account. The multi-modal assisted banking feature is configurable. Below are the features being provided as part of the current release:

- Integration with Oracle Live Experience for assisting customer.
- An assisted banking icon across the application for end user, by clicking on which he/she can start the call.
- Business user can enable and disable this option from his user preferences.

---

**Note:** Live Chat is supported only when the user is logging from desktops.

---

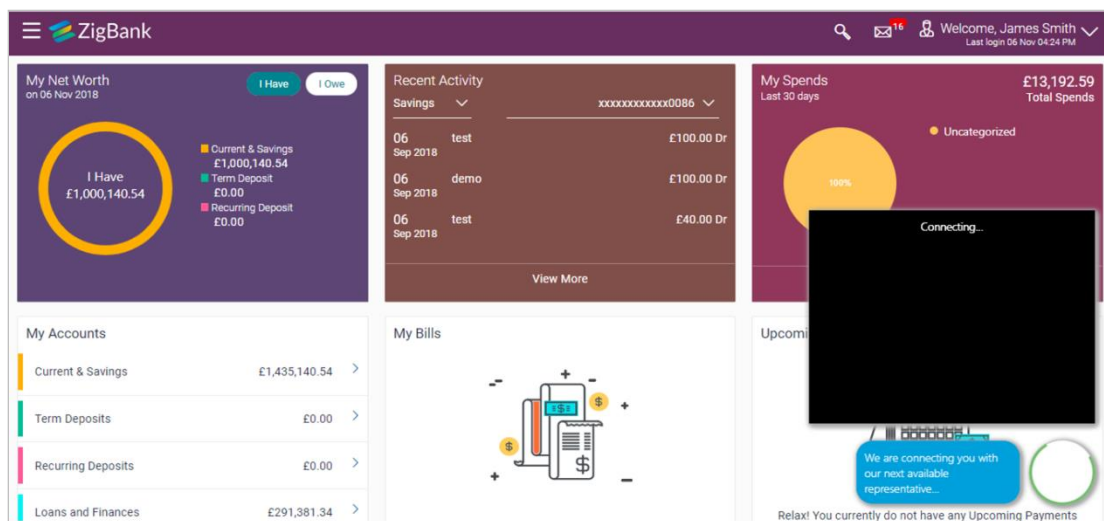
### How to reach here:

*Bottom right corner of the application*

### To start a meeting:

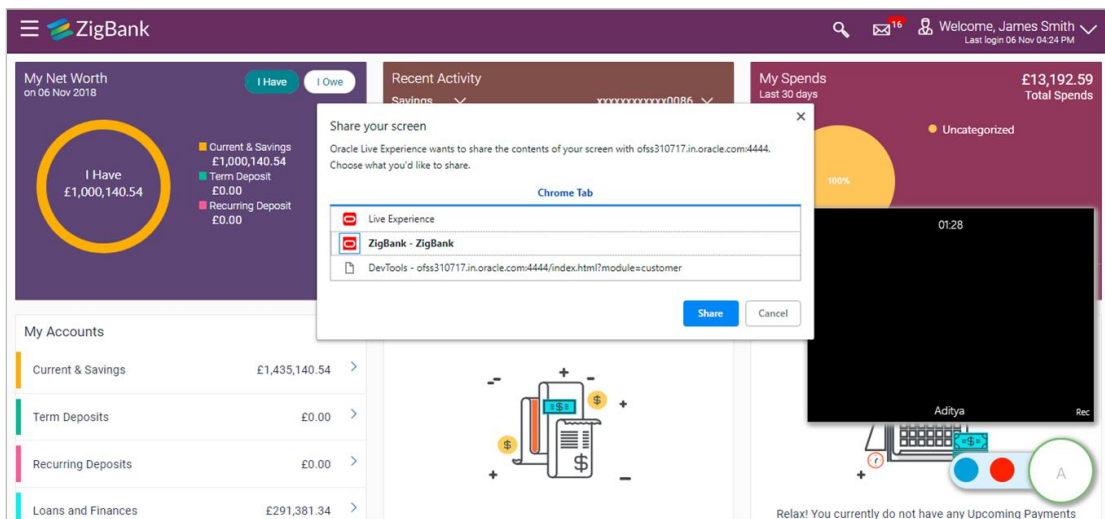
1. Click '**Hey I am there to help if you need it**' icon.
2. The session recording message is displayed, click **Ok** to continue with the modal assisted banking session.  
OR  
Click **Cancel** to close the session.

### Live Chat



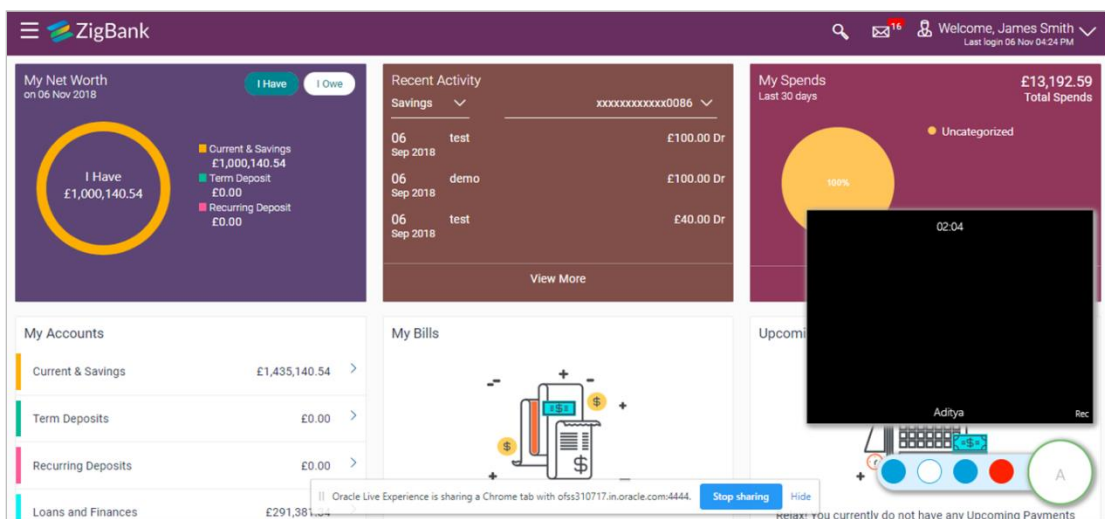
3. Once the connection is established, a screen sharing message is displayed. Click **Ok**.  
OR  
Click **Cancel** to abort the live chat session.

## Live Chat Screen Share



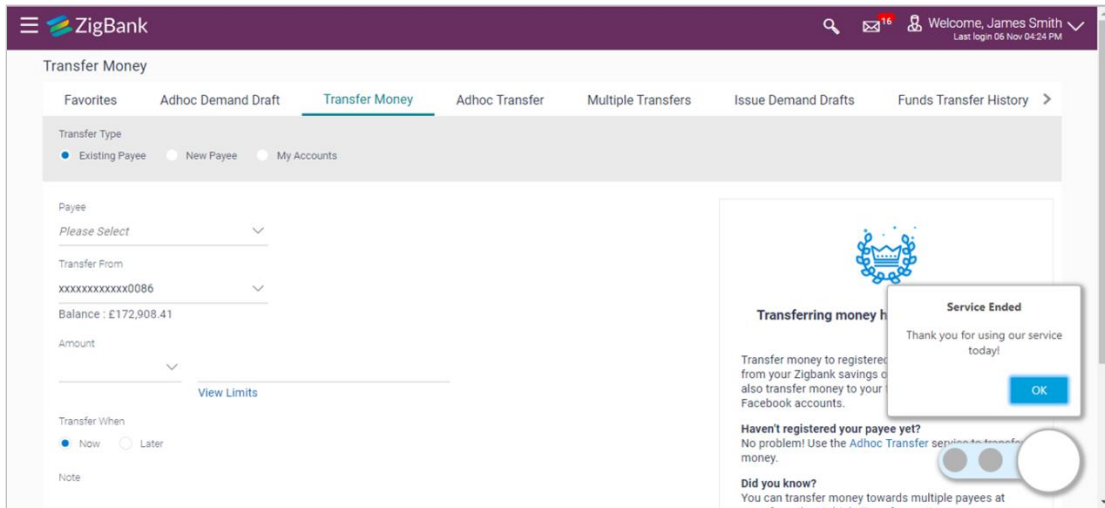
4. Share your screen message is displayed. Select the application and click **Share**.  
OR  
Click **Cancel** to abort the live chat session.
5. The screen is shared with the customer support representative.

## Live Chat screen share



6. Business user can voice or video chat with the Bank executive basis on the configuration done by bank.

## End Session



7. Screen shows the confirmation message once the session gets ended.

[Home](#)



## 12. FATCA & CRS Form

The Foreign Account Tax Compliance Act (FATCA) is a United States federal law that was introduced to enable the Internal Revenue Service (IRS) to obtain detailed account information of US tax payers that invest and earn income through non U.S. institutions.

The Common Reporting Standard (CRS), is a global reporting standard developed by the Organization for Economic Cooperation and Development (OECD). This information standard was brought into effect for the purpose of combatting tax evasion at a global level.

The goal of both FATCA and CRS is to enable tax authorities to obtain information pertaining to the financial assets held by their citizens in foreign or overseas financial institutions, thereby greatly strengthening global tax compliance.

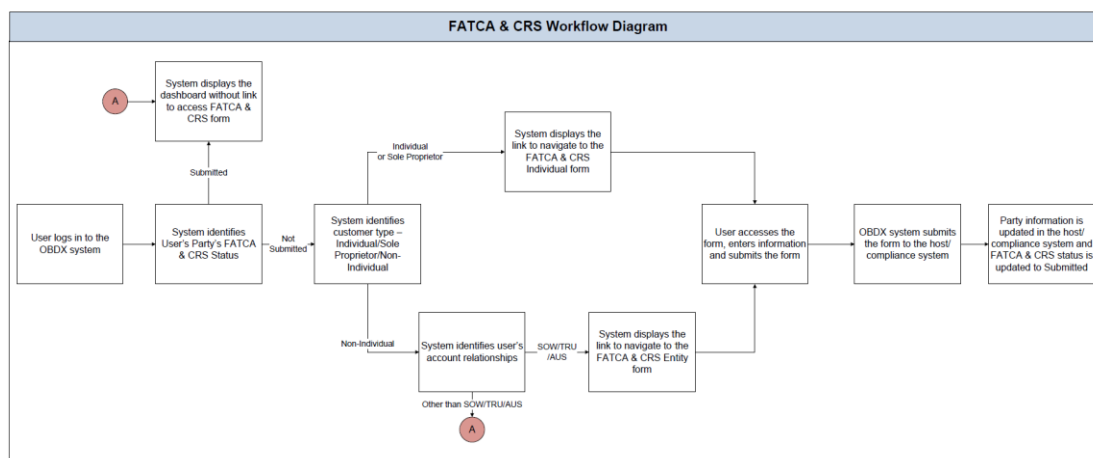
The FATCA and CRS Self – Certification Forms for Individuals and Entities has been created so as to capture required information for the purposes of complying with both FATCA and CRS.

A FATCA & CRS check is maintained under system configurations by the system administrator to identify if FATCA & CRS is to be enabled or not. If enabled, every time a business user logs into the banking application, the system will identify whether the user is required to fill out the form or not and further identify the type of form to be provided to the user based on the type of user. Individuals and sole proprietors will be displayed the FATCA & CRS Self – Certification form for Individuals and Corporates and other business entities will be displayed the FATCA & CRS Self – Certification form for Entities. Moreover, the FATCA & CRS Self – Certification form for Entities will be made available only to users that are accessing the online banking services of the entities in the capacity of trustees, sole owners or authorized signatories.

This section documents the information captured in the FATCA & CRS Self – Certification forms for both Individuals and Entities.

### Workflow

The following workflow identifies the steps involved in the process of capturing customer information required from the view point of complying with FATCA & CRS, considering that the FATCA & CRS check in system configuration is set to Enabled.



### How to reach here:

*Retail Dashboard > FATCA and CRS Self - Certification Form link > FATCA and CRS self - certification Form*

## 12.1 FATCA & CRS Self - Certification Form for Individuals

The FATCA and CRS – Self Certification form for Individuals is displayed to those users that are required to fill out the FATCA and CRS form and are either individuals or sole proprietors. The sections that consist of this form are documented as follows:

### To fill the FATCA & CRS Self - Certification Form for individuals:

1. Select the FATCA & CRS link displayed as part of a message on the dashboard.  
The FATCA & CRS Self - Certification Form for Individuals appears.

### 12.1.2 Customer Identification

In this section, enter basic personal details that includes your name, primary address, identification information, etc.

## Customer Identification

Search
Mail
Welcome, CELINA HEMSWORTH  
Last login 28 May 06:09 PM

FATCA & CRS Self-Certification Form For Individuals

Customer Identification

Title

Mr

Full Name

Steven George Gerrard

Address Type

☒ Permanent
 ☐ Current Residential
 ☐ Other

Country

India

City

Mumbai,

Address

401, Island Parkway

RedWood Shores

Zip Code

755011

Mailing Address

☐ Same as above

Country

India

City

Mumbai

Address

111, Avenida Victacure

Parkway

Zip Code

755012

Nationality

India

Country of Birth

India

City/Place of Birth

Mumbai

Identification Type

Passport

Identification Number

122221111

Father's Name

John Smith

Spouse's Name

Mary Jones

Continue

What is FATCA & CRS?  
&  
Why are you being asked to fill  
this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Additional KYC Information
Tax Residency Information
Declaration

Submit

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zibank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Title</b>	Your title as maintained with the bank, is displayed in read only format. Titles can be Mr., Mrs., Dr. etc.
<b>Full Name</b>	Your full name as maintained with the bank, is displayed.
<b>Address Type</b>	Select the type of address that you want to provide. The address types are: <ul style="list-style-type: none"> <li>Permanent</li> <li>Current Residential</li> <li>Other</li> </ul>
<b>Country</b>	Select the country as per the address type selected.
<b>City</b>	Enter the name of the city as per the address type selected.
<b>Address 1-2</b>	Enter details of the address as per the address type selected.
<b>Zip Code</b>	Enter the zip code of the address selected.

Field Name	Description
<b>Mailing Address</b>	
<b>Same as above</b>	Select this check box if your mailing address is the same as that defined above.
<b>Country</b>	Select the country of your mailing address. This field appears if the <b>Same as above</b> check box is not selected.
<b>City</b>	Enter the name of the city of your mailing address. This field appears if the <b>Same as above</b> check box is not selected.
<b>Address 1-2</b>	Enter the details of your mailing address. This field appears if the <b>Same as above</b> check box is not selected.
<b>Zip Code</b>	Enter the zip code of the mailing address of the user. This field appears if the <b>Same as above</b> check box is not selected.
<b>Nationality</b>	Select the country of which you are a national.
<b>Country of Birth</b>	Select the country in which you were born.
<b>City/ Place of Birth</b>	Enter the name of the city in which you were born.
<b>Identification Type</b>	<p>Select the identification document that you want to provide as proof of identity.</p> <p>The identification type could be:</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Election ID</li> <li>• PAN Card</li> <li>• National ID</li> <li>• Driving License</li> <li>• UIDAI Letter</li> <li>• NIREGA Job Card</li> <li>• Others</li> </ul>
<b>Identification Number</b>	Enter the identification number corresponding to the identification type.
<b>Father's Name</b>	Enter your father's name in full. This field is not mandatory.
<b>Spouse's Name</b>	Enter your spouse's name in full. This field is not mandatory.

1. In the **Address Type** field, select the address type of choice.
2. If you select the option **Other**, enter the type of address being defined in the **Other Address** field.
3. From the Country and City lists, select the country and city as per the Address Type specified.
4. In the **Address** and **ZIP Code** fields, enter the address and zip code as per the Address Type specified.
5. Select the **Same as Above** check box, if your mailing address is the same as the address specified as primary address , else specify details of your mailing address.
6. From the **Nationality** list, select the country in which you are a national.
7. From the **Country of Birth** and **City/ Place of Birth** lists, select the country and city in which you were born.
8. From the **Identification Type** list, select the identification document that you want to provide as proof of identification.
9. In the **Identification Number** field, enter the identification number as per the identification type selected.
10. In the Father's Name field, enter the name of your father in full.
11. In the Spouse's Name field, enter the name of your Spouse in full.
12. Click **Continue**. The **Additional KYC Information** section appears.

### 12.1.3 Additional KYC Information

In this section, specify information pertaining to your occupation and income. You are also required to specify whether you are a politically exposed person or are related to a politically exposed person.

## Additional KYC Information

Welcome, OFFSET CASA  
Last login 28 May 05:09 PM

### FATCA & CRS Self-Certification Form For Individuals

Customer Identification

Additional KYC Information

Occupation

Service

Gross Annual Income

2000000

Politically Exposed Person (PEP) Status

☐ I am a Politically Exposed Person
 ☐ I am related to a Politically Exposed Person
 ☒ Not Applicable

Continue

Tax Residency Information

Declaration

Submit

**What is FATCA & CRS?  
&  
Why are you being asked to fill  
this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

#### FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

#### Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Occupation</b>	<p>Select the type of occupation that best describes your current or most recent job.</p> <p>The types are:</p> <ul style="list-style-type: none"> <li>• Service</li> <li>• Business</li> <li>• Others</li> </ul>
<b>Gross Annual Income</b>	<p>Enter your gross annual income that you earn from all sources, in this field.</p>
<b>Politically Exposed Person(PEP) Status</b>	<p>Specify your status with regards to being a politically exposed person or being related to a politically exposed person.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• I am a Politically Exposed Person</li> <li>• I am related to a Politically Exposed Person</li> <li>• Not Applicable – Select this option if you are neither a PEP nor related to a PEP</li> </ul>

1. From the **Occupation** list, select the type of occupation that best describes your current or most recent job.
2. In the **Gross Annual Income** field, enter the amount you earn as gross annual income.
3. In the **Politically Exposed Person (PEP) Status** field, select the option applicable to you.
4. Click **Continue**. The **Tax Residency** Information section appears.

**12.1.4 Tax Residency Information**

This section enables you to specify information about your tax residency. You are required to identify the countries in which you are considered a tax resident and also specify information pertaining to your relationship with the United States of America.



## Tax Residency Information

Welcome, CELINA HEMSWORTH
Last login 29 May 03:49 PM

### FATCA & CRS Self-Certification Form For Individuals

Customer Identification

Additional KYC Information

Tax Residency Information

Was the Entity established in a country other than India?(Applicable to Sole Proprietor Only)

☐ Yes ☒ No

Are you a tax resident of any country other than India?

☒ Yes ☐ No

Country of Tax Residence

United States

TIN Available ⓘ

☒ Yes ☐ No

Tax Identification Type

SSN

TIN/TIN Equivalent

EIN

[Add Another Country](#)

Are you a Citizen of the United States of America?

☐ Yes ☒ No

Do you meet the Substantial Presence Test? ⓘ

☐ Yes ☒ No

Do you have a U.S Green Card?

☐ Yes ☒ No

[Continue](#)

#### What is FATCA & CRS? & Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

#### Declaration

[Submit](#)

#### FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

#### Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Was the Entity established in a country other than &lt;Name of Country&gt;? (Applicable to Sole Proprietors only)</b>	<p>This field is applicable to sole proprietors only. Specify whether the entity was established in the country or in another country.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option to identify that the entity was established in a country other than the country in which your accounts are held.</li> <li>• No – Select this option to identify that the entity was established in the country in which your accounts are held.</li> </ul>
<b>Are you a tax resident of any country other than &lt;Name of Country&gt;?</b>	<p>Specify whether you are a tax resident of country other than the country in which your accounts are held.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option to identify that you are a tax resident of a country/countries other than the one in which your accounts are held.</li> <li>• No – Select this option to identify that you are not a tax resident of any country other than the country in which your accounts are held.</li> </ul>
<p>The following fields are enabled if you have selected the option <b>Yes</b> in either of the two fields above.</p>	
<b>Country of Tax Residence</b>	Select the country in which you are considered a tax resident.
<b>TIN Available</b>	<p>Specify whether your Taxpayer Identification Number (TIN) of the country in which you are a tax resident, is available or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option if your TIN for the country selected in the <b>Country of Tax Residence</b> field is available.</li> <li>• No – Select this option if you do not have a TIN for the country selected in the <b>Country of Tax Residence</b> field.</li> </ul>
<b>Tax Identification Type</b>	<p>Select your TIN type from the list. The values in this list are populated based on the Identification documents that are accepted as TINs in the country that you have selected as <b>Country of Tax Residence</b>.</p> <p>This field appears if you have selected the option <b>Yes</b> against the <b>TIN Available</b> field.</p>

Field Name	Description
<b>Other Tax Identification Type</b>	<p>Specify the identification document that you are providing as TIN if you have selected the option <b>Other</b> from the list of values available under Tax Identification Type.</p> <p>This field appears if you have selected the option <b>Other</b> in the <b>Tax Identification Type</b> field.</p>
<b>TIN/ TIN Equivalent</b>	<p>Specify the taxpayer identification number.</p> <p>This field appears only if you have selected the option <b>Yes</b> against the field <b>TIN Available</b>.</p>
<b>Reason for Non Availability</b>	<p>Specify the reason of non-availability of taxpayer identification number.</p> <p>This field appears if you have selected the option <b>No</b> in the <b>TIN Available</b> field.</p>
<b>Add Another Country</b>	<p>The link to add details of another country in which the user is a tax resident. You may choose to add further records, up to a defined number, if you are a tax resident of more than one country.</p>
<b>Remove Country</b>	<p>This link is displayed against the record of a country that has been added as country of tax residence. Select this link to delete the specific record against which the link is displayed.</p>
<p>The following fields are specific to the United States of America, in which you are required to identify your relationship with the United States specifically.</p>	
<b>Are you a citizen of the United States of America?</b>	<p>Specify whether you are a citizen of the United States of America.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Do you meet the Substantial Presence Test?</b>	<p>Specify whether you meet the substantial presence test criteria. By means of the substantial presence test, it can be identified whether you are to be considered a citizen of the United States or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

Field Name	Description
<b>Do you have a U.S. Green Card?</b>	<p>Specify whether you hold a United States green card.</p> <p>A U.S. Green Card is allotted to persons who are considered lawful permanent residents of the United States and who have been granted permission to reside in as well as to seek employment in the United States.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<hr/> <ol style="list-style-type: none"> <li>In the <b>Was the Entity established in a country other than &lt;Country name&gt;? (Applicable to Sole Proprietors only)</b> field, select the applicable option.</li> <li>In the <b>Are you a tax resident of any country other than &lt;Country name&gt;?</b> field, select the applicable option. <ol style="list-style-type: none"> <li>If you have selected the option <b>Yes</b> in either of the two fields - <b>Was the Entity established in a country other than &lt;Country name&gt;?</b> or <b>Are you a tax resident of any country other than &lt;Country name&gt;?</b>, specify details pertaining to the country/ countries in which you are a tax resident. The steps are as follows: <ol style="list-style-type: none"> <li>In the <b>Country of Tax Residence</b> list, select the country in which you are a tax resident.</li> <li>In the <b>TIN Available</b> field; <ol style="list-style-type: none"> <li>Select the option <b>Yes</b> if you have a TIN for the country in which you are a tax resident.</li> </ol> <p>OR</p> <li>Select the option <b>No</b> if you do not have a TIN for the country in which you are a tax resident.</li> </li></ol> </li> <li>If you have selected the option <b>Yes</b> against the field <b>TIN Available</b>; <ol style="list-style-type: none"> <li>Select the TIN type from the <b>Tax Identification Type</b> field and specify the TIN number in the <b>TIN/TIN Equivalent</b> field.</li> </ol> <p>OR</p> <li>If you have selected the option <b>No</b> against the field <b>TIN Available</b>;</li> <li>Specify the reason for which you do not have a TIN in the field <b>Reason for Non Availability</b>.</li> </li></ol> </li> <li>Click the <b>Add Another Country</b> link, to add another country record if you are a tax resident of more than one country. Repeat Steps I to iii.</li> <li>Click the <b>Remove Country</b> link displayed against a country record if you wish to delete the country record.</li> </ol> <li>In the <b>Are you a citizen of the United States of America</b> field, select the applicable option.</li> <li>In the <b>Do you meet the Substantial Presence Test?</b> field, select the applicable option.</li>	

5. In the **Do you have a U.S. Green Card?** field, select the applicable option.
6. Click **Continue**. The **Declaration** section appears.

### 12.1.5 Declaration

This section displays the FATCA & CRS declaration for which you are required to provide consent by selecting the provided check box.

#### Declaration

**FATCA & CRS Self-Certification Form For Individuals**

**Customer Identification**

**Additional KYC Information**

**Tax Residency Information**

**Declaration**

I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.

Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.

I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.

☒ I, Steven George Gerrard declare acceptance of all statements above

**Submit**

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

31 days during the current year, and

183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

All the days you were present in the current year, and

1/3 of the days you were present in the first year before the current year, and

1/6 of the days you were present in the second year before the current year.

[View More](#)

**What is FATCA & CRS? & Why are you being asked to fill this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

1. Select the check box to provide consent of the FATCA & CRS terms and conditions and to provide consent to the declaration.
2. Click **Submit**. The Review screen appears.

## 12.1.6 Review

The review screen displays all the information that you have entered in the form. You can review this information and if required, select the option to edit the information of any section. Once you have verified all the information defined in the form, you can click on the option provided to submit the form, after which the form will be submitted and the confirmation page will be displayed.

### Review

**FATCA & CRS Self-Certification Form For Individuals**

① Please review the following details before you submit the FATCA & CRS Self-Certification Form.

**Customer Identification**

Title  
Mr

Full Name  
Steven George Gerrard

Address Type  
Permanent

Address  
401 Island Parkway  
Redwood Shores,  
Mumbai,  
India  
7550011

Mailing Address  
Avenida Vitacura 2939 Piso 6  
Mumbai  
India  
7550033

Nationality  
India

Country of Birth  
India

City/Place of Birth  
Mumbai

Identification Type  
Passport

Identification Number  
12222111

Father's Name  
John Smith

Spouse's Name  
Mary Jones

**Additional KYC Information**

Occupation  
Service

Gross Annual Income  
200000

Politically Exposed Person (PEP) Status  
I am related to a Politically Exposed Person

**Tax Residency Information**

Was the Entity established in a country other than India?(Applicable to Sole Proprietor Only)  
No

Are you a tax resident of any country other than India?  
No

Are you a Citizen of the United States of America?  
No

Do you meet the Substantial Presence Test?  
No

Do you have a U.S Green Card?  
No

**Declaration**


I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.

Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.

I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.

☒ I, Steven George Gerrard declare acceptance of all statements above

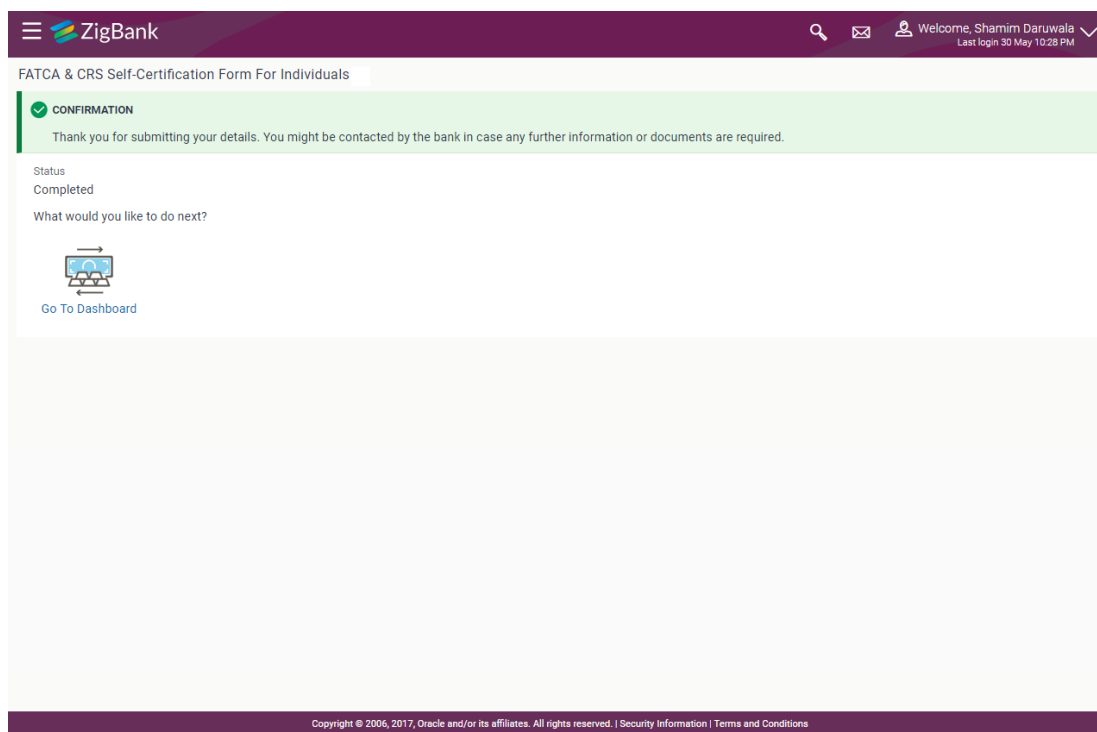
Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

1. Verify the details, and click **Confirm**.  
OR  
Click  against any section that you wish to edit, if required.  
OR  
Click **Cancel** to close the form.  
OR  
Click **Back** to navigate to the previous page.
2. The success message appears along with the status of form submission.

### 12.1.7 Confirm

The confirmation page will be displayed once you have submitted the form. This page will display a message identifying whether the form was successfully submitted or not.

#### Confirm



The screenshot shows the 'FATCA & CRS Self-Certification Form For Individuals' confirmation page. At the top, the ZigBank logo is on the left, and search, mail, and user profile icons are on the right, with the text 'Welcome, Shamim Daruwala' and 'Last login 30 May 10:28 PM'. Below the header, the page title 'FATCA & CRS Self-Certification Form For Individuals' is displayed. A green banner with a checkmark icon and the word 'CONFIRMATION' contains the message: 'Thank you for submitting your details. You might be contacted by the bank in case any further information or documents are required.' Below this, the status is 'Completed'. A question 'What would you like to do next?' is followed by an icon of a person at a computer and a button labeled 'Go To Dashboard'. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

1. Click **Go to Dashboard** to navigate to the dashboard.

## 12.2 FATCA and CRS Self - Certification Form for Entities

The FATCA & CRS Self – Certification form for Entities is made available to users that are accessing the online banking services of the entities or companies in the capacity of trustees, sole owners or authorized signatories.

The sections that consist of this form are documented as follows:

### To fill the FATCA & CRS Self - Certification Form for Entities:

1. Select the FATCA & CRS link displayed as part of a message on the dashboard.
2. The FATCA & CRS Self - Certification Form for Entities appears.

### 12.2.2 Identification of the Entity

In this section, basic details of the entity are captured such as the name and address details of the entity.



## Identification of Entity

Welcome, Shamim Daruwala  
Last login 30 May 10:28 PM

FATCA & CRS Self-Certification Form For Entities

### Identification of the Entity

Legal Name of Entity or Organization  
JUST EAT

Current Legal Address

Country  
United States

State  
Idaho

City  
CA

Address  
1022, Redwood Shores  
Island Parkway

Zip Code  
94065

Mailing Address

☒ Same as above

Country of Incorporation or Organization  
United Kingdom

Continue

What is FATCA & CRS?  
&  
Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Tax Residency

Entity Certification

Declaration

Submit

Cancel

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

31 days during the current year, and

183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

All the days you were present in the current year, and

1/3 of the days you were present in the first year before the current year, and

1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Legal Name of the Entity or Organization</b>	The name of the entity or company as maintained with the bank is displayed.
<b>Current Legal Address</b>	
<b>Country</b>	Select the country in which the entity is operating.
<b>City</b>	Enter the name of the city in which the entity has its main headquarters.
<b>Address 1-2</b>	Enter the address details of the main headquarters of the entity.
<b>Zip Code</b>	Enter the zip code of the entity's address.
<b>Mailing Address</b>	
<b>Same as above</b>	Select this checkbox if the entity's mailing address is the same as the current legal address.
<b>Country</b>	Select the country of the entity's mailing address. This field appears if the <b>Same as above</b> check box is not selected.
<b>City</b>	Enter the name of the city of the mailing address of the entity. This field appears if the <b>Same as above</b> check box is not selected.
<b>Address 1-2</b>	Enter the mailing address details. This field appears if the <b>Same as above</b> check box is not selected.
<b>Zip Code</b>	Enter the zip code of the mailing address of the entity. This field appears if the <b>Same as above</b> check box is not selected.
<b>Country of Incorporation or Organization</b>	Select the country of origin of the entity or organization.

1. From the **Country** list, select the country in which the entity is operating.
2. In the **City**, **Address** and **ZIP Code** field, enter the **City**, address details of the entity.
3. Select the **Same as Above** check box, if the entity's mailing address is the same as the current legal address, else specify details of the entity's mailing address.
4. From the **Country of Incorporation** or **Organization** list, select the country of origin of the entity or organization.

5. Click **Continue**. The **Tax Residency** section appears.

### 12.2.3 Tax Residency

This section captures information pertaining to the tax residency of the entity. You are required to specify whether the entity can be considered as a tax resident of any country other than the country in which its accounts are held and subsequently specify details pertaining to the countries in which the entity is a tax resident. Information specific to the entity's operations in the United States is also captured in this section.

### Tax Residency

Welcome, Shamim Daruwala  
Last login 30 May 10:28 PM

#### FATCA & CRS Self-Certification Form For Entities

Identification of the Entity
Tax Residency

Is the entity a tax resident of any country other than <country name>?

☒ Yes ☐ No

Country of Tax Residence

United Kingdom

TIN Available

☒ Yes ☐ No

Tax Identification Type

SSN

[Add Another Country](#)

Is the entity incorporated in the United States of America?

☐ Yes ☒ No

Does the entity have any ultimate beneficial owners (incl. controlling persons) who are tax residents (incl. U.S. citizens/green card holders) of countries other than <country name>?

☐ Yes ☒ No

**Continue**

What is FATCA & CRS?  
&  
Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Entity Certification
Declaration

**Submit** **Cancel**

#### FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

#### Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

All the days you were present in the current year, and

- 1/3 of the days you were present in the first year before the current year, and
- 1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b>	<p>Specify whether the entity is a tax resident of any country other than country in which the entity's accounts are held.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option to identify that the entity is a tax resident of a country/countries other than the one in which it's accounts are held.</li> <li>• No – Select this option to identify that the entity is not a tax resident of any country other than the country in which it's accounts are held.</li> </ul>
<p>The following fields are enabled if you have selected the option <b>Yes</b> against the field <b>Is the entity a tax resident of any country other than &lt;country name&gt;?</b></p>	
<b>Country of Tax Residence</b>	Select the country in which the entity is considered a tax resident.
<b>TIN Available</b>	<p>Specify whether the entity's taxpayer identification number of the country of which it is a tax resident, is available or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option if the entity's TIN for the country selected in the <b>Country of Tax Residence</b> field is available.</li> <li>• No – Select this option if the entity's TIN for the country selected in the <b>Country of Tax Residence</b> field is not available.</li> </ul>
<b>Tax Identification Type</b>	<p>Specify the tax identification type of the entity that will be provided as proof of tax residency. The values in this list are populated based on the Identification documents that are accepted as TINs in the country that you have selected as <b>Country of Tax Residence</b>.</p> <p>This field appears if you have selected the option <b>Yes</b> in the <b>TIN Available</b> field.</p>
<b>Other Tax Identification Type</b>	<p>Specify the identification document of the entity that you are providing as TIN, if the tax identification type is other than the listed option in the Tax Identification Type list.</p> <p>This field appears if you have selected the option <b>Other</b> in the <b>Tax Identification Type</b> field.</p>

Field Name	Description
<b>TIN/ TIN Equivalent</b>	Specify the Taxpayer Identification number.
<b>Reason for Non Availability</b>	Specify the reason of non-availability of taxpayer identification number.  This field appears if you have selected the option <b>No</b> in the <b>TIN Available</b> field.
<b>Add Another Country</b>	The link to add details of another country in which the entity is a tax resident. You may choose to add further records, up to a defined number, if the entity is a tax resident of more than one country.
<b>Remove Country</b>	This link is displayed against the record of a country that has been added as country of tax residence. Select this link to delete the specific record against which the link is displayed.
<b>Is the entity incorporated in the United States of America</b>	Specify whether the entity was incorporated in the United States of America.  The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Does the entity have any ultimate beneficial owners (incl. controlling persons) who are a tax residents (incl. US citizens/ green card holders) of countries other than &lt;country name&gt;?</b>	Specify whether the beneficial owners including the controlling persons of the entity/ organization are tax residents of any other country.  The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>


1. In the **Is the Entity a tax resident of any country other than <country name>?** field, select the applicable option.
  - a. If you have selected **Yes**, specify details pertaining to the country/countries in which the entity is a tax resident. The steps are as follows:
    - i. In the **Country of Tax Residence** list, select the country in which the entity is a tax resident.
    - ii. In the **TIN Available** field;
      - a. Select the option **Yes** if the entity's TIN for the country in which it is a tax resident is available.
      - OR
      - b. Select the option **NO** if the TIN is not available.
    - iii. If you have selected the option **Yes** against the field **TIN Available**;

- a. Select the TIN type from the **Tax Identification Type** field and specify the TIN number in the **TIN/TIN Equivalent** field.
  - OR
  - b. If you have selected the option **No** against the field **TIN Available**;
  - c. Specify the reason for which the entity's TIN is not available in the field **Reason for Non Availability**.
- iv. Click the **Add Another Country** link, to add another country record if you are a tax resident of more than one country.  
Repeat steps i to iii
- v. Click the **Remove Country** link displayed against a country record if you wish to delete the country record.
2. In the **Is the entity incorporated in the United States of America?** field, select the applicable option.
3. In the **Does the entity have any ultimate beneficial owners (incl. controlling persons) who are a tax residents (incl. US citizens/ green card holders) of countries other than <country name>?** field, select the applicable option.
4. Click **Continue**. The **Entity Certification** section appears.

## 12.2.4 Entity Certification

This section captures information required to identify the category under which the entity falls with regards to FATCA & CRS classifications of entities.

### Entity Certification - Financial


Welcome, Shamim Daruwala  
Last login 30 May 10:28 PM

FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency


Entity Certification

Please select a category to which the entity belongs

☒ Financial Institution
 ☐ Non-Financial Institution

Financial Institution

☐ An Investment Entity  
☐ Depository Institution, Custodial Institution or Specified Insurance Company

GIIN Available 

☒ Yes
 ☐ No

Enter GIIN

E6722

Continue

What is FATCA & CRS?  
&  
Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Declaration

Submit

Cancel

FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

31 days during the current year, and

183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

All the days you were present in the current year, and

1/3 of the days you were present in the first year before the current year, and

1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Entity Certification - Non Financial

Search
Mail
Welcome, Shamim Daruwala  
Last login 31 May 04:16 PM

FATCA & CRS Self-Certification Form For Entities

Identification of the Entity
Tax Residency
Entity Certification

Please select a category to which the entity belongs

☐ Financial Institution
☒ Non-Financial Institution

Non-Financial Institution

☒ Active Non-Financial Entity (NFE)

☐ A corporation, the stock of which is regularly traded on an established securities market
☒ Entity is related to a corporation whose stock is regularly traded on an established securities market

Name of the related corporation whose stock is traded

Example Corporation

Nature of relation

Subsidiary of the listed company

Name of the established securities market on which the stock of the related corporation is regularly traded

ABC Trade

☐ A Governmental Entity or Central Bank
☐ An International Organization
☐ Other e.g. a start-up NFE or a non-profit NFE

☐ Passive Non-Financial Entity (NFE)

Continue

What is FATCA & CRS?  
&  
Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Declaration

Submit
Cancel

FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

31 days during the current year, and

183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

All the days you were present in the current year, and

1/3 of the days you were present in the first year before the current year, and

1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

User Manual Oracle Banking Digital Experience Retail Customer Services

84



## Field Description

Field Name	Description
<b>Please select a category to which the entity belongs</b>	<p>Specify whether the entity is a financial or non-financial institution by selecting the applicable option.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>Financial Institution - Select this option if the entity is a financial organization</li> <li>Non- Financial Institution - Select this option if the entity is a non-financial organization</li> </ul> <p>The following fields appear if you have selected the option <b>Financial Institution</b> under the <b>Please select a category to which the entity belongs</b> field.</p>
<b>Financial Institution</b>	<p>The categories to which the entity could belong to are listed under this field. Select an option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>An Investment Entity</li> <li>Depository Institution, Custodial Institution or Specified Insurance Company</li> </ul>
<b>An Investment Entity</b>	<p>The categories of investment entities are listed under this field only if you have selected the option <b>An Investment Entity</b> under the <b>Financial Institution</b> category. Select an option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>An Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution</li> <li>Other Investment Entity</li> </ul>
<b>GIIN Available</b>	<p>Specify whether the entity's Global Intermediary Identification Number is available or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>Yes – Select this option if the entity's GIIN is available</li> <li>No – Select this option if the entity does not have a GIIN</li> </ul>
<b>Enter GIIN</b>	<p>Enter the entity's Global Intermediary Identification Number.</p> <p>This field appears if you have selected the option <b>Yes</b> against the <b>GIIN Available</b> field.</p>

Field Name	Description
<b>Reason for Non Availability</b>	<p>Specify the reason of non-availability of taxpayer identification number.</p> <p>This field appears if you have selected the option <b>No</b> against the <b>GIIN Available</b> field.</p>
<p>The following fields appear if you have selected the option <b>Non-Financial Institution</b> under the <b>Please select a category to which the entity belongs</b> field.</p>	
<b>Non-Financial Institution</b>	<p>The general categories to which a non-financial entity can belong, are listed under this field.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Active Non-Financial Entity (NFE)</li> <li>• Passive Non-Financial Entity (NFE)</li> </ul>
<b>Active Non-Financial Entity (NFE)</b>	<p>The categories under Active Non-Financial Entity are listed if you have selected the option <b>Active Non-Financial Entity</b> under the field <b>Non-Financial Institution</b>. Select the option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• A corporation, the stock of which is regularly traded on an established securities market</li> <li>• Entity is related to a corporation whose stock is regularly traded on an established securities market</li> <li>• A Governmental Entity or Central Bank</li> <li>• An International Organization</li> <li>• Other e.g. a start-up NFE or a non-profit NFE</li> </ul>
<b>Name of the established securities market on which the corporation is regularly traded</b>	<p>Enter the name of securities market on which the entity trades regularly.</p> <p>This field appears if you have selected the option <b>A corporation, the stock of which is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Name of the related corporation whose stock is traded</b>	<p>Specify the name of corporation whose stock is traded by the entity.</p> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>


Field Name	Description
<b>Nature of relation</b>	<p>Specify the relation that the entity has with the company whose stock is traded.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Subsidiary of the listed company</li> <li>• Controlled by a listed company</li> <li>• Common control as a listed company</li> </ul> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Name of the established securities market on which the stock of the related corporation is regularly traded</b>	<p>Enter the name of securities market on which the stock of the related corporation is traded on a regular basis.</p> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Sub-Category of Active NFE</b>	<p>Enter the sub-category of the active non-financial entity.</p> <p>This field appears if you have selected either of the following three options under the <b>Active Non-Financial Entity (NFE)</b> field:</p> <ul style="list-style-type: none"> <li>• A Government Entity or Central Bank</li> <li>• An International Organization</li> <li>• Other e.g. a start-up NFE or non-profit NFE</li> </ul>
<b>Passive Non-Financial Entity (NFE)</b>	<p>Select this option if the entity is a passive non-financial entity.</p>
<p>1. In the <b>Please select a category to which the entity belongs</b> field, select the applicable option.</p> <p>a. If you have selected the <b>Financial Institution</b> option, select whether the entity is an Investment Entity or Depository Institution, Custodial Institution or Specified Insurance Company.</p> <p>i. If you have selected <b>An Investment Entity</b> option from the <b>Financial Institution</b> field, select whether the entity is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution or Other Investment Entity.</p> <p>b. Specify whether the GIIN is available or not against the <b>GIIN Available</b> field.</p> <p>i. If you have selected option <b>Yes</b>, enter the entity's GIIN in the <b>Enter GIIN</b> field. OR If you have selected option <b>No</b>, enter the reason as to why the GIIN is not available in the <b>Reason for Non Availability</b> field.</p>	

OR

2. If you have selected the **Non-Financial Institution** option, select the applicable option.
3. If you have selected the category **Active Non-Financial Entity (NFE)**, select the applicable sub-category options and enter the relevant information displayed against the selected options.
4. Click **Continue**. The **Declaration** section appears.

## 12.2.5 Declaration

This section displays the FATCA & CRS declaration for which you are required to provide consent on behalf of the entity, by selecting the provided checkbox. You are also required to enter your name in full and also specify your designation in the provided fields.


Welcome, Shamim Daruwalla  
Last login 30 May 10:28 PM

### FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency

Entity Certification

Declaration

I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.

Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.

I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.

☒ Zig International Services declare acceptance of all statements above

Full Name of Representative  
John Smith

Designation  
Director

**What is FATCA & CRS?  
&  
Why are you being asked to fill  
this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

### FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

### Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:

- All the days you were present in the current year, and
- 1/3 of the days you were present in the first year before the current year, and
- 1/6 of the days you were present in the second year before the current year.

[View More](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Declaration</b>	Select the check box to provide consent to the FATCA & CRS terms and conditions and to provide consent to the declaration on behalf of the entity.
<b>Full Name of Representative</b>	Enter your name in fill.
<b>Designation</b>	Specify the designation / position that you hold in the organization /entity.

1. Select the check box to provide consent of the FATCA & CRS terms and conditions and to provide consent to the declaration.
2. In the **Full Name of Representative** field, enter your full name.
3. In the **Designation** field, specify the current designation or position that you hold in the organization.
4. Click **Submit**. The **Review** screen appears.

## 12.2.6 Review


The review screen displays all the information that you have entered in the form. You can review this information and if required, select the option to edit the information of any section. Once you have verified all the information defined in the form, you can click on the option provided to submit the form, after which the form will be submitted and the confirmation page will be displayed.

### Review

The screenshot shows the 'FATCA & CRS Self-Certification Form For Entities' review screen. The header includes the ZigBank logo, search, mail, and user profile icons, along with the text 'Welcome, Shamim Daruwala' and 'Last login 30 May 10:28 PM'. The main content area is titled 'FATCA & CRS Self-Certification Form For Entities' and contains a warning icon and text: 'Please review the following details before you submit the FATCA & CRS Self-Certification Form.' The form is divided into four sections, each with an edit icon (pencil):

- Identification of the Entity**:
  - Legal Name of Entity or Organization: JUST EAT
  - Current Legal Address: 1022, Redwood Shores, Island Parkway, CA, Idaho, United States, 94065
  - Mailing Address: 1022, Redwood Shores, Island Parkway, CA, Idaho, United States, 94065
  - Country of Incorporation or Organization: United Kingdom
- Tax Residency**:
  - Is the entity a tax resident of any country other than <country name>?: Yes
  - Country of Tax Residence: United Kingdom
  - TIN Available: Yes
  - Tax Identification Type: TIN/TIN Equivalent
  - Is the entity incorporated in the United States of America?: No
  - Does the entity have any ultimate beneficial owners (incl. controlling persons) who are tax residents (incl. U.S. citizens/green card holders) of countries other than <country name>?: No
- Entity Certification**:
  - Please select a category to which the entity belongs: Non-Financial Institution
  - Non-Financial Institution: Active Non-Financial Entity (NFE)
  - Name of the related corporation whose stock is traded: Example Coporation
  - Nature of relation: Subsidiary of the listed company
  - Name of the established securities market on which the stock of the related corporation is regularly traded: ABC Traders
- Declaration**:
  - I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.
  - Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.
  - I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.
  - ☒ Zig International Services declare acceptance of all statements above
  - Full Name of Representative: John Smith
  - Designation: Director

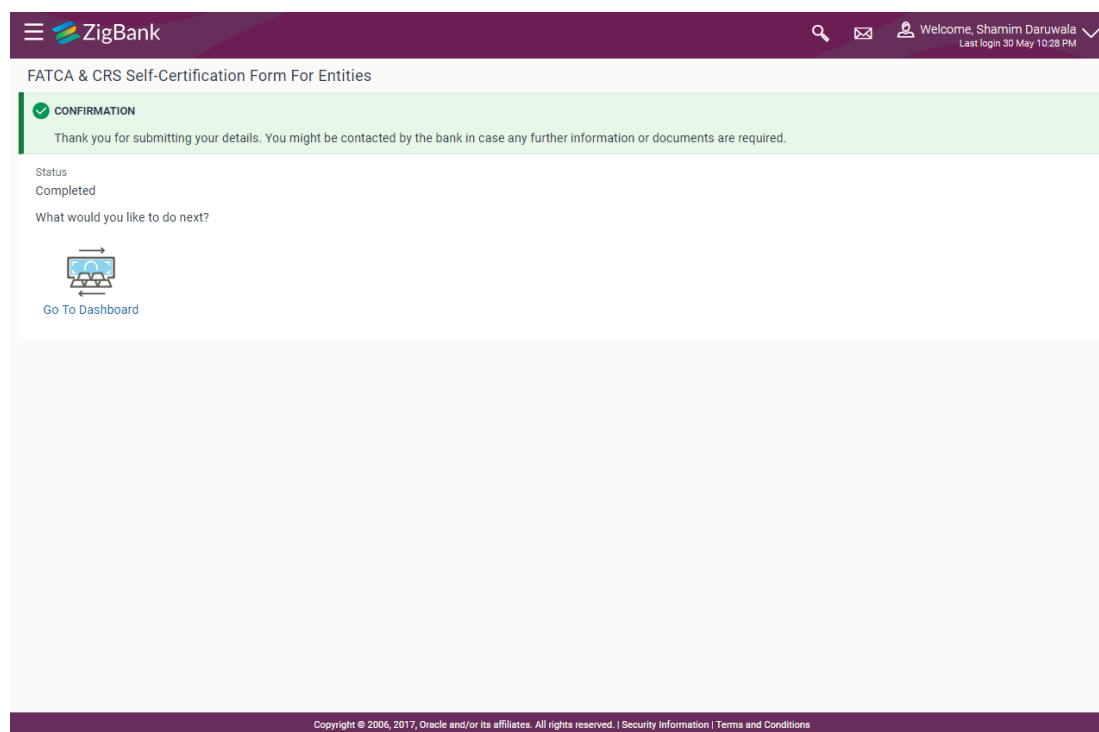
At the bottom of the form, there are three buttons: 'Confirm' (green), 'Cancel' (grey), and 'Back' (grey). The footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

1. Verify the details, and click **Confirm**.  
OR  
Click  against any section that you wish to edit, if required.  
OR  
Click **Cancel** to close the form.  
OR  
Click **Back** to navigate to the previous page.
2. The success appears along with the status of submission of the form.

### 12.2.7 Confirm

The confirmation page will be displayed once you have submitted the form. This page will display a message identifying whether the form was successfully submitted or not.

#### Confirm



The screenshot shows the 'FATCA & CRS Self-Certification Form For Entities' confirmation page. The header includes the ZigBank logo and user information: 'Welcome, Shamim Daruwala' and 'Last login 30 May 10:28 PM'. The main content area features a green 'CONFIRMATION' banner with a checkmark icon and the text: 'Thank you for submitting your details. You might be contacted by the bank in case any further information or documents are required.' Below this, the status is 'Completed'. A question 'What would you like to do next?' is followed by an icon of a computer monitor with an arrow pointing to it, and a link labeled 'Go To Dashboard'. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

1. Click **Go to Dashboard** to navigate to the dashboard.

## **FAQs**

### **1. What is FATCA, why I have to fill the FATCA & CRS form?**

FATCA stands for 'Foreign Account Tax Compliance Act' and is a legislation designed to prevent tax evasion. Introduced by the United States Department of Treasury and the US Internal Revenue Service (IRS), the purpose of FATCA is to encourage better tax compliance by preventing US Persons from using foreign banks and other financial organizations in order to avoid US taxation on their income and assets.

### **2. What is a tax identification number (TIN)?**

This is your unique number issued in your jurisdiction to you as a tax payer. However we are aware that some jurisdictions do not issue a specific tax numbers. UK residents can use their National Insurance number.

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

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

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

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

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

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

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

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

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

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

### **8. Can the co-applicant perform all the pending tasks (if applicable) in the application tracker?**

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



## 13. Apply Online For A New Account

This option enables the retail users that are already existing customers to apply for various types of accounts post logging in to the Zig Bank. They can select the desired product from this screen to open the account. The applicant can also specify account preferences, view the application form and track the status history of the application from the application tracker.

The user can apply for the following products:

- Savings Account
- Current Account
- Auto Loans
- Personal Loans

### Features Supported In Application

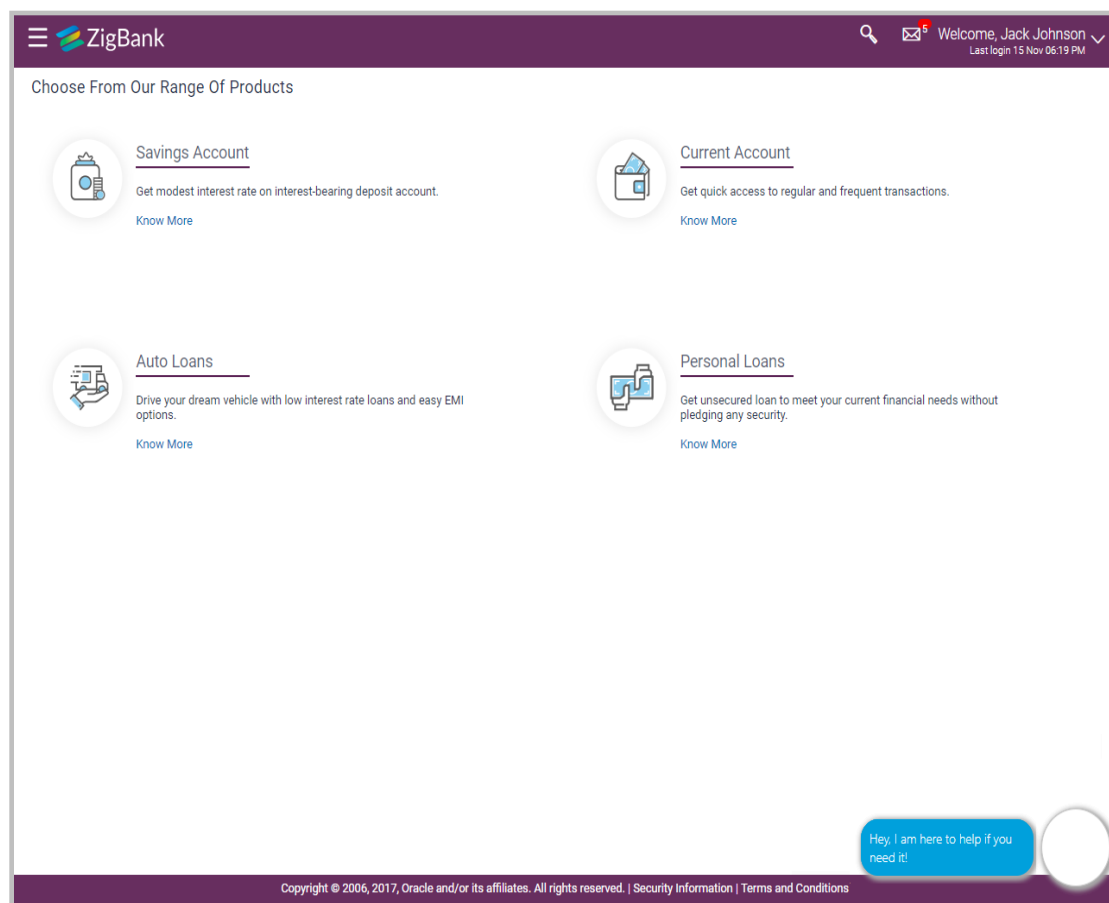
- Apply for an account



**How to reach here:**

*Dashboard > Toggle Menu > New Account > Apply Online*

### Apply for a New Account



**To open an account:**

1. Click appropriate card to open a new account.
2. Select the offer.
3. Fill in the online application form.

---

**Note:** To view the detailed steps on filling the application form, refer to FCUBS Origination User Manuals.

---

[Home](#)

## 13.1 Track Your Application

This option enables the retail users to view the application form and track the status history of the application form. They can also view the application that are half filled and saved and can complete later.

### Features Supported In Application

- Track the account application

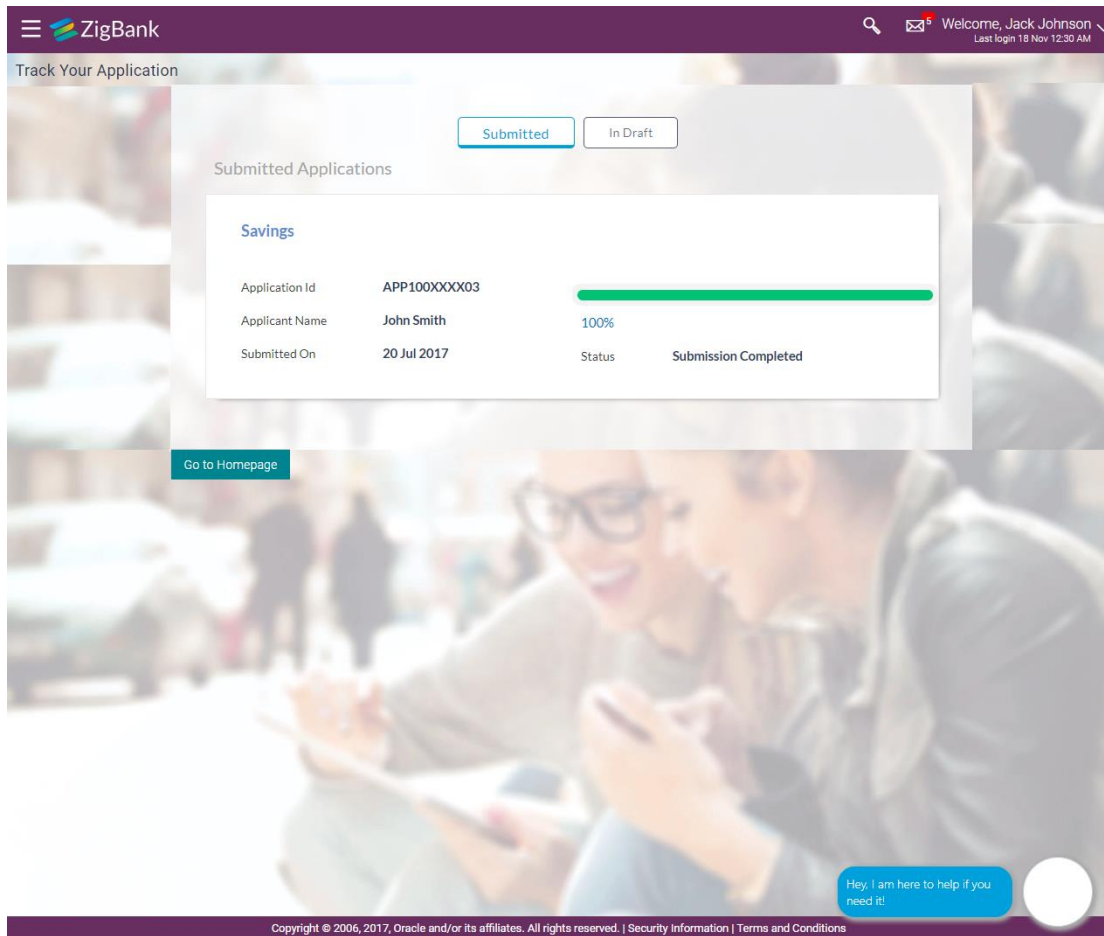
#### How to reach here:

*Dashboard > Toggle Menu > New Account > Track Your Application*

#### To track an application

1. **Application Tracker** screen is displayed with default view of the submitted applications.

#### Track Your Application



**Note:** To view the detailed information about the Application Tracker, refer to FCUBS Origination User Manuals.

[Home](#)

## 14. Interest Certificates

An interest certificate is a summary of the interest credited or debited on an account. Banks issue interest certificates against accounts held by users, so that they can ascertain how much interest they have gained on their balances in their CASA or deposit accounts, or how much interest they have paid on their loans.

Interest certificates are widely used to complete tax returns.

Using this option, the user can view and download interest certificates for current and savings accounts, deposits (Term Deposits and Recurring Deposits) and loans.

---

**Note:** Interest certificates prior to 3 years are not available.

---

### How to reach here:

*Dashboard > Toggle Menu > Certificates > Interest Certificates*

### To generate Interest Certificates:

1. Select the **Current and Savings** or **Deposits** or **Loans** tab.

### Interest Certificates

**Interest Certificates**

Current and Savings Deposits Loans

Select Interest Certificate for

☒ Specific Account ☐ All Accounts

Account Number  
xxxxxxxxxxxx0014

Balance : £6,834,628,902.00, Holding Pattern :  
Single

☐ Financial Year ☒ Duration

From Date  
01 Sep 2016

To Date  
09 Apr 2017

[View](#) [Back](#)

[Back to Dashboard](#)

**Note**

This is a facility of obtaining a certificate of Interest for your account.

It displays the summary of interest credited or debited in your account.

You can use this statement while filing your tax returns.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>Select Interest Certificate for</b>	<p>The option to specify whether the interest certificate is to be generated for a specific account or for all accounts of the specific account type.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Specific Account</li> <li>• All Accounts</li> </ul>

Field Name	Description
<b>Account Number</b>	<p>Select the account number for which the interest certificate to be generated.</p> <p>This field is enabled if you have selected the <b>Specific Account</b> option in the <b>Select Interest Certificate for</b> field.</p>
<b>Balance</b>	<p>The net balance in the selected account. This value is displayed below the <b>Account Number</b> field once an account number is selected.</p>
<b>Period</b>	<p>Define a period for which the interest certificate to be generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Financial Year</li> <li>• Duration</li> </ul>
<b>Financial Year</b>	<p>The financial year for which the interest certificate for the account/s is to be generated.</p> <p>This field is enabled if you have selected the <b>Financial Year</b> option in the <b>Period</b> field.</p> <hr/> <p><b>Note:</b> Interest certificates prior to 3 years are not available.</p> <hr/>
<b>From Date</b>	<p>The start date of the date range from which interest certificate to be generated.</p> <p>This field is enabled if you have selected the <b>Duration</b> option in the <b>Choose a period for generating Interest Certificate</b> field.</p>
<b>To Date</b>	<p>The end date of the date range till which interest certificate is to be generated.</p> <p>This field is enabled if you have selected the <b>Duration</b> option in the <b>Choose a period for generating Interest Certificate</b> field.</p>
<ol style="list-style-type: none"> <li>2. In <b>Select Interest Certificate for</b> field, select appropriate option for which the interest certificate to be generated.</li> <li>3. If you have selected <b>Specific Account</b>; <ol style="list-style-type: none"> <li>a. From the <b>Account Number</b> list, select the account for which interest certificate is required. The Net Balance of selected account gets displayed.</li> </ol> </li> <li>4. If you have selected <b>All Accounts</b>; <p>The interest certificate will be generated for all the associated current and savings accounts.</p> </li> <li>5. In the option to choose a period, select the appropriate option. <ol style="list-style-type: none"> <li>a. If you have selected <b>Financial Year</b>; <ol style="list-style-type: none"> <li>i. From the <b>Financial Year</b> list, select the financial year of choice.</li> </ol> </li> <li>b. If you have selected <b>Duration</b>; <ol style="list-style-type: none"> <li>ii. From the <b>From Date</b> list, select the start date of the date range from which to generate the interest certificate.</li> </ol> </li> </ol> </li> </ol>	

- iii. From the **To Date** list, select the end date of the date range up-to which the interest certificate is to be generated.
6. Click **View** to view the interest certificate/s for the specified period.  
OR  
Click **Back**. The previous screen appears.

## Interest Certificate Details

Interest Certificates

Current and Savings Deposits Loans

Select Interest Certificate for

**Specific Account** All Accounts

Account Number  
xxxxxxxxxxxx0014

Balance : £6,834,628,902.00, Holding Pattern :  
Single

☐ Financial Year ☒ Duration

From Date  
01 Sep 2016

To Date  
09 Apr 2017

**View** **Back**

Interest for your Account/Deposit with us for selected period is as following

**Download**

Account Number	Product Type	Date	Interest Credited
xxxxxxxxxxxx0047	Savings Account - Regular	08 May 2018	£10,000.00
xxxxxxxxxxxx0047	Savings Account - Regular	08 May 2018	£5,000.00
xxxxxxxxxxxx0047	Savings Account - Regular	08 May 2018	£8,000.00
xxxxxxxxxxxx0047	Savings Account - Regular	08 May 2018	£7,000.00

Page 1 of 1 (1-4 of 4 items)

[Back to Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

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

The following fields are displayed as records for interest certificates generated for the account/s:


**Account Number** The account number of the customer for which the interest certificate has been generated.

**Product Type** The product type of the account for which interest was credited/ debited.

**Date** The date on which interest was credited/ debited in the account.

**Interest Credited** The amount of interest which was credited in the account.  
This field is displayed for **Current and Savings** and **Deposits** accounts.

Field Name	Description
<b>Interest Paid</b>	The amount of interest which was debited from the account. This field is displayed only for <b>Loan</b> accounts.

7. Click  [Download](#) to download the interest certificate for accounts in **.pdf** format. The Interest Certificate generated is password protected.
8. Click the **Back to Dashboard** link to navigate back to the dashboard.

[Home](#)

## 15. Balance certificates

Using this option retail user can view and download a balance certificate of all of his current and savings accounts and deposit accounts for the selected month which will help him to understand the balance positions across all the accounts and deposits held with the bank. The certificate is available on monthly basis. The retail user can have facility to download the account statement of the month.

---

Note: In case of Balance certificate for the current month user can view balance till the last working day of Bank.

---

### How to reach here:

*Dashboard > Toggle Menu > Certificates > Balance Certificates*

### To generate Balance Certificates:

1. The **Balance Certificate** screen appears.

### Balance Certificates

### Field Description

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

<b>Select month for Outstanding Balance</b>	The option to select the month whose balance user wants to view.
---	--

2. In **Select month for Outstanding Balance** list, select month for which the balance certificate needs to be generated.
3. Click **View** to view the balance certificate for the specified month. The Balance certificate gets displayed.  
OR  
Click **Back**. The previous screen appears.



## Balance Certificate

**Balance Certificate**

Select month for outstanding balance  
January-2014

[View](#) [Cancel](#)

Balance Certificate as on January-2014 [Download](#)

**Current and Savings Accounts**

Account Number	Currency	Balance
xxxxxxxxxxxx0018	GBP	£64,458.04
xxxxxxxxxxxx0029	GBP	£96,668.01
xxxxxxxxxxxx0038	GBP	£90,421.99
xxxxxxxxxxxx0040	GBP	£93,590.00
xxxxxxxxxxxx0067	GBP	£279.00

**Term Deposits**

Account Number	Deposit No	Currency	Balance
xxxxxxxxxxxx0191	1	GBP	£1,300.00
xxxxxxxxxxxx0180	1	GBP	£2,000.00
xxxxxxxxxxxx0103	1	USD	\$5,000.00
xxxxxxxxxxxx0089	1	USD	\$5,000.00
xxxxxxxxxxxx0114	1	USD	\$4,000.00

[Back to Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

Hey, I am here to help, if you need it!

## Field Description

### Field Name Description

The following fields are displayed as records for balance certificates generated for the current and savings account/ s:

**Account Number** The Current and savings account number of the customer for which the balance certificate is generated.

**Currency** The currency maintained for the account.

**Balance** The balance maintained in the account.

The following fields are displayed as records for balance certificates generated for the term deposit account/ s:

**Account Number** The term deposit account number of the customer for which the balance certificate is generated.

**Deposit Number** The number of deposits made in term deposit.


**Currency** The currency maintained for the term deposit account.

**Field Name Description**

---

<b>Balance</b>	The balance maintained in the account as on the last day of the month.
----------------	--

---

4. Click  [Download](#) to download the balance certificate for accounts in **.pdf** format.  
The Balance Certificate generated is password protected.
5. Click the **[Back to Dashboard](#)** link to navigate back to the dashboard.

---

Note: For the current month, balance certificate will show the values till last working day only. For example if Today is 6<sup>th</sup> November and user wants to view the balance certificate, he will be able to see the balances of all his accounts and deposits till 5<sup>th</sup> November if it was a working day else the previous working day.

---

[Home](#)

## 16. TDS

TDS or Tax Deducted at Source, is a means of indirect tax collection by Indian authorities according to the Income Tax Act, 1961. As per the Act, any company or person making a payment is required to deduct tax at source if the payment exceeds certain limits. TDS has to be deducted at the rates prescribed by the tax department. The concept of TDS was introduced with an aim to collect tax from the very source of income. TDS is applicable on the various incomes received such as salaries, interest received etc. which is deducted when income is generated rather than at a later date.

TDS is deducted when the interest payable or reinvested on Recurring Deposits or Fixed Deposits is above the government specified limit in a financial year. A retail user can view the TDS deducted from his account for the financial year. This option provides a consolidated view of TDS for all user's accounts and deposits. For taxation purposes, the retail user can download the TDS report for all his accounts.

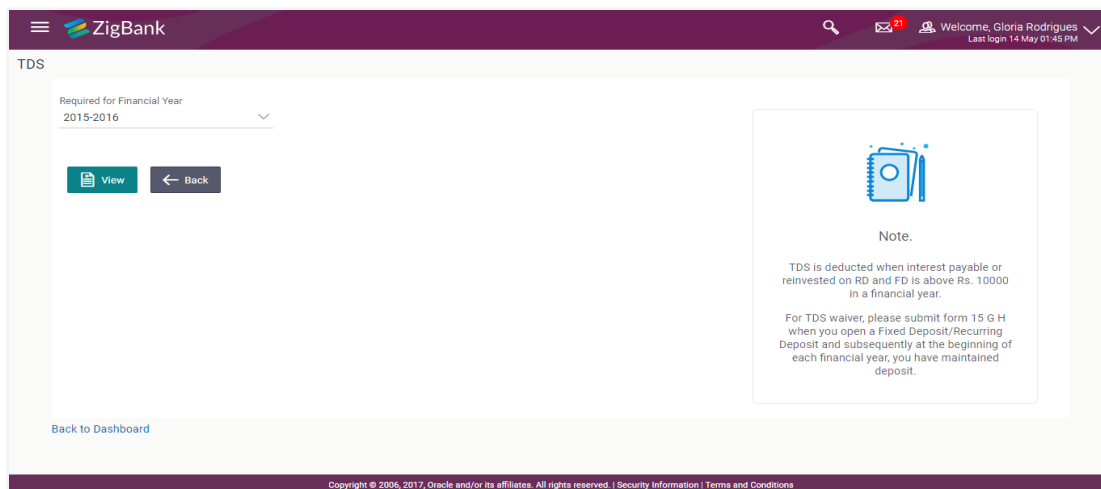
### How to reach here:

*Dashboard > Toggle Menu > Certificates > TDS*

### To inquire TDS:

1. From the **Required for Financial Year** list, select the appropriate year for which TDS deducted on accounts is to be viewed.

### TDS



### Field Description

Field Name	Description
<b>Required for Financial Year</b>	The financial year for which TDS deducted on different accounts is to be viewed.
Note: TDS of only the previous three years are displayed.	

2. Click **View**. The details of TDS deducted on accounts for selected financial year appears.  
OR  
Click **Back**. The previous screen appears.

## TDS Details

**TDS**

Required for Financial Year  
2015-2016

[View](#) [Back](#)

TDS For Financial Year 2015 was £64,000.00

[Download](#)

Deposit Account Number	Interest Earned	Tax Deducted
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00
xxxxxxxxxxxx0047	£40,000.00	£8,000.00

Page 1 of 1 (1-8 of 8 items) [Back to Dashboard](#)

**Note.**  
TDS is deducted when interest payable or reinvested on RD and FD is above Rs. 10000 in a financial year.  
For TDS waiver, please submit form 15 G H when you open a Fixed Deposit/Recurring Deposit and subsequently at the beginning of each financial year, you have maintained deposit.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Total TDS deducted</b>	Displays the total TDS deducted on different accounts for the selected financial year.
<b>Deposit Account Number</b>	The different account numbers on which TDS was applicable are listed down.
<b>Interest Earned</b>	The interests earned on each account for the financial year is displayed against the account record.
<b>Tax Deducted</b>	The TDS deducted on each account for the selected financial year is displayed against the account record.

3. Click [Download](#) to download the certificate for TDS deduction and interest earned on accounts in **.pdf** format.
4. Click the **Back to Dashboard** link to navigate back to the dashboard.

[Home](#)

## 17. Service Request

This feature enables users to initiate service requests as well as to view all the service requests initiated by them along with the updated status of each service request.

### 17.1 Raise New Request

The user can view all the service requests defined by the System/ Bank administrator on this screen. These service requests are grouped under Product and Request Category so that the user can easily locate and raise a service request according to their requirement. A free search is also provided on the screen that enables the user to search for a specific service request on the basis of the service request name.

Using this screen the users can raise a new service request by inputting the data in the fields (fields chosen by the System/ Bank administrator while creating Service Request Definition).

#### Pre-Requisites

- Transaction access is provided to the Retail User.

#### Features Supported In Application

The module supports the following features:

- Raise New Request – Summary
- Schedule an Appointment for Branch Visit
- Raise New Request

#### How to reach here:

*Dashboard > Service Request Widget > Raise New Request*

*OR*

*Dashboard > Toggle menu > Service Request > Raise New Request*

#### 17.1.1 Raise New Request - Summary

##### To raise a service request:

1. The initial (summary) page of the service request appears.

## Raise New Request - Summary

## Field Description

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

### Search Criteria

<b>Search By Request Name</b>	Enter a service request name to search for the required service request.
-------------------------------	--

<b>List of Products</b>	All the products against which a service request can be raised are listed down on the left hand side of the screen.
-------------------------	---

Click on a specific product/module to view the service requests related to that module.

<b>List of Categories</b>	The list of categories under a selected product are displayed on selection of a product/module.
---------------------------	---

Click on a specific category to view the service requests related to that category.

2. Click the specific Product from the module list on the left side of the screen to view the service request categories related to that module.
3. Click the Category Name to view the service requests listed under that category.
4. Click the **Service Request** link to view the details of that service request. The Service Request screen appears.

OR

In the **Search By Request Name**, enter the appropriate service request name. The specified service request form appears.

OR

Click **Back** to navigate to the previous screen.

### 17.1.2 Schedule an Appointment for Branch Visit

Using this screen the user can schedule a branch visit by selecting the branch name, date and time of visit and purpose of visit.

**To schedule the branch visit:**

1. In the **Raise New Request – Summary** screen, click the Branch Visit tab. The **Raise New Request – Branch Visit** screen appears.

#### Raise New Request – Branch Visit

**ZigBank** Welcome, Brandon Routh  
Last login 22 Mar 09:53 AM

**Raise New Request**

Search By Request Name

Or Choose from Product and Category to raise a new Request

Loan Appointment

Branch Visit

Back

**Help**


Want to raise a new Service Request?

Simply type what you are looking for in the search bar and click on the search results to raise a new request. In case you want to select the request from the available list of Requests, select a Product and Category under it to view the same.

[Track Service Requests](#)

[Back to Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

2. Click  against the **Appointment** header. The **Schedule Branch Visit** screen to schedule the branch appointment links appear.

## Schedule Branch Visit

**Schedule Branch Visit**

Select Branch Name  
Cardiff Street

Select Date  
30 Mar 2019

Enter Time of Visit  
10.00

Purpose of Visit  
Meet Relationship Manager

Additional Comments  
Discussion

**Branch Visit Rules**  
Kindly select the Branch for visit and also be present atleast 10 mins prior to the scheduled time

**Submit** **Back**

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Select Branch Name</b>	Select the name of the branch from the list that the user wants to visit.
<b>Select Date</b>	Select the date on which the user wants to schedule the branch visit.
<b>Enter Time of Visit</b>	The time on which the user wants to schedule the branch visit.
<b>Purpose of Visit</b>	Select the purpose of branch visit from the list.
<b>Additional Comments</b>	Additional comments regarding the branch visit, if any.

- From the **Select Branch Name** list, select the appropriate branch that you want to visit.
- From the **Select Date** list, select an appropriate date from date picker.
- In the **Enter Time of Visit** field, enter the time on which you want to visit the branch.
- From the **Purpose of Visit** list, select the purpose of branch visit.
- In the **Additional Comments** field, enter the additional comments, if any.
- Click **Submit**.  
OR  
Click **Back** to navigate to the previous screen.



9. The **Schedule Branch Visit – Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Back** to make changes if any.  
The user is directed to the **Schedule Branch Visit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.
10. The success message appears along with the transaction reference number.  
Click **OK** to go to the Dashboard screen.

### 17.1.3 Service Request Form

This page is displayed once the user selects a service request record from the previous summary page. This screen enables the user to initiate a service request by entering the data in the fields that are defined by the bank administrator in the Service Request Form Builder screen.

#### Service Request

The screenshot displays the 'Savings Form' interface within the ZigBank application. The form is organized into two main columns. The left column contains fields for 'Account Holder Name' (John Smith), 'Account No' (xxxxxxxxxxxx0029), 'Debit Card' (123487XXXXXX1234), 'Gender' (Male), 'Identity Proof' (Aadhar), 'Address proof' (Electricity Bill), 'Country' (UK), and 'State' (Select State). The right column features a 'Savings' icon and the text 'Open account in 2 mins.' The form has 'Submit' and 'Back' buttons at the bottom. The top header includes the ZigBank logo, search, mail, and user profile icons, with a welcome message for 'Welcome, nehal joshi' and a last login timestamp.

#### To create a service request:

1. Enter the required details.
2. Click **Submit**.  
OR  
Click **Back** to navigate back to the Service Request Summary screen.
3. The Review screen appears. Verify the details and click **Confirm**.  
OR  
Click **Back** to make changes if any.  
The user is directed to the Service Request screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.
4. The success message appears.  
Click **Back to Dashboard** to go to the Dashboard screen.

## 17.2 Track Request

The user can view all the service requests along with the updated status of each service request initiated by them. This feature enables the user to view the details of each service request and hence, enables the user to keep track of all the service request initiated by him. The search criteria provided enables the user to filter service requests based on various criteria such as request type, status, reference number, date range etc.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

The bank can define new service requests in addition to the above mentioned Service Requests.

### Pre-Requisites

- Transaction access is provided to the Retail User.

### Features Supported In Application

The module supports following features:

- Search Service Request
- View Service Request details

### How to reach here:

*Dashboard > Service Request Widget > Track Request*

*OR*

*Dashboard > Toggle menu > Service Request > Track Request*

## 17.2.1 Track Request - Search

### Track Request - Search

**Track Request**

Refine your Results

Savings  Category Name  From Date  To Date  Pending

Date	Request Name	Reference No	Status
21 May 2018	<a href="#">Savings Form2</a>	51	Pending
20 May 2018	<a href="#">Savings Form</a>	1	Pending

Page 1 of 1 (1-2 of 2 items) | K < 1 > X

[Back to Dashboard](#)

**Note**

This page lists all the Service Requests raised by you.

You can simply search a particular request and view the details of it by clicking on the same. In case you are not satisfied with the resolution provided for your request, please contact Branch or Customer Care.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

### Field Description

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

#### Search Criteria


<b>Product Name</b>	The name of the product for which the service request is to be searched.
<b>Category Name</b>	The service request category name related to the product selected.
<b>Date Range</b>	The user can search for service requests initiated between two dates by specifying a date range.
<b>Status</b>	The user can search for service requests based on status.

#### Search Results

<b>Date</b>	The date on which the service request was raised.
<b>Request Name</b>	The name of the service request.

Field Name	Description
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Status</b>	The current status of the service request.

#### To search the service requests:

1. Enter any two search criteria in the service request search fields. The search results based on the search criteria appears on the **Track Request** screen.  
OR  
Click  to clear the search parameters.
2. Click the **Request Name** link of the specific service request record to view the details of that service request.

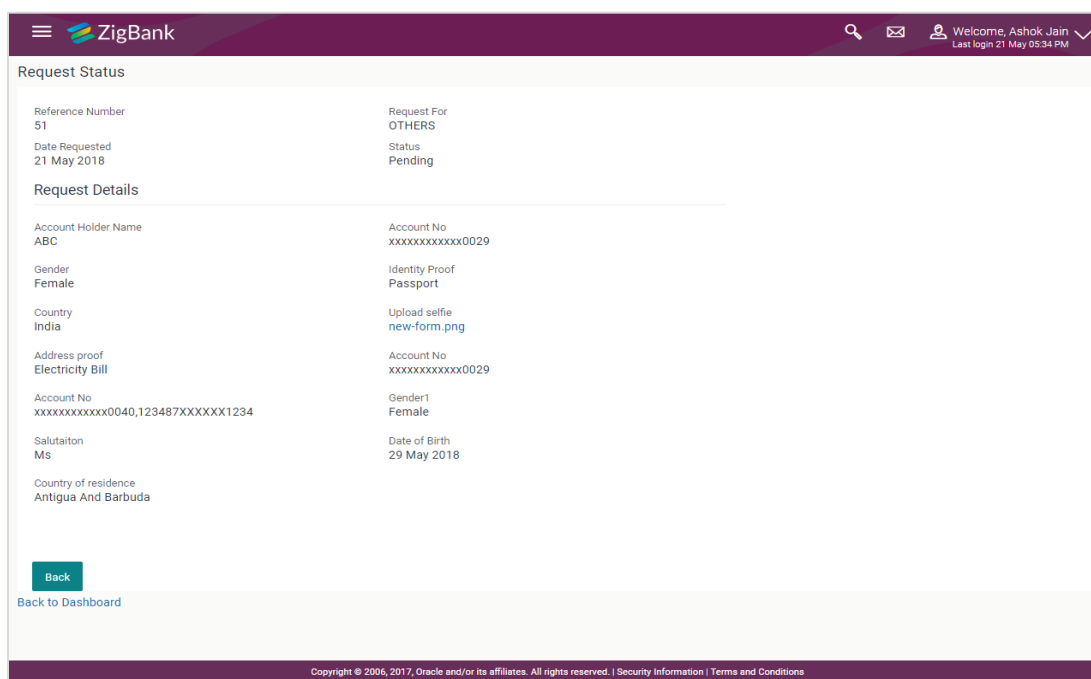
### 17.2.2 Service Request Details - Request Status

This page is displayed once the user clicks on a service request record from the summary page. This screen enables the user to view the details of a service request.

#### To view the service request details:

1. In the **Track Request** search results screen, click the **Request Name** link of the specific service request record to view the details of that service request. The **Service Request Details** screen appears.

#### Service Request Details



The screenshot shows the 'Service Request Details' screen in the ZigBank app. The top navigation bar is purple with the ZigBank logo, a search icon, an email icon, and a user profile section showing 'Welcome, Ashok Jain' and 'Last login 21 May 05:34 PM'. The main content area is titled 'Request Status' and contains two sections: 'Request Status' and 'Request Details'.

**Request Status**

Reference Number 51	Request For OTHERS
Date Requested 21 May 2018	Status Pending

**Request Details**

Account Holder Name ABC	Account No xxxxxxxxxxxx0029
Gender Female	Identity Proof Passport
Country India	Upload selfie <a href="#">new-form.png</a>
Address proof Electricity Bill	Account No xxxxxxxxxxxx0029
Account No xxxxxxxxxxxx0040,123487XXXXXX1234	Gender1 Female
Salutation Ms	Date of Birth 29 May 2018
Country of residence Antigua And Barbuda	

At the bottom left, there is a green 'Back' button and a blue link 'Back to Dashboard'. The footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Request Status</b>	
<b>Reference Number</b>	The reference number generated at the time the service request was raised.
<b>Request For</b>	The name of the service request.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Status</b>	The current status of the service request.
<b>Request Details</b>	The details of the requested service. All the fields captured at the time of raising the SR will be populated.

- Click **Back** to navigate back to the Service Request Summary screen.  
OR  
Click **Back to Dashboard** to go to the Dashboard screen.

## Service Request Details (For Service Requests available out of the box)

This screen is displayed once the user selects a service request record from the previous summary page. This screen displays the details of the service request and the transaction journey i.e. a time line graph depicting the stages of the service request.

## Service Request Details (For Service Requests available out of the box)

**Service Request Details**

Reference No  
718

Date Requested  
11 Jun 2018

Request Type  
Replace Debit Card

Account Id  
xxxxxxxxxxxx0038

Debit Card Id  
123456XXXXX0014

Delivery Option  
BRANCH

Address  
Cabot Place East  
Canary Wharf  
UNITED STATES

Timeline:

- 1 RETAIL\_PE
- 2 RETAIL\_COMPLETE

[Back](#)

[Back to Dashboard](#)

**Help**

Want to raise a new Service Request?

Simply type what you are looking for in the search bar and click on the search results to raise a new request. In case you want to select the request from the available list of Requests, select a Product and Category under it to view the same.

[Track Service Requests](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Field Description**

Field Name	Description
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Request Type</b>	The type of service request initiated.

**Service Request Details**

This section displays the fields depending on type of service request initiated.

**Transaction Journey**

This section displays the stages of the service request in the form of a timeline graph. Details pertaining to when the service request was initiated along with when the service request was approved or rejected are displayed with the help of this timeline.

- 
3. Click **Back** to navigate back to the previous screen.  
OR  
Click **Back to Dashboard** to go to Dashboard screen.

[Home](#)

## 18. My Preference

### 18.1 Profile

Using this option, the customer can view and edit his profile details. Profile details includes user's personal as well as his contact details.

#### Pre-requisites

The user must be a customer of the bank and have valid login credentials.

#### Features Supported In the Application

- View the profile details of user
- Edit the profile details of user

#### How to reach here:

Dashboard > Toggle Menu > My Preferences > Profile

OR

Dashboard > My Profile icon > *Profile*

#### Profile

**ZigBank** Welcome, Sam Bill Last login 25 Apr 01:57 PM

**Profile** [Download Profile](#)

Primary Account Num... Alerts/Notifications Third Party Applications Security and Login Themes Settings

**Personal Information**

Date of Birth 20 Apr 1990

Pan Card Number Adhaar Card Number

**Contact Information**

Communication Address Flat No 33, H M Street, L A Lane, Mumbai, GB, 919082\*\*\*\*67

Contact Number(Mobile) muk\*\*\*\*dique@oracle.com

Email ID Fax Number undefined

Ok

Back To Dashboard

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

#### Field Description



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

#### Personal Information

<b>User Name</b>	Full name of the user gets displayed.
------------------	---------------------------------------

<b>Date of Birth</b>	Date of birth of the user gets displayed.
----------------------	---

Field Name	Description
<b>PAN Card Number</b>	PAN number of the user, as maintained with the bank gets displayed. It is issued by the income tax department of India.  <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>Aadhar Card Number</b>	Aadhar number of the user, as maintained with the bank gets displayed. It is an identification number issued by government of India.  <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>Contact Information</b>	
<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.
<b>Contact Number (Mobile)</b>	Phone number of the user, as maintained with the bank, in masked format.
<b>Email ID</b>	Email ID of the user, as maintained with the bank, in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, in masked format.


1. Click  against the field that you want to edit. The **Profile** screen with the field in editable form appears.
2. Click **OK** to navigate to the previous screen.  
OR  
Click  [Download profile](#) to download the profile.



## 18.1.2 Profile - Edit

The user can edit all his personal information as well as contact information, except his date of birth.

### To edit the profile:

1. In the **Profile** screen, click  against the field that you want to edit. The **Profile** screen with the field in editable form appears.

### Profile - Edit

### Field Description

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

#### Personal Information

<b>User Name</b>	Full name of the user.
------------------	------------------------

<b>Date of Birth</b>	Date of birth of the user. This field cannot be edited.
----------------------	--

<b>PAN Card Number</b>	PAN number of the user, as maintained with the bank. It is issued by the income tax department of India.
------------------------	--

**Note:** This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

Field Name	Description
<b>Aadhar Card Number</b>	Aadhar number of the user, as maintained with the bank. It is an identification number issued by government of India.
	<b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

#### Contact Information

<b>Communication Address</b>	Address of the user, as maintained with the bank.
<b>Contact Number (Mobile)</b>	Phone number of the user, as maintained with the bank, in masked format.
<b>Email ID</b>	Email ID of the user, as maintained with the bank, in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, in masked format.

2. Update the field with the required information.
3. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the update process.
4. The **Verification** screen appears if the transaction is configured for Two Factor Authentication. The user has to pass the 2 factor authentication, before he can proceed. 2 factor authentication (OTP/ Security question/ Soft Token) will be displayed as per the setup done by system administrator.
5. The success message appears.  
Click **OK** to complete the transaction.

## 18.2 Primary Account Number

This option enables the user to define his primary account number.

**Note:** The account number selected in this screen will appear as a default account in all the account number selection fields (applicable for all existing and new transactions).

### Pre-requisites

- The user must have a valid login credential to access the digital banking platform.

### Features Supported In the Application

- Definition of Primary Account Number

#### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preferences > Primary Account Number*  
OR

*Dashboard > My Profile > Profile > Primary Account Number*

#### To select the primary account number:

- All the user's account numbers with party name and nickname (if added) appear on the Primary Account Number screen.

### Primary Account Number

**ZigBank** | Welcome, Sam Bill | Last login 26 Apr 01:57 PM

**Profile**

- Primary Account Num...
- Alerts/Notifications
- Third Party Applications
- Security and Login
- Themes
- Settings

**Select Account**

Select	Account Type and Number	Party Name	Nick Name
<input checked="" type="radio"/>	xxxxxxxxxxxx0010-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0021-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0032-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0043-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0054-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0065-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0076-Saving Account	Sam	-
<input type="radio"/>	xxxxxxxxxxxx0087-Saving Account	Sam	-

[Submit](#)

[Back To Dashboard](#)

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Field Description**

Field Name	Description
<b>Select</b>	The option to select any account number to be marked as primary account number.
<b>Account Type and Number</b>	The account numbers (in masked format) and the type of accounts are displayed as records.
<b>Party Name</b>	The party name of the account is displayed against the account record.
<b>Nickname</b>	The nickname given to the account by the account holder, is displayed against the account record.

2. In the **Select** field, select the account number to be marked as primary account number.
3. Click **Submit**.  
A message confirming definition of primary account number appears.

## 18.3 Alerts Subscription

Using this option, the user can subscribe for alerts. These alerts are triggered by events that are configured in the system.

The users can subscribe for alerts and define the mode through which each subscribed alert is to be delivered, i.e. through Email, SMS, on screen mailbox or through push notifications.

### Pre-requisites

- The user has registered his contact details such as email ID and Mobile number with the bank.

### Features Supported In the Application

- Alert Subscription
- Alert Un-subscription

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preferences > Alerts Notifications > Alerts Subscription*  
OR

*Dashboard > My Profile > Profile > Alerts/ / Notifications > Alerts Subscription*

### To subscribe for an alert:

1. Select the desired module. The screen displaying all the alerts available under the selected module appears.

## Alert Subscription

126
Welcome, Sam Bill
 Last login 25 Apr 01:57 PM

Profile
 Saving & Current
 Term Deposits
 Loans
 Payments

Primary Account Num...

Alerts/Notifications

Third Party Applications

Security and Login

Themes

Settings

Sam  
 xxxxxxxxxxxx0010

Alert Type	Send Alert Via
Statement Generation	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Status	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
ATM Cash Withdrawal	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Balance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cash Deposit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Cash Refund Credit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Cheque Cleared Credit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cheque Clearance Debit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Debit Card Transaction	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
External Transfer Credit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Internal Transfer Credit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Cheque Returned Inward	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Charges Debit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cheque Returned Outward	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Bill Payment Debit	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
External Transfer Debit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Internal Transfer Debit	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Future Instruction Failure	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Standing Instruction Failure	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cheque Range Instruction	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cheque Number Instruction	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Cheque Book Request	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
CASA Request Adhoc Statement	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Update E-Statement Preferences	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Save
 Cancel

[Back To Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions





## Field Description

### Field Name Description


**Account Number** Select the account number along with the account name for which to setup alerts subscription.

**Alert Type** The type of alert.  
Profile and Payments alerts are default alerts

**Send Alert Via** The delivery mode through which the alert is to be sent.  
The options are:

-  Email: The alert is to be sent as an email to the user's registered email ID.
-  SMS: The alert is to be sent as an SMS on the user's mobile number.
-  On screen Mailbox: The alert is to be sent to the user's online banking mailbox.
-  Push Notification: The alert is to be sent as a push notification on the user's phone. These notifications are sent as banners or pop-up messages on the user's mobile device.

---

**Note:** The active mode is the delivery mode that has a  icon against it.

---

2. From the **Account Number** list, select the account for which alerts subscription is to be defined.
3. Select the desired delivery mode/s against the **Alert Type** of choice.  
OR  
Deselect any delivery mode/s against an Alert Type to stop receiving the specific alert through the specific delivery mode.
4. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.
5. The Review screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and to navigate back to the Dashboard.
6. The success message along with the transaction reference number appears. Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **More Alert Options** to access other alert options.

## 18.4 Third Party Consents

This option enables the user to manage the access provided to third party application(s). The user can define the fine-grained entitlements i.e. account level access along with a set of transactions for the third party. The user can disable the access for a specific third party application whenever required.

**Note:** Only those third party applications for which the user has registered and given rights to access his/her accounts for inquiries and transactions, will appear on this page.

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preferences > Third Party Application*

OR

*Dashboard > My Profile > Profile > Third Party Application*

### Third Party Apps

**ZigBank** Welcome, Ashok Jain  
Last login 29 Jun 06:47 PM

Third Party Consents

Profile  
Primary Account Num...  
Alerts/Notifications  
**Third Party Applications**  
Security and Login  
Themes  
Settings

**MODEL Solutions** **epay**

Application Access ☒ Granted

Current & Savings Term Deposits Loans

☒ xxxxxxxxxxxx0035 - Savings Account Class 1

☒ Map All Transactions

☒ CASA Inquiries

☒ CASA Interest Certificate ☒ Party CASA Interest Certificate ☒ Inquire Sweep-in Instruction

☒ Sweep-in Instruction

☒ Create Sweep-in Instruction ☒ Delete Sweep-in Instruction

☒ Loans

☒ Loan Settlement

☒ CASA

☒ Replace Debit card ☒ Request DC Limit Change ☒ Reset Debit Card Pin ☒ Stop/Unblock Cheque

☒ Allow International Transaction on DC ☒ Request Debit Card Pin ☒ Validate Card Details ☒ Block Debit Card

☒ Cheque Book Request ☒ E-Statement Subscription ☒ Demand Deposit Electronic Statement Download ☒ List Demand Deposit Electronic Statement

☒ Apply Debit Card ☒ Request Demand Deposit Statement

☒ Term Deposits - Financial

☒ New Deposit ☒ TD Top UP

☒ All Inquiry Transactions

☒ CASA Inquiries

☐ xxxxxxxxxxxx0057 - Savings Account Class 1

☐ xxxxxxxxxxxx0046 - Savings Account Class 1

**Edit** **Cancel**

[Back To Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions



## Field Description

Field Name	Description
<b>Third Party Application Name</b>	The names of the third party applications are displayed. Select a third party application to define access to the application.
<b>Application Access</b>	The option to define whether access for the application is to be provided or not. If access is granted, then the user can revoke access and if it was revoked, then the user can grant access whenever required.
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account and transaction level access to the third party.

---

1. Select the third party application for which you wish to define fine grained access.
2. The system will display the list of accounts under each of the account types along with the transactions
3. Click **Edit** to modify account and transaction access. The **Third Party Consents – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to the **Dashboard**.  
OR  
Click **Back to Dashboard** to go to the **Dashboard**.

## Third Party Apps – Edit

Third Party Consents

Profile

Primary Account Num...

Alerts/Notifications

Third Party Applications

Security and Login

Themes

Settings

Application Access ☒ Granted

Current and Savings Term Deposits Loans and Finances

☒ xxxxxxxxxxxxxx0020 - Savings Account - Regular

☒ Map All Transactions

☒ CASA Inquiries

☒ CASA Interest Certificate ☒ Party CASA Interest Certificate

☒ CASA

☒ E-Statement Subscription ☒ Demand Deposit Electronic Statement Download ☒ List Demand Deposit Electronic Statement ☒ Request Demand Deposit Statement

☒ Payments

☒ Domestic Payment ☒ International Draft ☒ Bill Payment ☒ Domestic Draft

☒ International Payout ☒ External Transfer ☒ Internal Transfer ☒ PeerToPeer Transfer

☒ Instruction Cancellation ☒ Self Transfer

☒ All Inquiry Transactions

☒ Payments Inquiries ☒ CASA Inquiries

☐ xxxxxxxxxxxxxx0018 - Savings Account - Regular

Save Back Cancel

Back To Dashboard

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Third Party Application Name</b>	The names of the third party applications are displayed. Select a third party application to define access to accounts and transactions.
<b>Application Access</b>	The option to define whether access for the application is to be provided or not.
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account level access to the third party.

Field Name	Description
<b>Accounts</b>	All the accounts of the user are displayed under the respective account type.
<b>Transactions</b>	Once you select an account, all the transactions through which the account can be accessed are displayed. Select any or all transactions to provide account access for the transactions to the third party application.

4. Click the **Application Access** button to enable / disable the access for the third party application.
  - a. If you select **Enable**,
    - i. Click an account type.  
The account check boxes are enabled and you can select/deselect any check box to edit access of these accounts to the third party application
    - ii. Select an account check box. The transactions for which the selected account can be accessed appear.
    - iii. Select/Deselect all or any of the transaction checkboxes to define the transactions through which the selected account can be accessed.
5. Click **Save** to save the changes.  
OR  
Click **Back** to go back to previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to **Dashboard**.
6. The **Third Party Consents – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to go back to the previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to Dashboard.
7. The success message of third party consent setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and to navigate back to the Dashboard.

## 18.5 Security and Login

The following options are available under Security Settings:

- Set Security Questions
- SMS and Missed Call Banking

### 18.5.1 Set Security Questions

Using this option, the user can setup security question maintenance. Security question maintenance entails selecting questions from a pre-defined list and defining answers for each selected question. This list of security questions and answers becomes the user's security question set and the user will be asked to answer these questions while initiating certain transactions (as defined by the bank administrator) as a second level of authentication.

#### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preferences > Security and Login > Set Security Question*

OR

*Dashboard > My Profile > Profile > Security and Login > Set Security Question*

Security question setup is part of the first time login steps. The user can opt to skip setting security questions during first time login and can instead complete security question setup from the **Security and Login** screen.

#### Set Security Question

**ZigBank** Welcome, Sam Bill  
Last login 25 Apr 04:30 PM

My Preferences

- Profile
- Primary Account Num...
- Alerts/Notifications
- Third Party Applications
- Security and Login**
- Themes
- Settings

Set Security Question SMS and Missed Call Banking

User Security Questions have not been set up yet.

[Set up now](#) [Cancel](#) [Back](#)

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

[Edit](#) [Cancel](#) [Back](#)

[Back To Dashboard](#)

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## To set up security questions:

**Note:** If security questions have not been set-up by the user, the following message will be displayed - "Security Questions have not been set up yet". The user will be provided with the option to set up security questions.

1. Click **Set up now** to set-up security questions. The **Security Question Maintenance** screen appears.

OR

Click **Back** to return to the previous page.

OR

Click **Cancel** to cancel the operation and to navigate back to the **Dashboard**.

## Security Question Maintenance

**ZigBank** Welcome, Ashok Jain  
Last login 01 Jun 08:11 PM

### Security Question Maintenance

Security Question 1  
what's your fav color? ▾

Answer 1  
Grey

Security Question 2  
what's your mother birth place? ▾

Answer 2  
Pune

Security Question 3  
what's your pet name? ▾

Answer 3  
Tommy

Security Question 4  
what's your birth place? ▾

Answer 4  
Mumbai

Security Question 5  
what's your fav place? ▾

Answer 5  
Mumbai

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

**Save** **Cancel** **Back**

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

### Field Name Description

<b>Security Question</b>	<p>Select a question to be assigned as a security question.</p> <p>The security questions will be numbered, e.g. Security Question1, Security Question 2 and so on. The number of security questions and answers available will be dependent on the number configured by the bank administrator.</p>
<b>Answer</b>	<p>Specify an answer for the selected security question.</p> <p>The fields in which you can specify answers to selected security questions will be displayed below each security question and will be numbered, e.g. Answer 1, Answer 2 and so on.</p>

- From the **Security Question** list, select the appropriate security question to be added in the security question set.
- In the **Answer** field, enter an answer for the corresponding security question.
- Click **Save** to save the security questions.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the **Dashboard**.  
OR  
Click **Back** to go back to the previous screen.
- The **Security Question Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.  
OR  
Click **Back** to edit the security question setup.  
The **User Security Question – Edit** screen with values in editable form appears.
- The success message of submitting the request appears.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

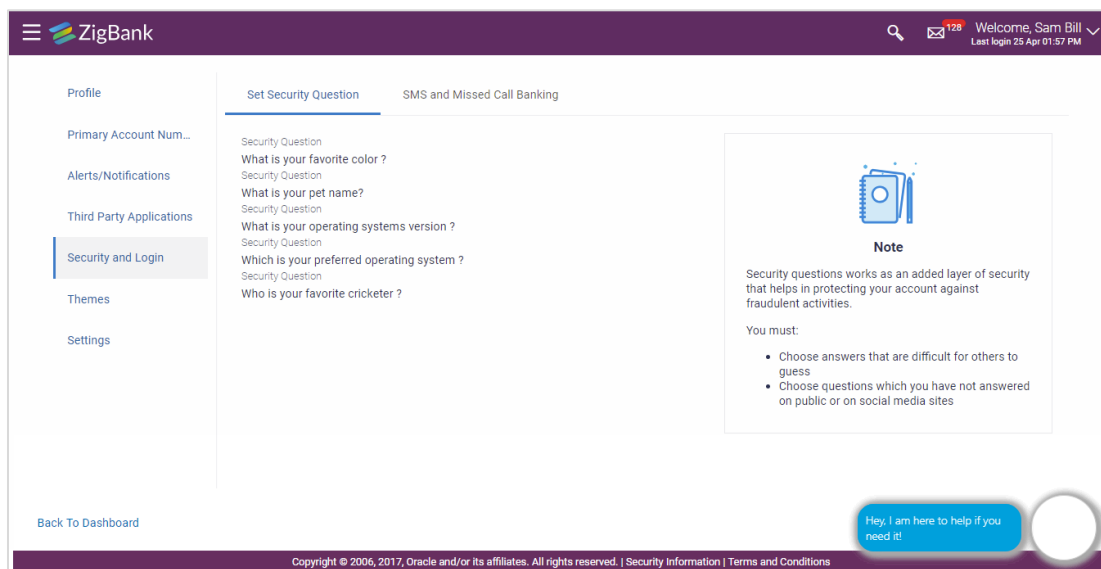
## Security Questions – View and Edit

If the user has already set-up of Security Questions, the application displays the list of security questions. It also enables the user to modify the set of security questions.

### To edit the set of security questions:

1. Navigate to Set Security Questions screen, the **Set Security Question - View** screen appears.

### Set Security Questions - View



## Field Description

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

<b>Security Questions</b>	The list of security questions, which is the existing set of the user
---------------------------	---

2. Click **Edit** to make changes, if required. The **Security Question Maintenance – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the **Dashboard**.  
OR  
Click **Back** to go back to the previous screen.

## Security Question Maintenance - Edit

**ZigBank** Welcome, Sam Bill  
Last login 25 Apr 01:57 PM

Security Question  
Which is your preferred operating ...  
Answer  
Windows 10

Security Question  
Who is your favorite cricketer ?  
Answer  
John Smith

Security Question  
What is your operating systems ve...  
Answer  
10

Security Question  
What is your favorite color ?  
Answer  
Black

Security Question  
What is your pet name?  
Answer  
Tom

**Note**  
Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.  
You must:  

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

**Save** **Cancel** **Back**

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

### Field Name Description

**Questions** The list of security question, which is the existing set of the user.

- From the **Security Questions** list, select a different question from the currently set question, if required.
- In the **Answers** field, enter the answers corresponding to the security questions, if you want to change the answers.
- Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the **Dashboard**.  
OR  
Click **Back** to go back to the previous screen.
- The **Security Question Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the **Dashboard**.  
OR  
Click **Back** to make changes, if required.  
The **Security Question Maintenance – Edit** screen with values in editable form appears.
- The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and to navigate back to the **Dashboard**.



## 18.5.2 SMS and Missed Call Banking

This option enables the user to enable/ disable missed call banking and SMS banking. Registering for SMS and missed call banking, enables the user to perform certain inquiries /transactions by sending a short message consisting of a PIN to the specified number or giving a missed call to the specified contact number.

Using this option, the user can also set and reset his SMS banking PIN.

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preferences > Security and Login > SMS and Missed Call Banking*

OR

*Dashboard > My Profile > Profile > Security and Login > SMS and Missed Call Banking*

### SMS and Missed Call Banking

### Field Description

Field Name	Description
<b>Missed Call Banking</b>	The option to register / deregister the user's device for missed call banking.
<b>SMS Banking</b>	The option to register / deregister the user's device for SMS banking.
<b>Set/ Reset PIN</b>	
<b>Set PIN</b>	Enter a PIN to access SMS banking.
<b>Reset PIN</b>	Re-enter the PIN to confirm the same.

1. Click the **Missed Call Banking** toggle button to register / deregister.  
OR  
Click the **SMS Banking** toggle button to register / deregister.
2. If you have registered for SMS Banking:
  - a. In the **Set PIN** field, enter a PIN to be used to access SMS banking.
  - b. In the **Reset PIN** field, re-enter the PIN so as to confirm the same.
  - c. Click **Confirm**. The success message appears.

---

**Note:** The Confirm option appears only if SMS Banking is enabled and if a PIN is to be set.

---

- d. Click **Ok** to navigate to the dashboard.

## 18.6 Themes

Using this option, business user can personalize the view of their application with the desired themes. The list of theme templates are available to the business users for selection, the user can select the desired theme and activate it by clicking the Apply button.

At any point in time, the user can deactivate a theme and activate another one or revert to the default theme.

### Pre-requisites

- The user must be a customer of the bank and have valid login credentials
- Bank Administrator has created the themes that are available for business user for personalization

### Features supported in application

- Apply Theme
- Revert to default Theme

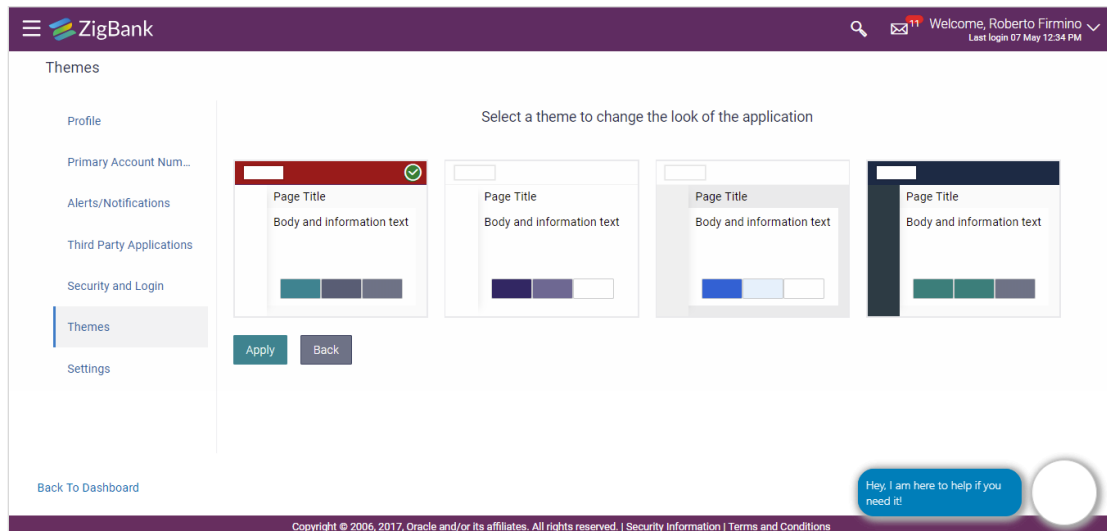
### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preference > Themes*

### To apply the theme:

1. Navigate to the **Theme tab**.

### Themes



2. All the themes defined by the bank users get listed here. User can view the colors of the themes in the theme templates being displayed.
3. Select the required theme from the list of available themes.
4. Click **Apply** to apply the selected theme. The selected theme gets activated.  
OR  
Click **Back** to navigate to previous screen.

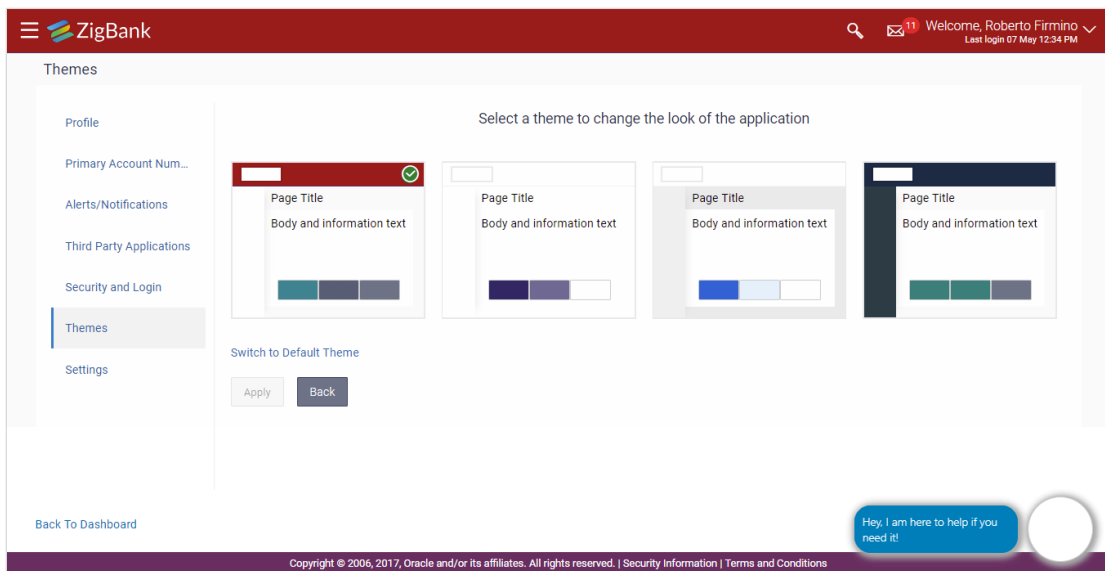
### 18.6.1 Switch to Default Theme


Using this option a retail user can revert back to the default theme as defined by the bank.

**To switch to the default theme:**

1. Navigate to the **Theme** tab.

#### Switch to Default Theme



2. System shows the already selected them with a check icon .
3. Click **Switch to Default Theme** to revert to the default theme. The default theme as defined by the bank gets activated.

## 18.7 Settings

This option lets the user disable login through any of his registered devices. If the user disables login from any device, the system disables all login modes (Touch ID/ PIN/ Pattern) for that device. This feature is beneficial to users, as a user can easily disable his alternate login modes if he loses his phone/ device (on which his mobile application is installed). The user can, thereby, prevent anyone from logging into his online banking account from any of the lost/stolen devices.

This option also lets the user disable receiving alerts via push notification, disable his alternate login from all his wearable devices and disable feedback popup that appears after every transaction for security reasons.

Through this screen, user can set their preferred delivery mode for receiving One Time Password (OTP). By default 'Both' (SMS and email) mode is selected, the user can disable any of the option.

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

*Dashboard > Toggle Menu > Account Settings > My Preferences > Settings*

*OR*

*Dashboard > My Profile > Profile > Settings*

## Settings

**My Preferences**

Profile

Primary Account Num...

Alerts/Notifications

Third Party Applications

Security and Login

Themes

**Settings**

**Registered Phones/Tablets**

Android Devices ☐

iOS Devices ☐

Note: Unregistering will disable alternate login from all mobile devices.

**Registered Wearables**

Android Devices ☐

iOS Devices ☐

Note: Unregistering will disable alternate login from all wearable devices.

**Push Notifications**

Android Devices ☒

iOS Devices ☒

Note: Disabling the service will unregister the device from receiving alerts via push notifications.

**Feedback Preferences**

Feedback Preferences ☒

Note: Disabling this will disable the feedback window after every transaction.

**Live Help**

Live Help ☒

Note: Disabling this will disable the oracle live feature.

**Preferred Delivery Mode (Only for OTP)**

Dispatch Method ☐ SMS ☐ Email ☒ Both

Note: The above configured dispatch method is applicable only if OTP is set up as the transaction authentication mode by the bank.

[Back To Dashboard](#)

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

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

### Registered Phones /Tablets

<b>Android Devices</b>	Select this option to disable login through all the android devices on which you have installed the online banking application. If you do not have the banking application installed any Android device, this option will be disabled by default.
------------------------	---

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

<b>iOS Devices</b>	Select this option to disable login through all the iOS devices on which you have installed the online banking application. If you do not have the banking application installed on any iOS device, this option will be disabled by default.
--------------------	--

### Registered Wearables

<b>Android Devices</b>	Select this option to disable login through all the Android wearable devices on which you have installed the online banking application. If you do not have the banking application installed on any Android wearable device, this option will be disabled by default.
------------------------	--

<b>iOS Devices</b>	Select this option to disable login through all the iOS wearable devices on which you have installed the online banking application. If you do not have the banking application installed on any iOS wearable device, this option will be disabled by default.
--------------------	--

### Push Notifications

<b>Android Devices</b>	Select this option to stop receiving push notifications on all Android devices on which you have installed the online banking application. This option will be disabled in case you have not enabled or previously disabled push notifications for Android devices.
------------------------	---

<b>iOS Devices</b>	Select this option to stop receiving push notifications on all iOS devices on which you have installed the online banking application. This option will be disabled in case you have not enabled or previously disabled push notifications for your iOS devices.
--------------------	--

### Feedback Preferences

<b>Feedback Preference</b>	Select this option to enable/disable feedback after every transaction.
----------------------------	--

### Live Help

<b>Live Help</b>	Select this option to enable/disable the live help after every transaction.
------------------	---

### Preferred Delivery Mode (Only for OTP)

---

Field Name	Description
<b>Dispatch Method</b>	<p>Select the preferred delivery mode to receive the one time password (OTP).</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• SMS</li> <li>• Email</li> <li>• Both</li> </ul> <p><b>Note:</b> The preference is applicable only for OTP defined as authentication mode for transactions by the bank.</p>
<ol style="list-style-type: none"> <li>Under the <b>Registered Phones/ Tablets</b> section, click the <b>Android Devices</b> toggle button to deregister Android devices. Your alternate login gets disabled from all the android devices on which you have installed the banking application.</li> <li>Under <b>Registered Phones/Tablets</b>, click the <b>iOS Devices</b> toggle button to deregister iOS devices. Your alternate login gets disabled from all the iOS devices on which you have installed the banking application.</li> <li>Under <b>Push Notifications</b>, section, click the <b>Android Devices</b> toggle button to deregister push notifications on android devices. Your push notification alerts gets disabled from all the android devices on which you have installed the banking application.</li> <li>Under <b>Push Notifications</b>, Click the <b>iOS Devices</b> toggle button to deregister push notifications on iOS devices. Your push notification alerts gets disabled from all the iOS devices on which you have installed the banking application.</li> <li>Under <b>Registered Wearables</b>, click the <b>Android Devices</b> toggle button to deregister your Android wearable devices. Your alternate login gets disabled from all the android wearable devices on which you have installed the banking application.</li> <li>Under <b>Registered Wearables</b>, click the <b>iOS Devices</b> toggle button to deregister your iOS wearable devices. Your alternate login gets disabled from all the <b>iOS wearable</b> devices on which you have installed the banking application.</li> <li>Under the <b>Feedback Preferences</b> section, click the toggle button to deregister feedback on your devices after every transaction. You will no longer get the option to provide feedback on your devices on which you have installed the application.</li> <li>Under the <b>Live Help</b> section, click the <b>Live Help</b> toggle button to deregister live help on your devices. You will no longer the option of Live Help on your devices on which you have installed the application.</li> <li>You can define delivery preference for dispatch of OTP i.e. whether you want it delivered on SMS or Email or Both. If there is a preference defined, system will dispatch the OTP on preferred delivery mode.</li> </ol>	



## **FAQs**

- 1. If I have more than one iOS devices and I need to deregister one of my devices from the Zigbank application, can I do so using the 'Registered Device' option?**

If you disable 'iOS Devices' in the 'Register Device' option, it will disable your alternate login from all the devices. You need to re-install the application if you want to use it again on that device.

- 2. Why would I need to unregister a device?**

The unregistering of devices is done in case you have lost your device and you want to disable your alternate login from that device to prevent any misuse of your Bank account.

[Home](#)

## 19. Security Question Authentication

Security Questions are the second factor authentication mechanism provided by the bank to its customers. The user needs to maintain a security question set by selecting questions and defining answers to these questions. At the time of transfer authentication, any or all of these questions are displayed to the user and the user must enter correct answers (as defined while setting up security questions) in order to enable the system to authenticate the user.

### For security question authentication:

1. In the transaction review screen, verify the details, and click **Next**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
2. The 2 Factor Authentication (2FA) screen appears (if 2FA has been configured).

### Security Question Authentication

**ZigBank** Welcome, Gloria Rodrigues  
Last login 24 Apr 04:37 PM

**Split Money**

**REVIEW**  
You have initiated a request to receive money. Please review the details before you confirm!

Receive Funds in  
user@zigbank  
xxxxxxxxxxxx0036

Amount: £1,000.00 Valid Till: 15 Apr 2017

Note  
split the bills

Split Money with

GR	Gloria Rodrigues	£500.00
A	Allen David@yesbank	£500.00

**Security Question Maintenance**

What is your favorite color ?

....

**Submit** **Cancel**

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Hey, I am here to help if you need it!

### Field Description

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

<b>Questions</b>	The list of security questions set for the 2Factor authentication is displayed.
------------------	---

<b>Answer</b>	Enter answers to each security question as defined at the time of security question maintenance.
---------------	--

3. For the Security Question - 2 Factor Authentication, in the Answers field, enter the answers corresponding to the security question.

4. Click **Next** to go to the next level of authentication.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the Dashboard.
5. Complete the 2 Factor Authentication, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the Dashboard.
6. The success message of appears along with the transaction reference number. Click Back to Dashboard to navigate to the dashboard.

[Home](#)

## 20. Change Password

This feature enables existing users of the bank to change their login password.

### Pre-requisites

- User must have existing login credentials.

### Features Supported In Application

- Changing the login password.

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Change Password*

### Change Password

Please change your password for security reasons.

Current Password  
\*\*\*\*\*

New Password  
\*\*\*\*\*

Re-enter Password  
\*\*\*\*\*

**Submit** **Back**

**Password Conditions**




- ✓ Have 6 to 15 characters
- ✓ Must include upper case, lower case, numbers, and special characters
- ✓ Have at least 1 uppercase letter(s), 1 lowercase letter(s), 1 number(s), and 1 special character (@, #, \$)
- ✓ Not contain identical (aaa) and consecutive (abc) characters more than 4
- ✓ Not be a common password

Copyright © 2006-2017 Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>Current Password</b>	Enter your current login password.
<b>New Password</b>	Enter a new password to replace your current login password.
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.

**To reset the password:**

1. In the **Current Password** field, enter your current login password.  
OR  
Click  icon to enter the current login password using the virtual keyboard.
2. In the New Password field, enter a new password.  
OR  
Click  icon to enter a new password using the virtual keyboard.  
(Read the conditions defined under the **Password Conditions** section on the application screen to view the password policy.)
3. In the **Re-enter Password** field, re-enter the new password.  
OR  
Click  icon to re-enter the new password using the virtual keyboard.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. A message confirming successful change of login password appears. Click **Login** on confirmation screen to log in to the application.

---

**Note:** Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

---

## 21. Limits

The bank can put restrictions on the transactions initiated by customers from the online banking channels. The bank applies different types of limits on different transactions. These limits may vary depending on the user / customer type.

The different types of limits are as follows:

- Permitted number of transactions in a day
- Cumulative amount of transactions in a day
- Minimum amount for a transaction
- Maximum amount for a transaction

The limits function enables a retail user to view the daily limits (applicable at specific transaction level and at transaction group level) assigned by the bank for a specific channel or for a group of channels. The user can edit and reduce the cumulative transaction amount limit offered by the bank for individual transactions. The user can also reduce the maximum transaction count limit offered by the bank for individual transactions.

Further modification of limits will be enabled up to the limits offered by the bank for each transaction. Updated limits will be applicable from the next calendar day.

### Pre-requisites

The user must have an active Current and Savings Account relationship with Bank.

### Features supported in the Application

- View Transaction Limits: Daily and monthly
- Reduce cumulative daily/monthly amount limit for each transaction
- Reduce cumulative daily/monthly count limit for each transaction

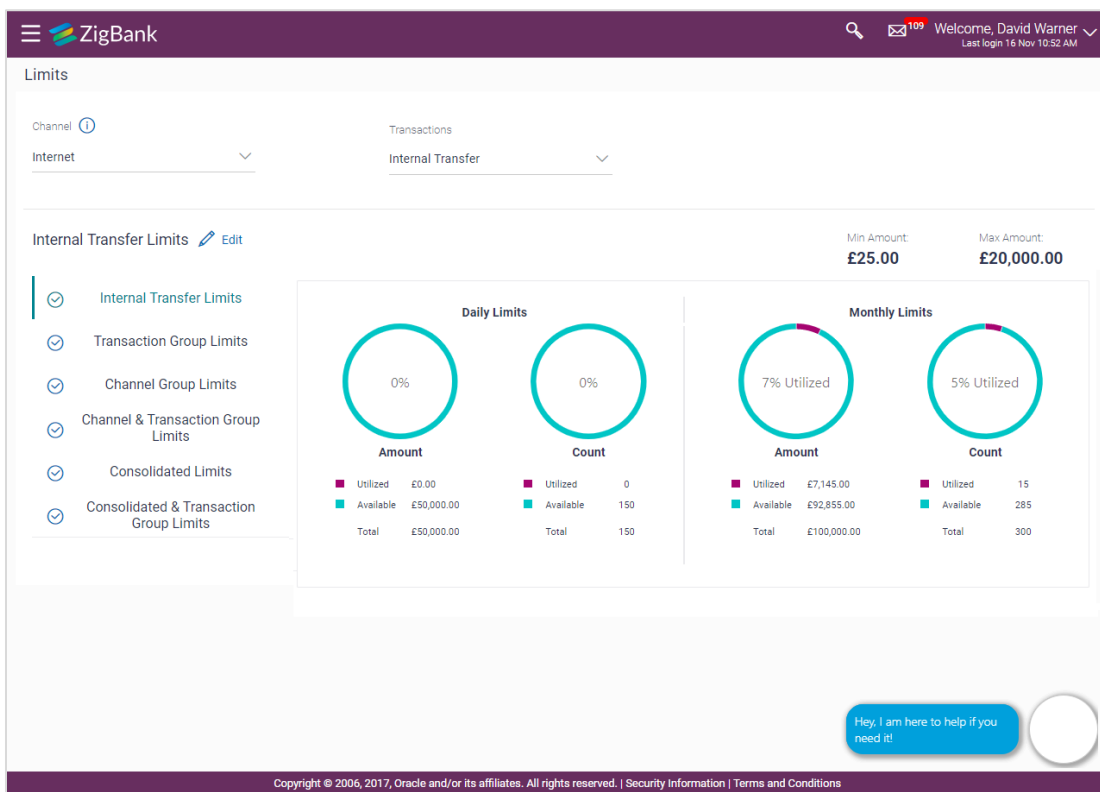
### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Limits*

## 21.1 Limits – View

The logged in Retail user can view the transaction limits offered by the bank for each transaction using this option.

### Limits



### Field Description

Field Name	Description
<b>Channel</b>	Select the channel for which user limits are to be displayed.
<b>Transactions</b>	Select the transaction for which user limits are to be displayed.
<b>Transaction Name</b>	The name of the transaction as selected in the above field is displayed.
<b>Min Amount</b>	The per transaction limit - minimum amount.
<b>Max Amount</b>	The per transaction limit - maximum amount.

Field Name	Description
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Channel Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>



Field Name	Description
<b>Channel Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Channel &amp; Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Consolidated Limit - Daily Limits</b>	<p>The consolidated transaction amount limit and transaction initiation limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>

Field Name	Description
<b>Consolidated Limit - Monthly Limits</b>	<p>The consolidated monthly transaction amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>
<b>Consolidated &amp; Transaction Group Limit - Daily Limits</b>	<p>The consolidated daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Consolidated &amp; Transaction Group Limit - Monthly Limits</b>	<p>The consolidated monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>

#### To view the daily and monthly limits of a transaction

1. From the **Channel** list, select a channel to view applicable limits.
2. From the **Transactions** list, select the transaction to view its limits.
3. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit/ Consolidated Limit / Consolidated & Transaction Group Limit tabs to view the specific daily and monthly amount and count limits applicable at each level.
4. Click **Edit** to edit the limits.

## 21.2 Daily and Monthly Limits - Edit

The retail user can edit the transaction limits offered by the bank for each transaction using this option. The user can also opt to reset to limits set by the Bank after having changed the limits.

**To edit the daily and monthly limits at any level:**

1. From the **Channel** list, select a channel to view its limits.
2. From the **Transactions** list, select a transaction to view its limits.
3. Select the level at which limits are to be edited.
4. Click **Edit**. The Edit Limits screen appears. In the **Limits** screen, click **Edit** against the transaction for which you want to change the limits.

### Daily Limits - Edit

The screenshot shows the ZigBank interface with the 'Edit Limits' modal open. The modal is titled 'Edit Limits' and contains fields for 'Daily Count' and 'Monthly Count' (both with 'Allocated by Bank' values and 'Enter Count' input fields) and 'Daily Limit' and 'Monthly Limit' (both with 'Allocated by Bank' values and 'Enter Amount' input fields). The background shows the 'Limits' screen with 'Channel' set to 'Internet' and 'Transactions' set to 'Internal Transfer'. The 'Internal Transfer Limits' section is active, showing a list of limit levels: Internal Transfer Limits, Transaction Group Limits, Channel Group Limits, Channel & Transaction Group Limits, Consolidated Limits, and Consolidated & Transaction Group Limits. The 'Internal Transfer Limits' level is selected. The modal also has 'Save', 'Reset To Bank Limits', and 'Cancel' buttons at the bottom.

### Field Description

#### Field Name

#### Description

#### Daily Count

#### Allocated by Bank

Transaction initiation limits allocated to you by the bank for the particular Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.

Field Name	Description
<b>Enter Count</b>	Enter an amount to specify the new daily transaction count to be applicable to you for the particular Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Monthly Count</b>	
<b>Allocated by Bank</b>	The cumulative transaction initiation limits allocated to you by the bank for the particular Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Enter Count</b>	Enter an amount to specify the new cumulative transaction count to be applicable to you for the Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Daily Limit</b>	
<b>Allocated by Bank</b>	The daily transaction amount allocated to you by the bank for the particular Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Enter Amount</b>	Enter an amount to specify the new daily transaction amount to be applicable to you for the Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Monthly Limit</b>	
<b>Allocated by Bank</b>	The monthly transaction amount, allocated to you by the bank for the particular Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.
<b>Enter Amount</b>	Enter an amount to specify the new monthly transaction amount to be applicable to you for a Transaction/ Transaction Group/ Channel Group / Transaction & Channel Group.

5. Under the **Daily Count** section, enter a value in the **Enter Count** field to modify the daily count limit, if required.
6. Under the **Monthly Count** section, enter a value in the **Enter Count** field to modify the monthly count limit, if required.
7. Under the **Daily Limit** section, enter a value in the **Enter Amount** field to modify the daily amount limit, if required.
8. Under the **Monthly Limit** section, enter a value in the **Enter Amount** field to modify the monthly amount limit, if required.
9. Click **Save** to save the changes. A message confirming successful limit update appears.  
OR  
Click **Reset to Bank Limits**, if you want to change the limits back to the limits offered by the Bank.  
The limits assigned by the bank for the transaction will be auto populated.  
OR

Click **Cancel** to cancel the operation and to navigate back to the Dashboard.

## **FAQs**

**1. Can the customer change the daily and monthly limits pre-set by bank?**

Yes, the customer can modify the limits set i.e. the range of amount or the count etc. However any change has to be within the prescribed upper limit set by the bank.

**2. Can customer increase the limits beyond the limits offered by the Bank?**

No, customer cannot increase the limits beyond the limits set by the Bank each transaction. The Bank administrator can increase the limits for the specific customer.

[Home](#)

## 22. Session Summary

This option is used by the user to check the log of transactions and login details for the previous five logins. The user can view the entire session summary of the previous five logins, login and logoff date and time for each session, channel in which transactions are carried out in each session along with the IP address of the channel.

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Session Summary*

### Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
▶ 22 Nov 2018 12:51:03 PM	22 Nov 2018 12:54:01 PM	Desktop Browser	fe80::1c3e:c6e4:7099:b68
▶ 22 Nov 2018 12:15:17 PM	22 Nov 2018 12:15:17 PM	Desktop Browser	10.180.59.27
▶ 22 Nov 2018 11:57:40 AM	22 Nov 2018 11:57:40 AM	Desktop Browser	10.180.57.0
▶ 21 Nov 2018 06:14:17 PM	21 Nov 2018 06:14:32 PM	Desktop Browser	10.180.57.154
▶ 21 Nov 2018 06:01:15 PM	21 Nov 2018 06:01:15 PM	Desktop Browser	10.9.238.226


Page 1 of 1 (1-5 of 5 items) < 1 >

Ok Cancel

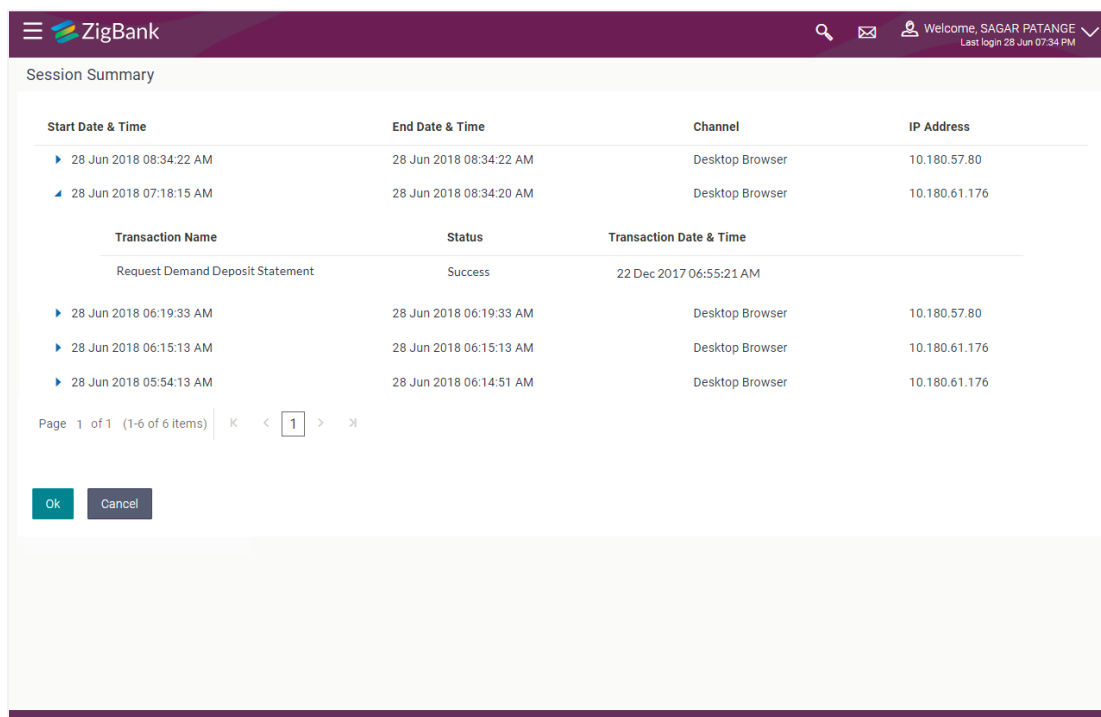
Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>Start Date &amp; Time</b>	The date and time at which the particular session was started.
<b>End Date &amp; Time</b>	The date and time at which the particular session was ended.
<b>Channel</b>	The channel of access for the session (Desktop Browser / Mobile / Application etc.)
<b>IP Address</b>	The IP address of the channel.

1. Click  against a specific record to view the details of that session. The session details appear.  
OR  
Click **Ok** to navigate to the Dashboard.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

### Session Summary - Details



**Session Summary**

Start Date & Time	End Date & Time	Channel	IP Address
▶ 28 Jun 2018 08:34:22 AM	28 Jun 2018 08:34:22 AM	Desktop Browser	10.180.57.80
▶ 28 Jun 2018 07:18:15 AM	28 Jun 2018 08:34:20 AM	Desktop Browser	10.180.61.176

Transaction Name	Status	Transaction Date & Time
Request Demand Deposit Statement	Success	22 Dec 2017 06:55:21 AM

Start Date & Time	End Date & Time	Channel	IP Address
▶ 28 Jun 2018 06:19:33 AM	28 Jun 2018 06:19:33 AM	Desktop Browser	10.180.57.80
▶ 28 Jun 2018 06:15:13 AM	28 Jun 2018 06:15:13 AM	Desktop Browser	10.180.61.176
▶ 28 Jun 2018 05:54:13 AM	28 Jun 2018 06:14:51 AM	Desktop Browser	10.180.61.176

Page 1 of 1 (1-6 of 6 items) | < 1 >

**Ok** **Cancel**

### Field Description

Field Name	Description
<b>Start Date &amp; Time</b>	The date and time at which the particular session was started.
<b>End Date &amp; Time</b>	The date and time at which the particular session was ended.
<b>Channel</b>	The channel of access for the session (Desktop Browser / Mobile / Application etc.)
<b>IP Address</b>	The IP address of the channel.

### Session Summary – Details

All the transactions initiated during the selected session are listed down one below the other. The fields documented below form part of a transaction record.

<b>Transaction Name</b>	The name of the transaction that was performed during the session.
-------------------------	--

Field Name	Description
<b>Status</b>	The status of the transaction.
<b>Transaction Date &amp; Time</b>	The date and time at which the transaction was performed.

2. Click **OK** to navigate to the Dashboard screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

[Home](#)



## 23. Personalize Dashboard

Dashboard personalization feature provides an ability to the business users to reconfigure and customize their dashboards around the tasks and information they use most frequently. This feature will enable business users to create their own dashboard that is easier to navigate, making every visit more efficient.

Retail users can reconfigure/ customize their dashboards by dragging and dropping the desired widget at desired location while configuring new dashboard to add more widgets. The users can also move the widgets already present in the dashboard to the desired location using this function. The user can also change the size of the widget (expand and compress) and can remove the widget if desired. The widgets on the dashboard auto adjust itself according to the place available on the dashboard.

OBDX dashboards are responsive and can adapt to any size of device that Bank wants to enable for the customers. User can preview his dashboard for different form factors i.e. desktop, mobile and tablet. An option to revert to the default dashboard (configured by bank) is also provided.

---

**Note:** Widgets available for selection for users are on the basis of the widget access given to the associated application role of the user for Internet touch point.

---

### Prerequisites

- Transaction access is provided to the retail user
- Widgets are available for designing the dashboard

### Features supported in application

- Personalize/ Customize the Dashboard
- Revert to default dashboard

### How to reach here:

**Dashboard > Toggle Menu > Account Settings > Personalize Dashboard**

## 23.1 Personalize Dashboard

Using this option retail users can customize their dashboard according to their convenience. A default dashboard is displayed as the user navigate to the Personalize Dashboard option. User can change the placing and even can drag and drop new widgets available from the list of widgets.

User can change the widget size (expand and compress) as per his requirement and can remove the widgets.

### To customize the dashboard:

1. Navigate to the **Personalize Dashboard** screen.

Personalize Dashboard

ZigBank

Welcome, Roberto Firmino  
Last login 23 Apr 09:46 AM

My Dashboard

To personalize your dashboard, select a widget from left panel and drag it to your dashboard on the right

Search Widgets

Forex Calculator

Loan Calculator

Loan Eligibility Calculator

Deposit Calculator

Notifications

Dashboard Quick Links

Offers

Quick Links

Wealth Management Banner

Recent Activity

Savings xxxxxxxxxxxx0018

No Transactions Available

View More

My Spends

Last 30 days

Total Spends

20%

20%

20%

20%

View All

My Accounts

Current & Savings

£1,721,658.00

>

Term Deposits

£125,000.00

>

Recurring Deposits

£0.00

>

Loans and Finances

£74,550.00

>

Credit Card

£600.00

>

Funds Transfer History

No new payments have been initiated

My Bills

No bills presented due for payment

Quick Recharge

Quick Bill Pay

View All Bills

Upcoming Payments

Relax! You currently do not have any Upcoming Payments

Set Repeat Transfers

Payments

Transfer Money

Pay Bills

Favorites

Manage Payees & Billers

Request Money

View Repeat Transfers

My Net Worth

on 23 Apr 2019

I Have I Owe

Current & Savings

£1,711,658.00

Term Deposit

£120,000.00

Recurring Deposit

£0.00

I have 1,831,658.00

Service Request

No Actions Pending

Raise New Request

Track Request

Notifications

No New Notifications

Check this section for new notifications

View All

ZigMax

With ZigMax, you can manage your money at one place

Link Account





Save

Cancel

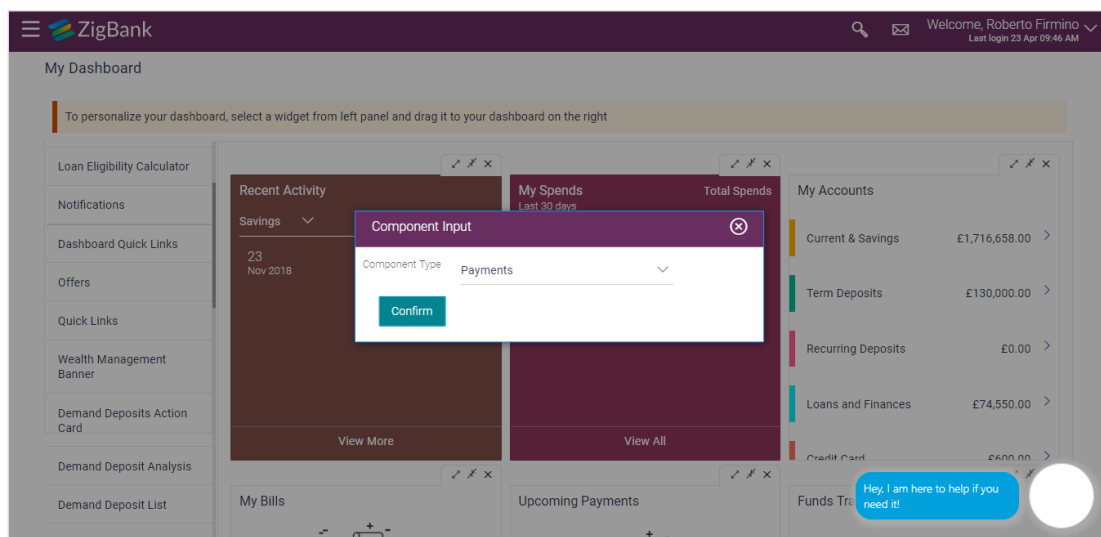
Back

User Manual Oracle Banking Digital Experience Retail Customer Services

158

2. Drag and drop the desired widgets from the widget list.  
OR  
In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click .  
OR  
Drag and drop widgets of the dashboard to the desired location. System highlights the area where the widget can be dropped.
3. Click  on the upper right corner of the widget, if you want to expand the widget.  
OR  
Click  on the upper right corner of the widget, if you want to compress the widget.  
OR  
Click  on the upper right corner of the widget, if you want to remove the widget from the dashboard.
4. If the selected widget has multiple widgets on the same like quick links, select the required widget that you want to appear on the dashboard.

## Select Widget



## Field Description

Field Name	Description
<b>Component Type</b>	Select the component type, which you want to appear on your dashboard. This field is applicable only if the selected widget has multiple components.

- a. From the **Component Type** list, select the widget component that you want to appear on the dashboard.
- b. Click **Confirm**. The selected component appears as a widget on the selected location of your dashboard.

5. Click **Save** to save the template.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

- OR  
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click the **Desktop/ Tab/ Mobile** icon to review the template in desktop, tab or mobile mode.
7. The success message appears.  
Click **Go to Dashboard** to view your customized dashboard.

## 23.2 Revert to default dashboard

Using this option a retail user can revert back to the default dashboard as defined by the bank.

**To switch to the default dashboard:**

1. Navigate to the **Personalize Dashboard** screen.

Switch to Default Dashboard

ZigBank

Welcome, Roberto Firmino  
Last login 23 Apr 10:13 AM

To personalize your dashboard, select a widget from left panel and drag it to your dashboard on the right

Search Widgets

Forex Calculator

Loan Calculator

Loan Eligibility Calculator

Deposit Calculator

Notifications

Dashboard Quick Links

Offers

Quick Links

Wealth Management Banner

My Net Worth

on 23 Apr 2019

I Have

I Owe

Current & Savings

£1,706,658.00

Term Deposit

£125,000.00

Recurring Deposit

£0.00

I have  
1,831,658.00

Recent Activity

Savings

xxxxxxxxxxxx0018

No Transactions Available

View More

My Spends

Last 30 days

Total Spends

20%20%20%20%

View All

My Accounts

Current & Savings

£1,716,658.00

>

Term Deposits

£130,000.00

>

Recurring Deposits

£0.00

>

Loans and Finances

£74,550.00

>

Credit Card

£600.00

>

My Bills

No bills presented due for payment

Quick Recharge

Quick Bill Pay

View All Bills

Upcoming Payments

Relax! You currently do not have any Upcoming Payments

Set Repeat Transfers

Funds Transfer History

No new payments have been initiated

Payments

Transfer Money

Pay Bills

Favorites

Manage Payees & Billers

Request Money

View Repeat Transfers

Service Request

No Actions Pending

Raise New Request

Track Request

Notifications

No New Notifications

Check this section for new notifications

View All

My Advisors

Please contact zig bank for getting your advisors details. 1800-000-000

ZigMax

With ZigMax, you can manage your money at one place

Link Account

Deal of the Day

Get 50% off on your purchase

Shop Now

Switch to default

Save

Cancel

Back

User Manual Oracle Banking Digital Experience Retail Customer Services

161

2. Click **Switch to default** to revert to the default Dashboard. The Dashboard Restore pop-up message, prompting the user to confirm the restoration of default Dashboard appears.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
3. Click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
4. The success message appears.  
Click **Go to Dashboard** to view the default dashboard.

## **FAQs**

### **1. Can I design new widgets using Dashboard Builder functionality?**

No, designing of a new widget is not allowed using this functionality. Administrator can user the existing widgets and can design the required dashboard.

### **2. Can I design different dashboards for different device types (desktop, mobile and tablet) using one template?**

Yes, you can design different dashboards for different types of devices using one template. An edit option is available while previewing the dashboard on each type of device, which will help the user to make the necessary changes for specific device type.

[Home](#)

## 24. Mailbox

Mailbox helps in two way communication between the bank administrator and the business user. Mailbox displays the list of messages to the user with date and time and message subject. Users can send mail messages to bank administrators with specific pre-defined subjects for their queries/complaints/feedback.

### Prerequisites:

- The user must have a relationship with Bank.
- User must have login credentials.

### Feature supported in the Application:

- **Compose** – This enables the user to select a predefined subject and to initiate a mail with a query/ complaint/ feedback.
- **Inbox** – This folder displays all the messages sent by bank administrators to the user. The user can reply to any of these mail messages or can delete any message.
- **Sent Mail** – This folder lists down the mails sent by the user. An option is provided to delete any or all sent mails.
- **Deleted Mail** – This folder displays the mails deleted from the user's **Inbox** and **Sent Mail** folders. The user can opt to permanently delete any or all of these mail messages.
- **Alerts** – This folder lists down the alerts sent by the bank to the user. The user can opt to delete any or all of these alerts.
- **Notifications** - This section enables the user to view all the notifications sent by the bank.

### How to reach here:

*Dashboard > Toggle Menu > Mail Box*  
OR

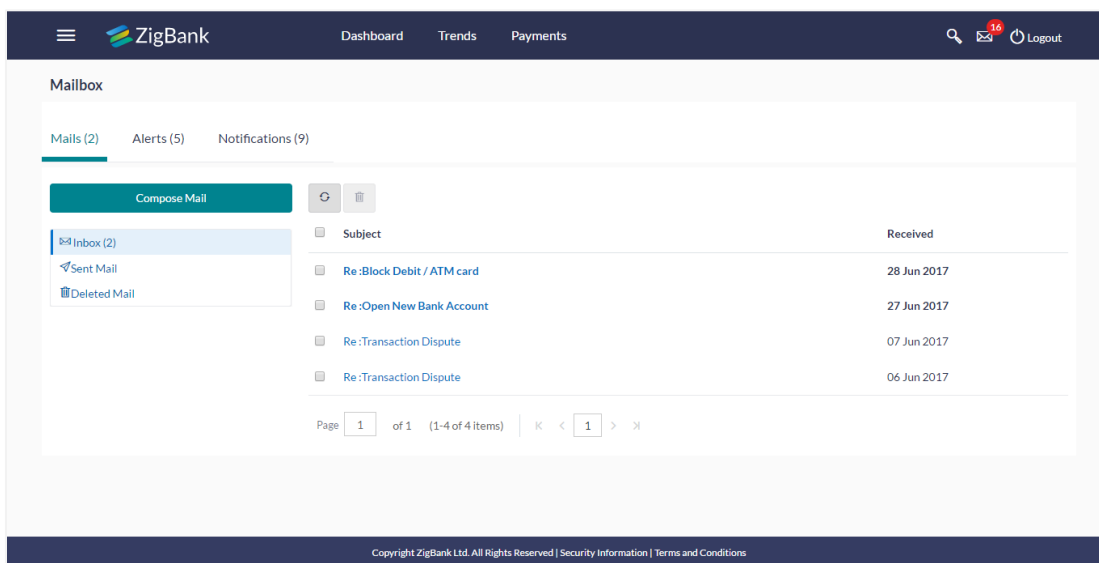
*Dashboard > Click  >View All*

### 24.1 Mails

The Mails section is subdivided into the following sub-sections:

- **Compose:** This option enables the user to create and send a new mail message.
- **Inbox:** This folder displays all the mail messages received by the user.
- **Sent mail:** This folder displays the list of mail messages sent by the user to the bank.
- **Deleted Mail:** This folder contains the list of mail messages deleted by the user from the inbox and the sent mail folders.

## Mailbox - Mails




### Field Description

Field Name	Description
<b>Compose Mail</b>	The option to compose new mail.
<b>Inbox</b>	Select this option to view the list of all mail messages sent by the bank in response to your mails.
<b>Sent Mail</b>	Select this option to view the list of mails sent by you to the bank.
<b>Deleted Mail</b>	Select this option to view the list of mails deleted by you from the inbox and sent mail folders.


### To access the mails:

1. Click the desired option.
  - a. If you click the **Inbox** option, the inbox folder appears. Click on an individual message to view the details of that message.
  - b. If you click the **Sent Mail** option, the sent mail folder appears. Click on an individual message to view the details of that message.
  - c. If you click the **Deleted Mail** option, the deleted mail folder appears. Click on an individual message to view the details of that message.




- Click the  header to sort the records according to ascending or descending order.

OR

- Click  to refresh the folder.

OR

- To delete multiple messages, select the specific check boxes and click .

## 24.1.2 Compose Mail

Using this option the user can initiate a mail communication with the bank. The mailbox is a communication channel between the bank and the user. In order to send a mail to the bank, the user needs to first select a category which identifies the purpose for which the message is being sent. The specification of a category enables the bank to appoint the user's concern / query to the desired team which ensures a timely and accurate response.

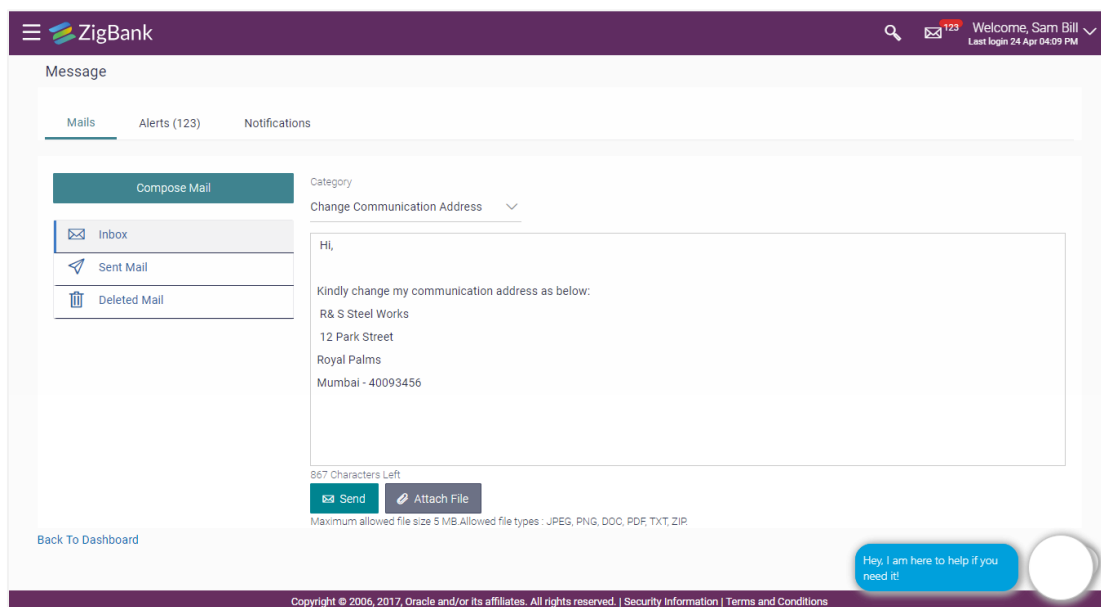
### How to reach here:

*Dashboard > Toggle Menu > Mailbox > Mails > Compose Mail*

### To send a message:

- Click **Compose Mail**. The screen on which you can compose and send a mail to the bank appears.

### Compose Mail



**ZigBank** Welcome, Sam Bill  
Last login 24 Apr 04:09 PM

Message

Mails Alerts (123) Notifications

**Compose Mail**

Category

Change Communication Address

Hi,

Kindly change my communication address as below:

R&S Steel Works  
12 Park Street  
Royal Palms  
Mumbai - 40093456

867 Characters Left

Send Attach File

Maximum allowed file size 5 MB Allowed file types : JPEG, PNG, DOC, PDF, TXT, ZIP

Back To Dashboard

Hey, I am here to help if you need it!

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

### Field Name Description

**Category** Select a category/ subject related to which the message is to be sent.

**Message** Enter the message that is to be sent to the bank.

2. From the **Category** list, select the appropriate option.
3. In the **Message** section, enter the message.
4. Click **Attach Files** if you want to attach any reference document.
5. Click **Send**.  
The success message appears.

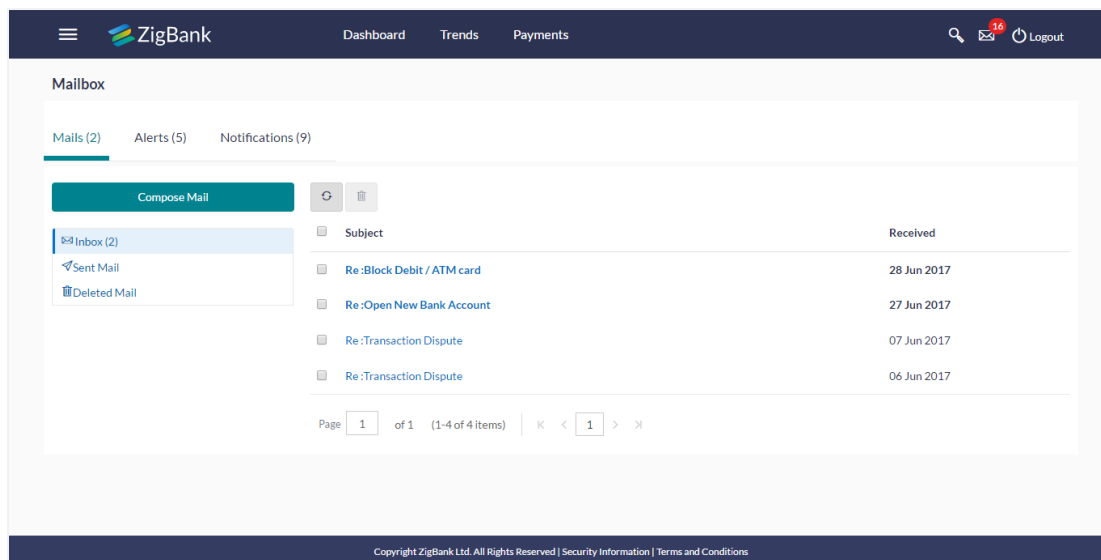
### 24.1.3 Inbox

Using this feature, the user can view the messages received in his Inbox. The user can view an individual message by clicking on the sender's name.

#### To view received mails:

1. In the **Mailbox** screen, click the **Inbox** option.
2. The **Inbox folder** with received messages listed appears. Click an individual message to view the details of that message.

### Inbox




## Field Description

Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Received</b>	The date and time on which the mail was received is displayed against each mail record.


## To access the Inbox:

- Click the subject of a mail you want to view. The mail is displayed.


OR

Click the  header to sort the records according to ascending or descending order.

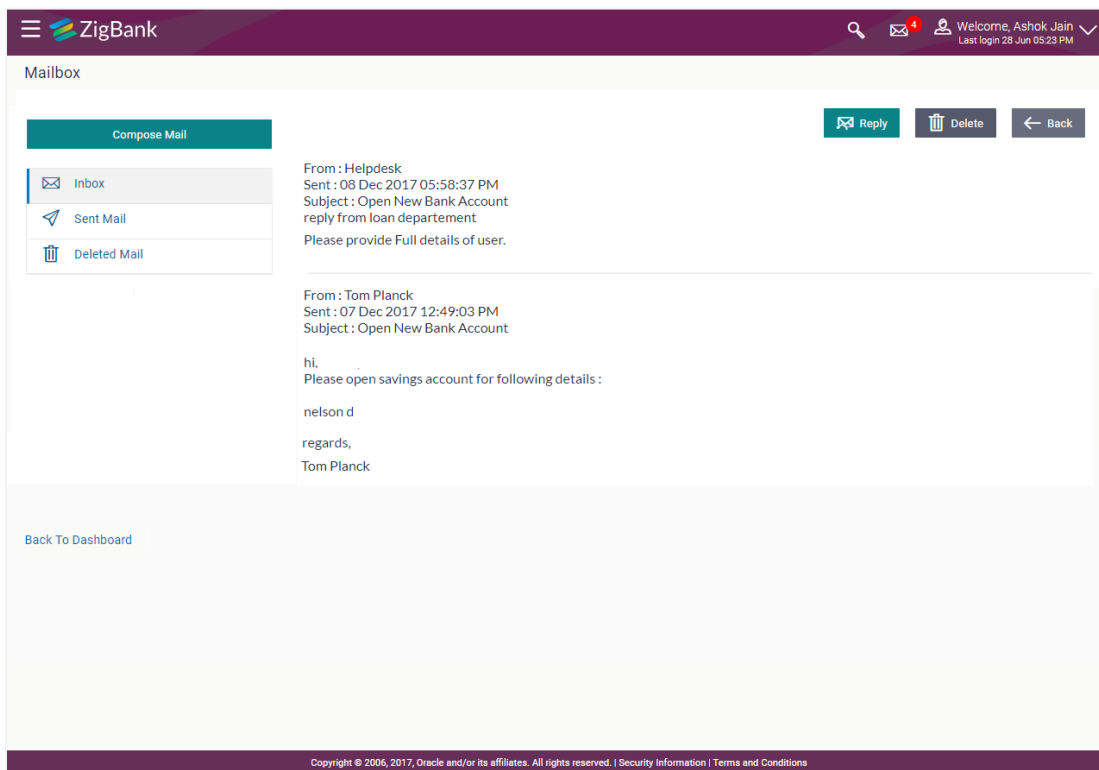
OR

Click  to refresh the folder.

OR

To delete multiple messages, select the specific check boxes and click .

## Inbox - Message Details



The screenshot displays the ZigBank Mailbox interface. At the top, there is a purple header bar with the ZigBank logo, a search icon, a notification bell with a red dot, and a user profile section for 'Welcome, Ashok Jain' with a dropdown arrow. Below the header, the 'Mailbox' section is visible. On the left, there is a sidebar with a 'Compose Mail' button and a list of folders: 'Inbox' (selected), 'Sent Mail', and 'Deleted Mail'. The main content area shows two email messages. The first message is from 'Helpdesk' with the subject 'Open New Bank Account' and the body text 'reply from loan departement' and 'Please provide Full details of user.' The second message is from 'Tom Planck' with the subject 'Open New Bank Account' and the body text 'hi.', 'Please open savings account for following details:', 'nelson d', 'regards,', and 'Tom Planck'. At the bottom of the main content area, there is a 'Back To Dashboard' link. The footer of the page contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

### Field Name Description

---

#### Message Details

**From** The name of the sender of the mail.

**Sent** The date and time on which the mail was received.

**Subject** The subject of the received mail.

**Content** The content of the mail.

**Mail Chain** All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.

Each mail in the chain contains the following:

- The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the From field and those sent by a bank administrator will have the ID of the bank administrator displayed.
- The date and time at which the mail was sent.
- The subject of the mail
- The content of the mail as sent by you or the administrator.

---

**Note:** A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.

---

- 
4. The **Inbox** screen with detailed message record appears; click **Reply** if you want to reply.  
 OR  
 Click **Delete** to delete the message.  
 OR  
 Click **Back** to navigate to the previous page.

## Inbox - Reply

**ZigBank** Welcome, Ashok Jain  
Last login 28 Jun 05:23 PM

Mailbox

[Compose Mail](#) [Reply](#) [Delete](#) [Back](#)

[Inbox](#)  
[Sent Mail](#)  
[Deleted Mail](#)

Hi,  
Following are the details,  
John Smith  
DOB: 19 Jun 1989  
Aadhar No: 1111111111  
Regards

1000 Characters Left  
[Send](#) [Attach File](#)  
Maximum allowed file size 5 MB. Allowed file types : jpeg, png, doc, pdf, txt, zip.

From : Helpdesk  
Sent : 28 Jun 2018 11:46:21 AM  
Subject : Re :Open New Bank Account

Please provide Full details of user.

[Back To Dashboard](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

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

### Message - Reply

<b>Message</b>	Enter a response to be sent to the bank.
----------------	--

- Click **Send** to send the response to the bank.  
A message confirming that the mail has been sent successfully appears.  
OR  
Click **Attach File** to add an attachment to the response mail.  
OR  
Click **Delete** to delete the message.  
OR  
Click **Back** to navigate to the previous page.

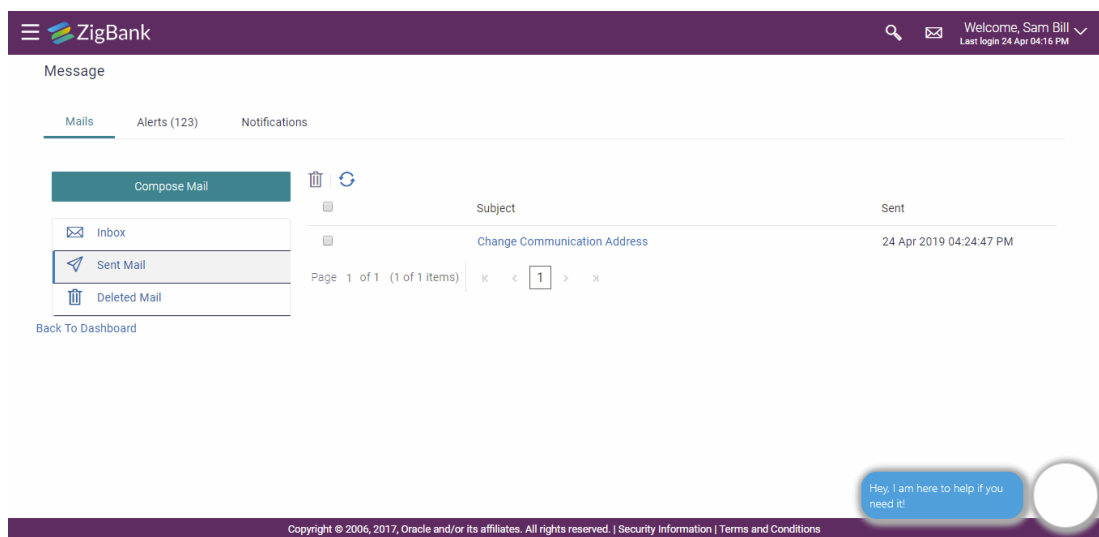
### 24.1.4 Sent Mail

This folder displays all the messages sent by the user to the bank.

#### To view the sent messages




- In the **Mailbox** screen, click the **Sent Mail** option.
- The **Sent Messages** folder appears. Click an individual message to view the details of that message.

## Sent Mail



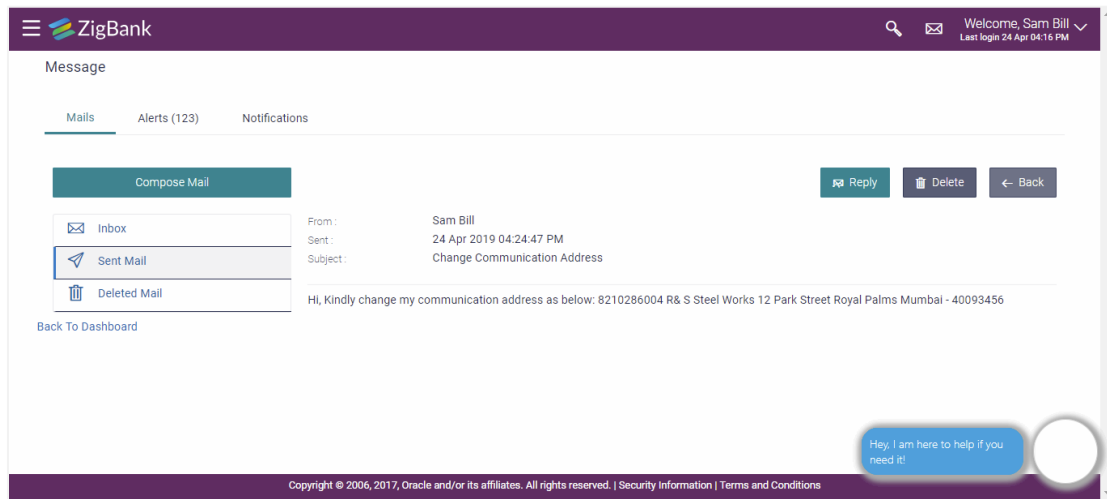
## Field Description

Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Sent</b>	The date and time on which the mail was sent is displayed against each mail record.

- Click the subject of the specific sent message that you want to view.  
OR  
Click the  header to sort the records according to ascending or descending date.  
OR  
Click  to refresh the mailbox.  
OR  
To delete multiple mails, select the check box (s) against the mail, and click  to delete the message.
- The **Sent Mail** screen with the detailed sent message appears. Click **Reply** if you want to reply. Type the reply and Click **Send**. The success message appears.  
OR  
Click **Delete** to delete the message.  
OR  
Click **Back** to navigate to the previous page.

## 24.1.5 Sent Mails – Details

### Sent Mail - Details



### Field Description

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

#### Message Details

This section displays the detailed message.

<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the mail was sent.
<b>Subject</b>	The subject of the received mail.
<b>Content</b>	The content of the mail.
<b>Mail Chain</b>	<p>All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.</p> <p>Each mail in the chain contains the following:</p> <ul style="list-style-type: none"> <li>• The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the <b>From</b> field and those sent by a bank administrator will have the ID of the bank administrator displayed.</li> <li>• The date and time at which the mail was sent.</li> <li>• The subject of the mail</li> <li>• The content of the mail as sent by you or the administrator.</li> </ul>

**Note:** A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.

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

**Message - Reply**

This section will be displayed if you have selected the option **Reply**.

**Message** Enter a response to be sent to the bank.

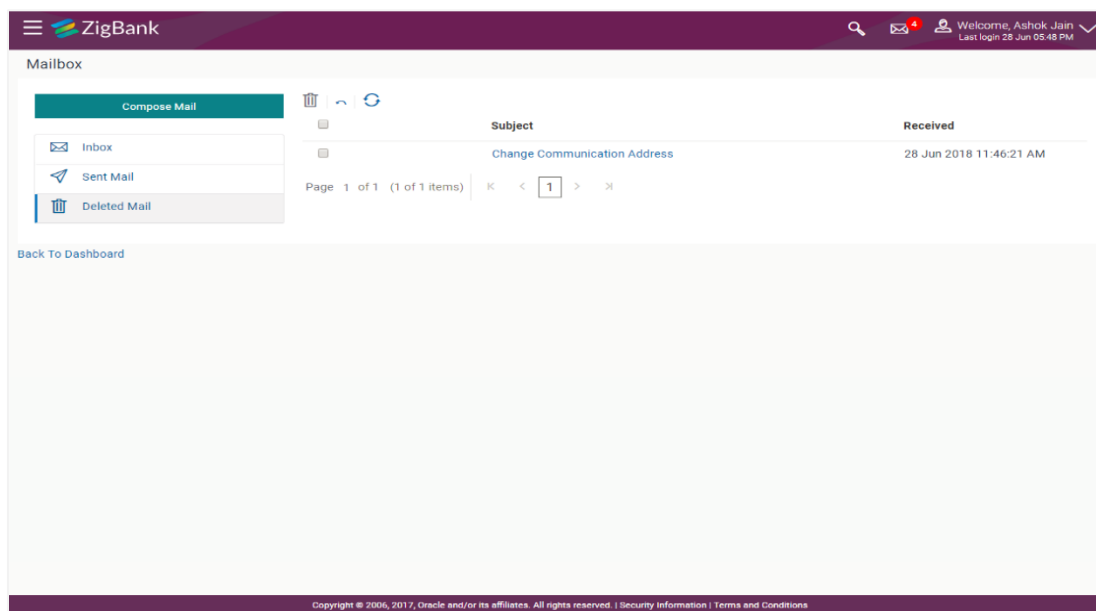
1. The **Sent Mail** screen with detailed message record appears.  
Click **Reply** if you want to send a response to the bank. Type the reply and Click **Send**. The success message appears.  
OR  
Click **Attach File** to add an attachment to the response mail.  
OR  
Click **Delete** to delete the message.  
OR  
Click **Back** to navigate to the previous page.

**24.1.6 Deleted Mail**

This folder displays all the messages that are deleted by the user from the Inbox and Sent Mail folders.

**To view the deleted messages**

1. In the **Mailbox** screen, click the **Deleted Mail** option.
2. The **Deleted Mail** folder with deleted messages listed appears. Click an individual message to view the details of that message.

**Deleted Mail**



## Field Description


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

<b>Subject</b>	The subject of the mail is displayed against each mail record.
----------------	--

<b>Received</b>	The date and time on which the message was sent/received is displayed against each mail record.
-----------------	---

- Click the required deleted message that you want to view.


OR


Click the  header to sort the records according to ascending or descending date.

OR

Click  to refresh the folder.

OR

To delete multiple mails, select the check box (s) against the mail, and click  to delete the message/s.

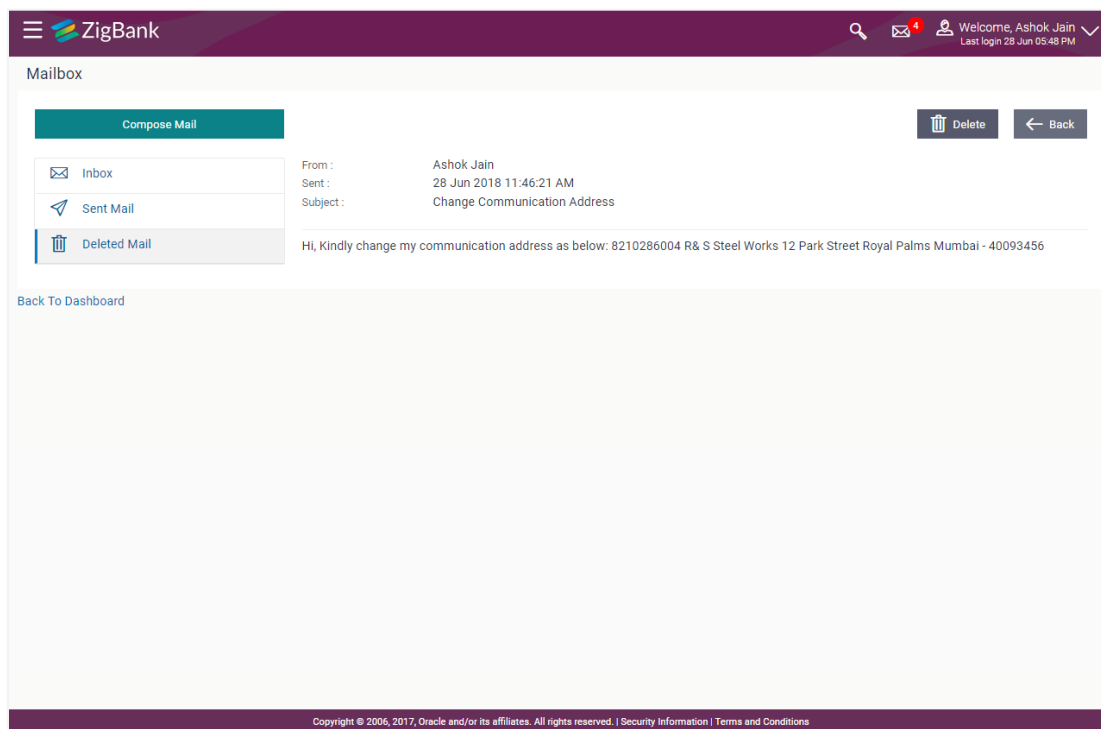
To restore the deleted mails back to inbox, select the check box(s) against the mail, and click .

- The **Deleted Mail** folder with detailed message record appears; Click **Delete** to delete the message.

OR

Click **Go to Dashboard** to navigate to the dashboard.

## Deleted Mail Details



**Field Description**

Field Name	Description
<b>Message Details</b>	
This section displays the detailed message.	
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the message was sent/received.
<b>Subject</b>	The subject of the deleted mail.
<b>Message Contents</b>	The content of the deleted mail.

5. Click **Delete** to delete the message.  
OR  
Click **Back** to navigate to the previous page.

## 24.2 Alerts

All the alerts that are auto generated and sent to the logged in user will be displayed on this screen.

### How to reach here:

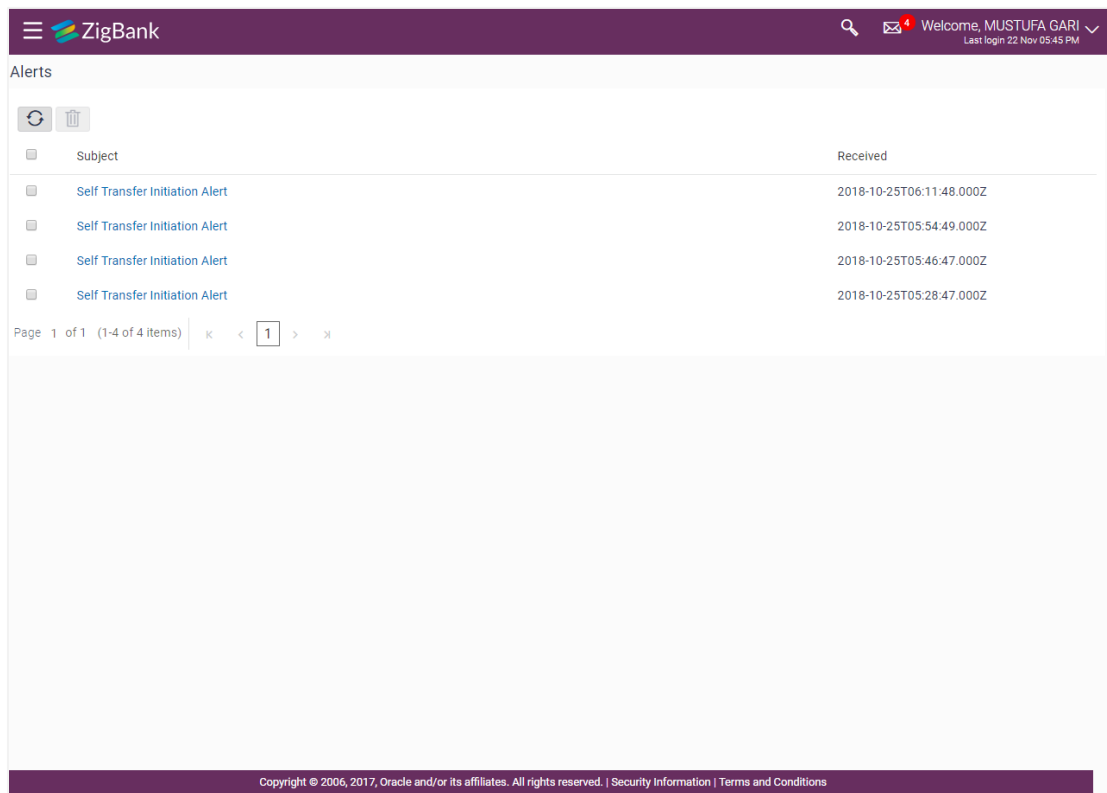
*Dashboard > Toggle Menu > Mail Box > Alerts*  
OR

*Dashboard > Click  > Alerts > View All*

### To view the alerts:

1. Click the **Alerts** tab. The alert screen appears.

### Alerts




### Field Description

Field Name	Description
<b>Subject</b>	The subject of the alert is displayed against the specific alert record.
<b>Received</b>	The date and time on which the alert was sent is displayed against the specific alert record.

2. Click an individual alert to view the details of the alert. The details of the alert appear.


OR

Click the  header to sort the records according to ascending or descending date.

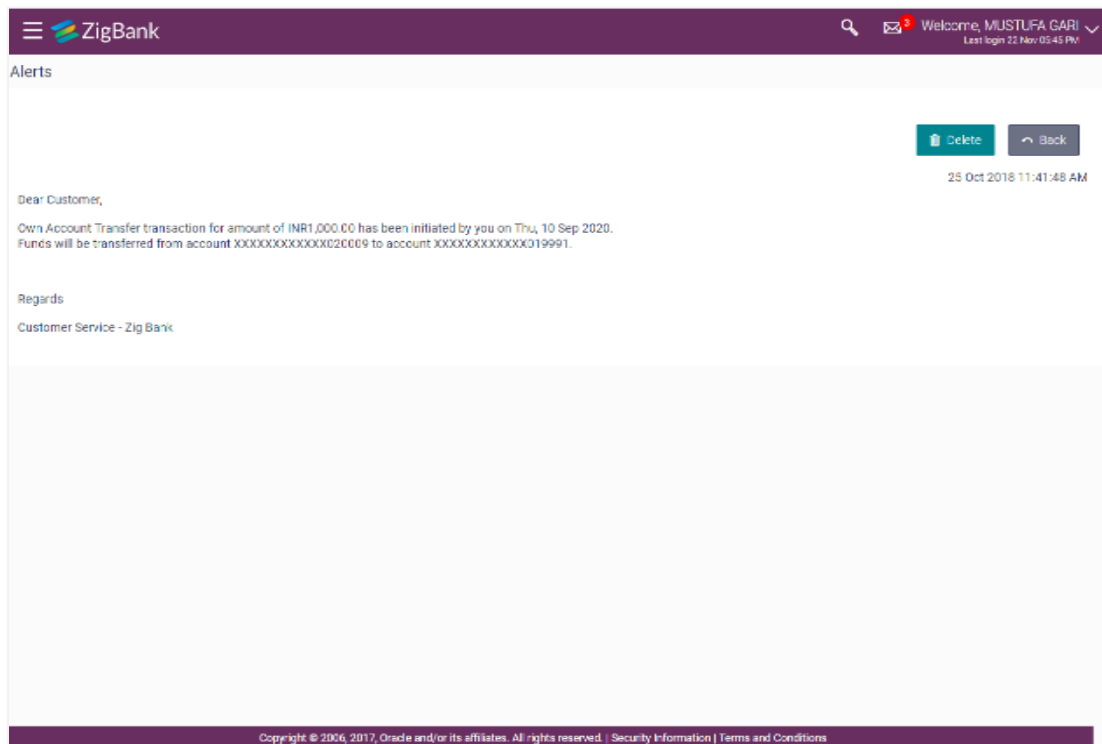
OR

Click  to refresh the mailbox.

OR

To delete multiple alerts, select the check box (s) against the alert, and click  to delete the alert.

## Alerts Details



## Field Description

Field Name	Description
<b>Alerts Details</b>	
<b>Subject</b>	The subject of the alert.
<b>Received</b>	The date and time on which the alert was received.
<b>Message</b>	The content of the alert.

Click **Delete** to delete the alert. The delete warning message appears.

OR

Click **Back** to navigate to the previous page.

## 24.3 Notifications

This section lists all the notifications received by the logged in user.

**How to reach here:**

*Dashboard > Toggle Menu > Mail Box > Notifications*

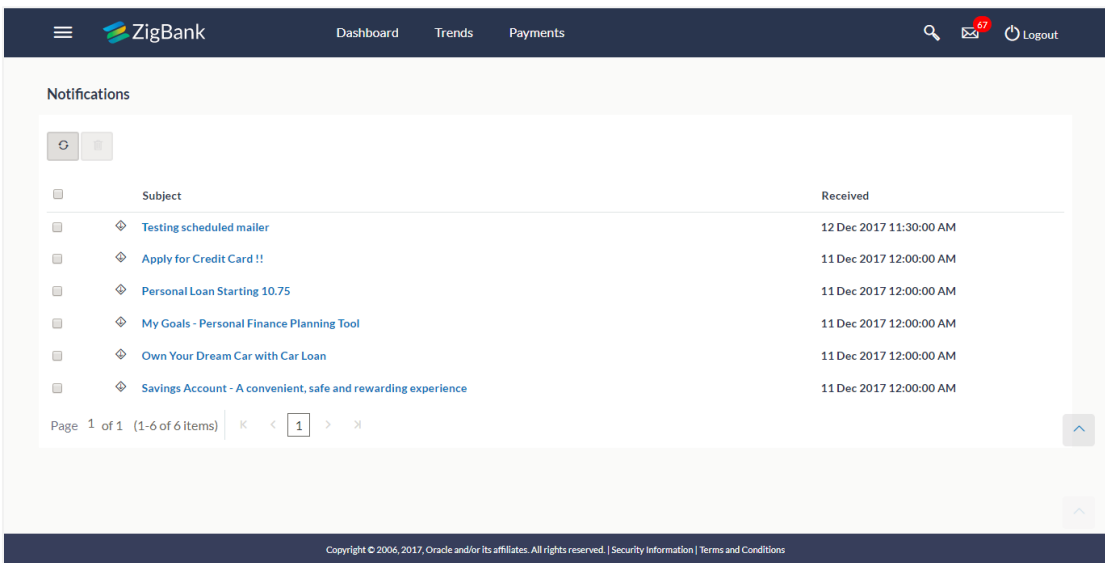
OR

*Dashboard > Click  > Notifications > View All*

**To view the notifications:**

1. Click the **Notifications** tab. The **Notification** screen appears.

**Notifications**



**Field Description**


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

<b>Subject</b>	The subject of the notification.
----------------	----------------------------------

<b>Received</b>	The date and time on which the notification was received.
-----------------	---

2. Click an individual notification to view the details of that notification. The screen on which the details of the notification are displayed appears.


3. OR

the  header to sort the records according to ascending or descending date.  
OR

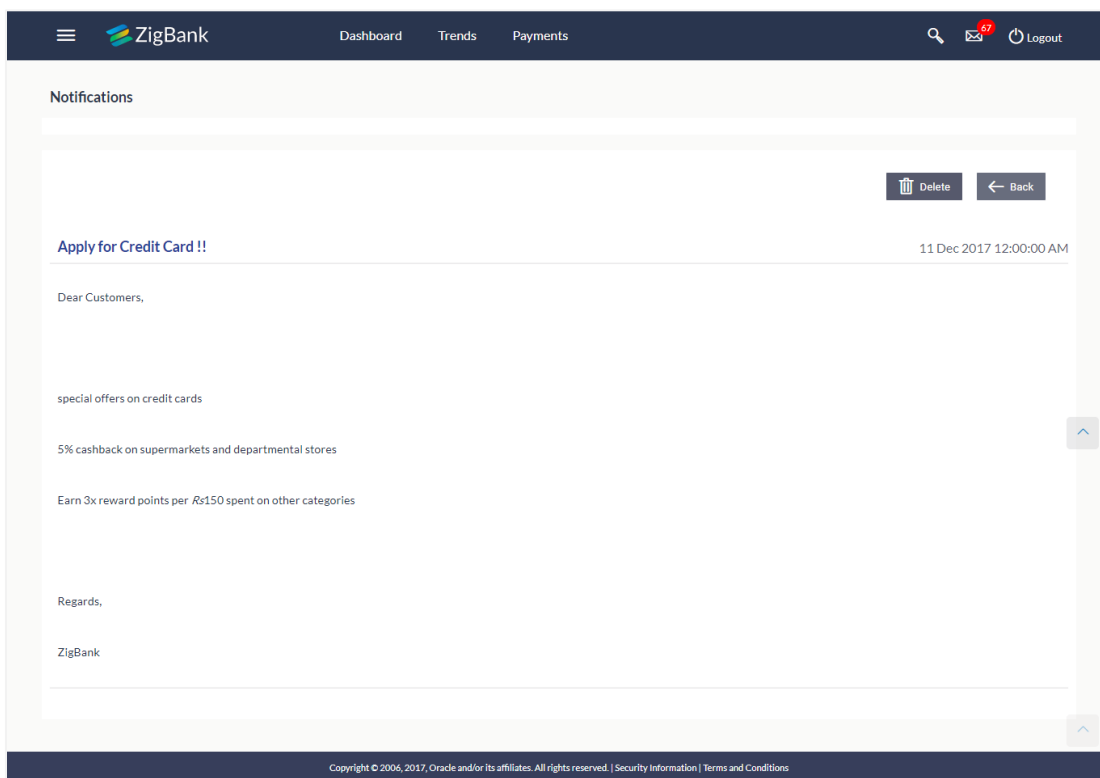
Click  to refresh the notifications.

OR

To delete multiple notifications, select the check box (s) against the notification, and click

 to delete the notification.

## Notification Details



## Field Description

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

### Notification Details

<b>Subject</b>	The subject of the notification.
<b>Received</b>	The date and time on which the notification was received.
<b>Message</b>	The message body of the notification.

- Click **Delete** to delete the notification. The delete warning message appears.  
OR  
Click **Back** to navigate to the previous page.

## **FAQs**

**1. Can customers initiate fresh mails?**

Yes, customers of the bank can initiate fresh mails by accessing compose mail option through secure mailbox. Customers can only send mails to bank administrators using this feature.

**2. Can customer delete multiple mails?**

Yes, users can select multiple mails and delete the same.

**3. Can customers restore the deleted mails?**

Yes, deleted mails can be restored from the deleted folder. User can go to the Deleted folder, select the mails and click on restore button to move those mails back to respective folder.

**4. Can Customer send a reply to the alerts/ notifications sent by the Bank?**

No, customer cannot reply to the alerts/ notifications.

**5. What are notifications generally about?**

Notifications inform customers of the bank about any new offers, promotional rates, and launch of new products or services.

[Home](#)

## 25. Feedback Capture

Feedback option enables you to provide feedback on various aspects of the application as well as specific to transactions. You will be asked a feedback question on which you need to rate on a rating scale and answer subsequent questions if defined for a scale weight that you rate. The feedback captured is analyzed by the bank administrator to decide on the course corrections in case of issues.

Feedback can be provided by the user through the following options in the system:

- [General Feedback](#)
- [Transaction Specific Feedback](#)

### General Feedback

General feedback is available as an option to provide feedback on generic aspects about the application.

### How to reach here

*Dashboard > Toggle Menu > Leave Feedback*

### To provide general feedback:

1. Click **Leave Feedback**. The **Feedback** pop-up screen appears.
2. A feedback question appears along with a rating scale.
3. Select an appropriate rating on the scale.
4. Depending on the rating, the system will provide you with a question along with a set of options.
5. Select an appropriate option corresponding to the question.
6. You can also add comments, if required.

### General Feedback

The screenshot shows the ZigBank feedback interface. At the top, the ZigBank logo is on the left, and user information 'Welcome, OFFSET CASA' and 'Last login 25 Jun 05:40 PM' is on the right. The main content area has a purple header with a 5-star rating scale. Below the scale, the text 'Tell us, what areas can be improved?' is followed by two checkboxes: 'Navigation and User Experience' (unchecked) and 'Transaction can be made available on alternate channel' (checked). A text box for 'Your comments (Optional)' is provided, followed by a 'Submit' button. The background of the form shows an illustration of a person standing next to a large smartphone.



- Click **Submit**. A message confirming successful submission of feedback appears.

### Transaction Specific Feedback

You can capture feedback specific to a transaction provided the transaction has been enabled for feedback capture by the bank. Feedback will be available as an option post transaction confirmation. Transaction specific feedback is recorded and stored for further analysis.

#### To provide transaction specific feedback:

- Once the transaction is successfully submitted, feedback as an option is displayed on confirmation page.
- Click **Feedback**. The **Feedback** pop-up screen appears.  
OR  
Click **Go to Dashboard** link to navigate to the Dashboard.
- A feedback question appears along with a rating scale.
- Select an appropriate rating on the scale.
- Depending on the rating, the system will provide you with a question along with a set of options.
- Select an appropriate option corresponding to the question.
- You can also add comments, if required.

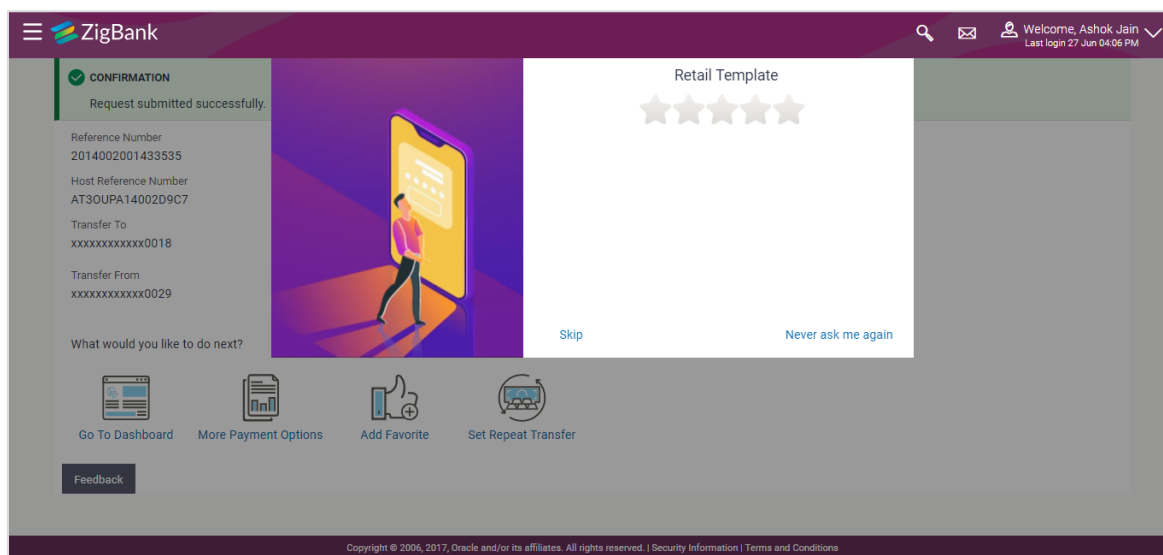
OR

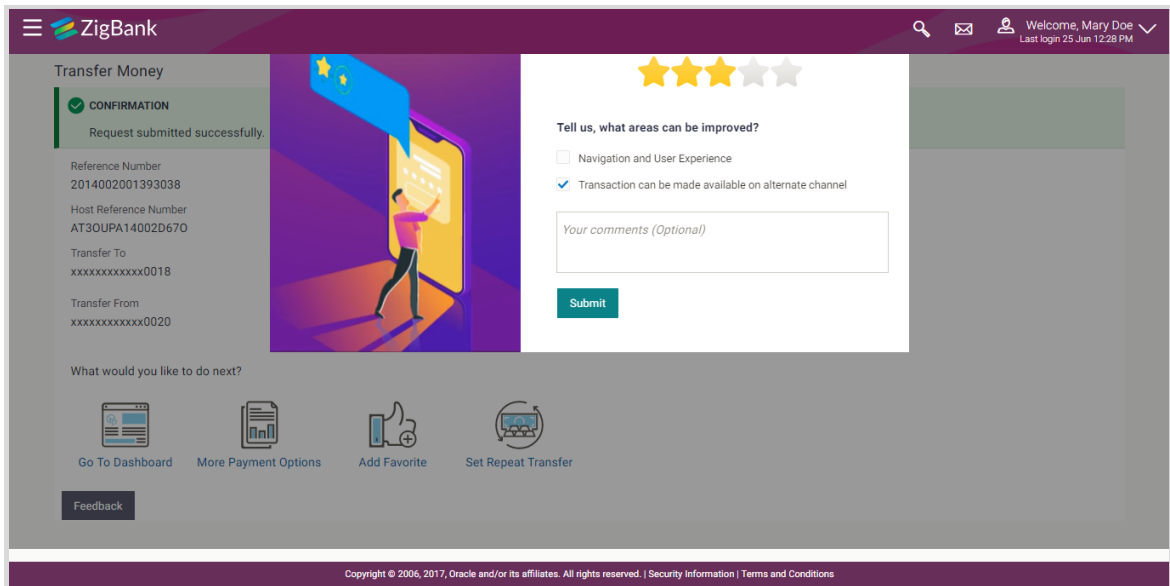
Click **Skip** to skip the feedback process. The **Dashboard** screen is displayed.

OR

Click **Never ask me again** if you do not wish to be asked to provide for any transaction. The system will suspend the feedback process for all transactions and you can enable the same again (if required) through 'My Preferences' from the toggle menu.

### Transaction Feedback





The image shows a screenshot of the ZigBank website's feedback capture form. The page has a purple header with the ZigBank logo on the left and a user profile on the right. The main content area is divided into three sections. The left section, titled 'Transfer Money', shows a confirmation message and transaction details. The middle section features an illustration of a person interacting with a large smartphone. The right section is the feedback form, which includes a star rating, a question about areas for improvement, two checkboxes, a text input field for comments, and a submit button. Below the form, there are four icons with labels: 'Go To Dashboard', 'More Payment Options', 'Add Favorite', and 'Set Repeat Transfer'. A 'Feedback' button is located at the bottom left of the main content area. The footer contains copyright information.

**ZigBank**

Welcome, Mary Doe  
Last login 25 Jun 12:28 PM

### Transfer Money

**CONFIRMATION**  
Request submitted successfully.

Reference Number  
2014002001393038

Host Reference Number  
AT30UPA14002D670

Transfer To  
xxxxxxxxxxxx0018

Transfer From  
xxxxxxxxxxxx0020

What would you like to do next?

[Go To Dashboard](#) [More Payment Options](#) [Add Favorite](#) [Set Repeat Transfer](#)

[Feedback](#)

**Tell us, what areas can be improved?**

☐ Navigation and User Experience  
☒ Transaction can be made available on alternate channel

Your comments (Optional)

[Submit](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

- Click **Submit**. A message confirming successful submission of feedback appears.

[Home](#)

## 26. ATM / Branch Locator

Using this option a user can view the address and location of the ATMs and the branches of the Bank available to serve the user in a certain location. The user is provided with the options to search for the bank's ATMs and branches in his vicinity by entering a location. The search results display the list of ATMs / branches name and distance from the user's current location.

This feature enables the user to locate the bank's ATMs/ branches available within a specific radius of his current location. The user can increase the radius of his search to find more ATMs/ branches. The user can select a Branch / ATM from the search list and on clicking the **View Details** icon; the user will be able to view the address and services provided by the specific ATM/ branch. In addition the user can view the detailed directions to the ATM/ branch by clicking **Get Directions**, and will also be able to view its location on a map.

### Features Supported In Application

- Locate Branches
- Locate ATM

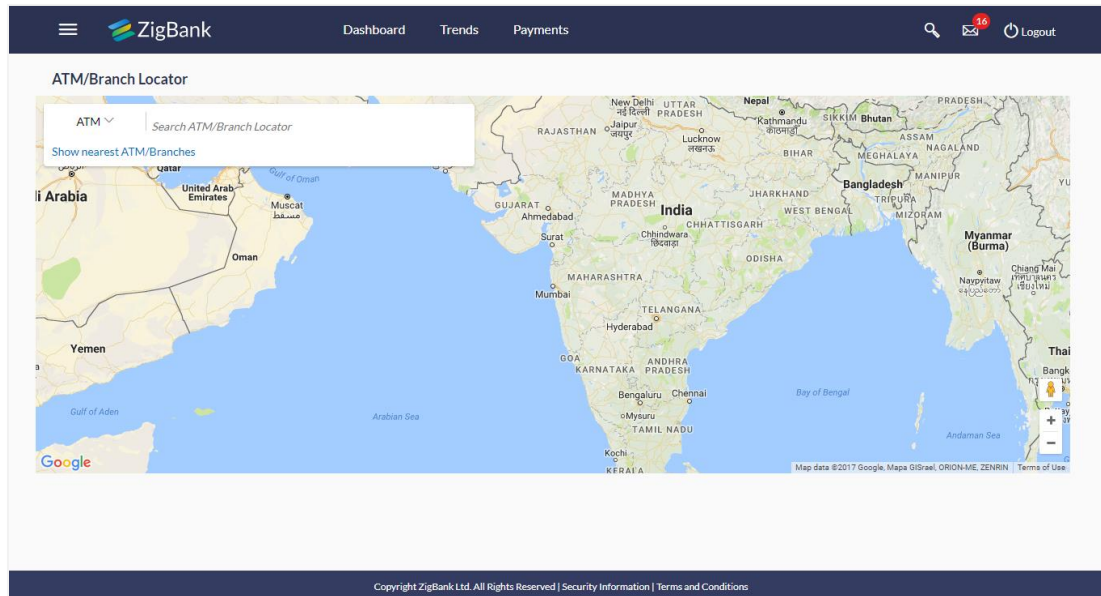
### How to reach here:

*Portal Page > ATM/ Branch Locator*

*OR*

*Dashboard > Toggle Menu > ATM Branch Locator*

### ATM /Branch Locator



## Field Description

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

<b>ATM/ Branch</b>	Specify whether you want to search for the bank's ATMs or branches.
--------------------	---

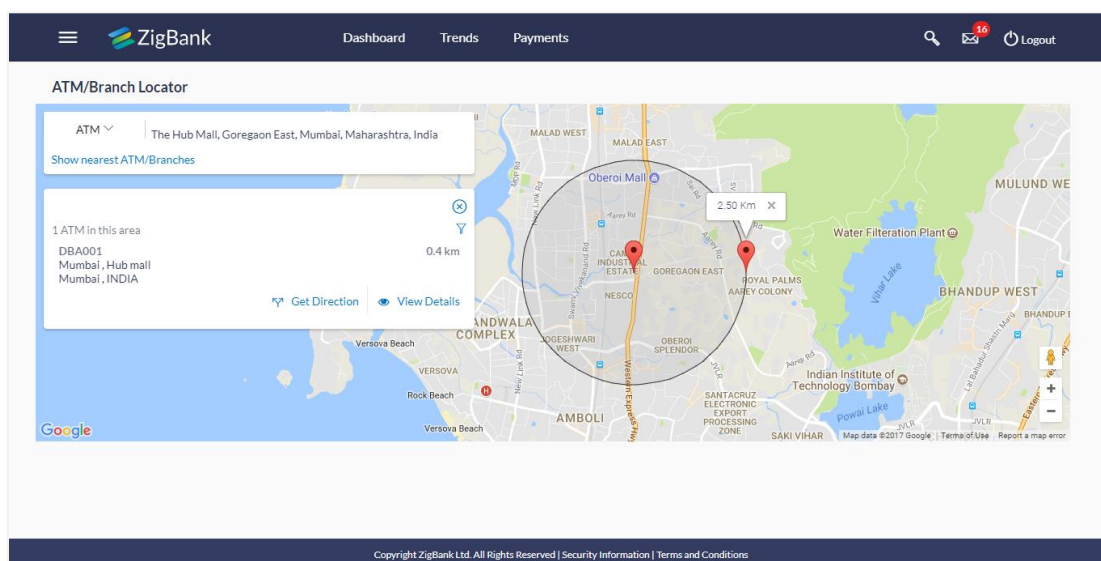
The options are:

- Branch
- ATM

## To locate an ATM / Branch

- Select the appropriate option:
  - If you select the **Branch** option, the list of all the branches and their locations appear.
  - If you select the **ATM** option, the list of all the ATMs and their locations appear.

## ATM/ Branch Locator - Search



## Field Description

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

<b>Enter Search Location</b>	Key in the address/location/pin-code or city to search for an ATM / Branch.
------------------------------	---


<b>Show nearest ATM/ Branches</b>	Select this option to view the ATMs/Branches located within a certain radius.
-----------------------------------	---

Field Name	Description
<b>Refine Services</b>	Click the <b>Refine Services</b> icon to filter the search results according to the services offered - All or any of the services maintained in Host for Branch/ ATMs are listed with a check box against them. You can select/ deselect the required check box to search the ATM / branches providing specific services.
<b>Name</b>	The name of the ATM / branch.
<b>Distance</b>	The distance of the ATM / branch from your current location.
<b>Address</b>	The address of the ATM / branch that you have searched for.

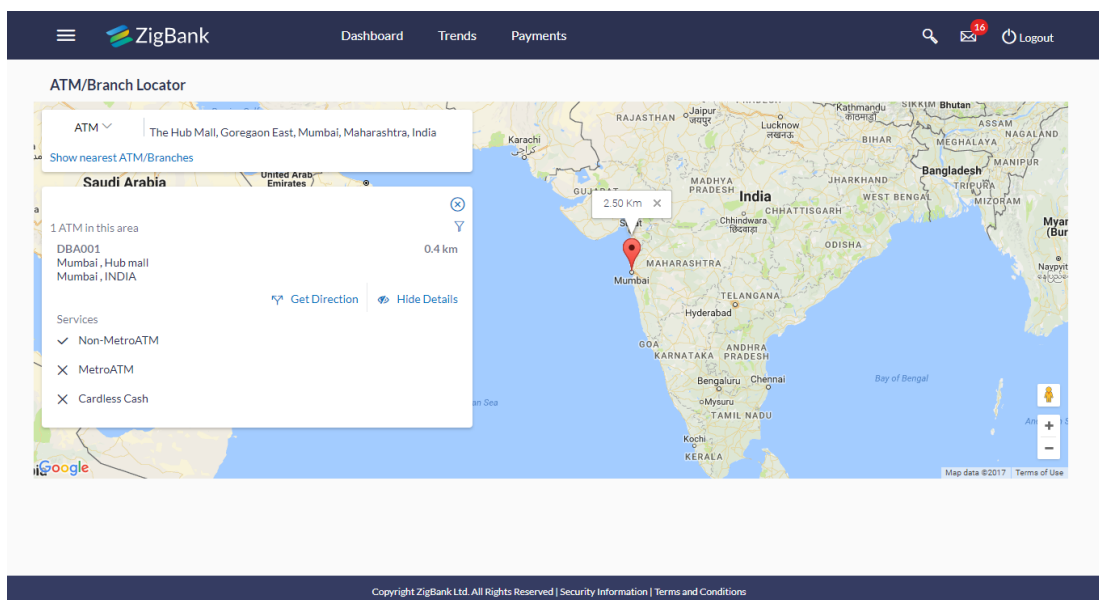
#### View Details

Clicking this link displays the following details.

<b>Name</b>	The name of the ATM /branch of the bank.
<b>Address</b>	The detailed address of the ATM /branch of the bank.
<b>Phone Number</b>	The phone number of the branch. This field appears only for <b>Branch</b> .
<b>Work Timings</b>	The operating hours of the branch. This field appears only for <b>Branch</b> .
<b>Services</b>	The services offered by the bank's ATM / branch.
<b>Get Directions</b>	Click the link, to view the directions to the branch / ATM from your current location in the map.

2. In the Search box, enter the desired location. The list of ATM / branches with Name and Distance details appear.
3. Click the **Show nearest ATM/ Branches** to view the nearest ATM/ branches with respect to your current location.  
OR  
Click the  icon to view the search results according to the services offered - filter results according to all or any of the services maintained in the Host for Branch/ ATMs.
4. Click the **View Details** link, to view the detailed address, phone number (applicable for a branch), work timings (applicable for a branch) and services provided by the bank branch/ ATM.

## ATM/ Branch Locator - View Details



5. Click the **Map/ Satellite** to view the map of the Branch/ ATM location respectively.

## FAQs

### 1. Can I view ATM/ Branches of other cities/ states/ countries?

Yes, you can view the ATMs or Branches of the bank located in any city/state or country in the map and also get their details such as address and phone numbers, working hours, services offered, etc.

[Home](#)

## 27. Nominations

Nominations enables retail users to appoint nominees to their accounts (each account can be appointed a single nominee only), who will be entitled to receive the amount in the bank account upon the death of the account holder.

The application provides the options to add a new nominee to the user's singly held Current and Savings, Term Deposit or Recurring Deposit account so that the nominee can claim funds in case of any death event.

The user can view or edit the existing nominee details of all his Current and Savings account, Term Deposit or Recurring Deposit accounts. The user also has an option to delete the nominee, from any of his accounts in case of any issues or disputes.

### Pre-Requisites

- Transaction access is provided to the retail user
- 

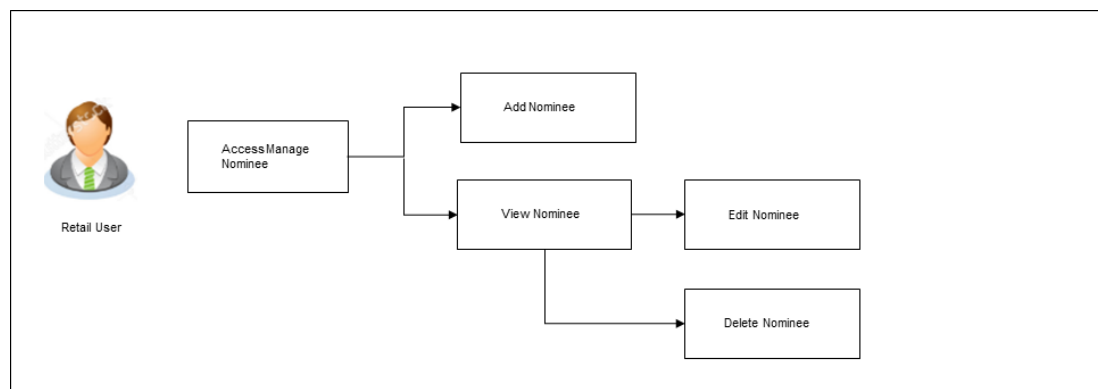
### Features supported in the application

- Add Nominee
- View Nominee
- Edit Nominee
- Delete Nominee

### Features applicable for single and joint account holder

Account Holder	View	Add	Edit	Delete
Single	✓	✓	✓	✓
Joint	✓	×	×	×

### Workflow



### How to reach here:

*Dashboard > Toggle Menu > Accounts > Nominations > Current and Savings/ Term Deposits/ Recurring Deposits*

## To manage nominees:

1. All the accounts of the user are listed down on the **Nominations** landing screen. Each account record displays the account number, primary account holder's name, the holding pattern of the account and a value that identifies whether a nominee has been appointed to the account or not (Registered/Not Registered).

The screenshot shows the ZigBank Nominations landing screen. The header includes the ZigBank logo, navigation links (Dashboard, Trends, Payments), and user options (Logout). The main content area is titled 'Nominations' and features three tabs: 'Current and Savings', 'Term Deposits', and 'Recurring Deposits'. The 'Current and Savings' tab is active, displaying a table of accounts. The table has five columns: Account Number, Primary Holder Name, Holding Pattern, Nominee, and Action. The data rows show accounts for Gloria Rodriguez with various holding patterns (Single, Joint) and nominee statuses (Registered, Not Registered). The Action column provides links like 'View/Edit', 'View', 'Know More', and 'Add'. A 'Note' box on the right explains the nomination process and provides contact information for joint accounts. The footer includes a copyright notice for Oracle.

Account Number	Primary Holder Name	Holding Pattern	Nominee	Action
xxxxxxxxxxxx0014	Gloria Rodriguez	Single	Registered	<a href="#">View/Edit</a>
xxxxxxxxxxxx0036	Gloria Rodriguez	Joint	Registered	<a href="#">View</a>
xxxxxxxxxxxx0039	Gloria Rodriguez	Joint	Not Registered	<a href="#">Know More</a>
xxxxxxxxxxxx0025	Gloria Rodriguez	Single	Not Registered	<a href="#">Add</a>
xxxxxxxxxxxx0124	Gloria Rodriguez	Single	Not Registered	<a href="#">Add</a>
xxxxxxxxxxxx0125	Gloria Rodriguez	Joint	Registered	<a href="#">View</a>
xxxxxxxxxxxx0126	Gloria Rodriguez	Joint	Not Registered	<a href="#">Know More</a>
xxxxxxxxxxxx0127	Gloria Rodriguez	Single	Registered	<a href="#">View/Edit</a>

**Note**

You can select the account for which you need to register, inquire, cancel or modify nomination.

Please note the facility of register nomination online is available for singly operated account only.

You may contact your nearest branch if you want to register nominee in your joint account.

## Field Description

Field Name	Description
<b>Account Number</b>	Account number in masked format.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Holding Pattern</b>	The holding pattern of the account i.e. Single or Joint.
<b>Nominee</b>	This column displays whether the nominee is registered or not registered.
<b>Action</b>	<p>The available action for each account is displayed.</p> <p>The actions can be:</p> <ul style="list-style-type: none"> <li>• View / Edit: Click to view or edit the selected nominee details.</li> <li>• Add: Click to add a new nominee.</li> <li>• View: Click to view the selected nominee details</li> <li>• Know More: Click the link to view the information on restrictions for jointly held deposits.</li> </ul>



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

### Term Deposits

The fields and options displayed under the Term Deposits tab will be the same as those described in Current and Savings Account section.

### Recurring Deposits

The fields and options displayed under the Recurring Deposits tab will be the same as those described in Current and Savings Account section.

- Under the **Action** column, select and click the **Add** link against the account for which you want to add a nominee.  
OR  
Select and click the **View** link against the account whose nominee details you want to view.  
OR  
Select and click the **View/ Edit** link against the account whose nominee details you want to view edit and delete.  
OR  
Select and click the **Know More** link against the account to view the information to add nominees for joint account.

**Note:** The **Add** link appears against those accounts for which no nominee has been added. The **View** and **View/ Edit** links appear against the accounts for which nominees have already been added.

## 27.1 Add Nominee

Using this option, you can add a nominee. Following two options are present to add a nominee.

- **Add New Nominee:** This option enables the user to add a new nominee by entering –nominee's name and other details like date of birth, relationship, country state and address.
- **Replicate existing nominee:** This option enables the user to replicate a nominee by selecting an already added nominee from his existing CASA, FD or RD, so that the nominee details are pre-populated, and the user need not have to enter the entire nominee details.
- 

### 27.1.1 Add Nominee – Add New

#### To add a new nominee:

- In the **Nominations** screen, click the **Add** link against the account for which you want to add a new nominee.  
The **Add Nominee** screen with the options, **Add New Nominee** and **Replicate Existing Nominee** appears.
- If you select **Add New** option, the **Add Nominee - Add New** screen appears.

## Add Nominee - Add New

Welcome, Ashok Jain  
Last login 28 May 09:21 PM

### Add Nominee

☒ Add new
 ☐ Replicate Existing Nominee

Account Number  
xxxxxxxxxxxx0018

Balance : £88,665.90

Nominee Name  
John Smith

Nominee Date of Birth  
02 Jan 1997

Relationship  
BROTHER

Address  
401, Island Parkway  
Redwood Shores

Country  
United States

State  
CA

City  
CA

Zip  
7550011

**Note**

Nomination can be made in favor of a minor also. In case the nominee is a minor, that is, less than 18 years of age, it is mandatory to specify the guardian details.

During the period the minor does not attain majority, the natural guardian will receive the amount on the minors behalf.

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

Name  
Smith Fischer

Address  
Avenida Vitacura

CA

Country  
United States

State  
CA

City  
CA

Zip  
7550012

Create
Cancel
Back

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

## Field Description

Field Name	Description
<b>Account Number</b>	The current and savings/ fixed deposit/ recurring deposit account number in masked format.
<b>Balance</b>	The net balance of the account.
<b>Nominee Name</b>	Enter the full name of the nominee.

Field Name	Description
<b>Nominee Date of Birth</b>	Specify the nominee's date of birth.  <b>Note:</b> The customer will be required to specify details of the nominee's guardian if it is identified that the nominee is a minor on the basis of the nominee's date of birth.
<b>Relationship</b>	Specify the account holder's relationship with the nominee. E.g. Father, Mother, Daughter, Son, etc.
<b>Address</b>	Enter details pertaining to the nominee's address.
<b>Country</b>	Select the country in which the nominee resides.
<b>State</b>	Enter the name of the state in which the nominee resides.
<b>City</b>	Enter the name of the city in which the nominee resides.
<b>Zip</b>	Specify the zip code of the nominee's address.
<b>Enter Guardian Details since nominee is a minor below 18 years.</b>	
This section appears only if the age of the nominee is below 18 years	
<b>Name</b>	Specify the full name of the nominee's guardian.
<b>Address</b>	Enter details pertaining to the guardian's address.
<b>Country</b>	Select the country in which the guardian resides.
<b>State</b>	Enter the name of the state in which the guardian resides.
<b>City</b>	Enter the name of the city in which the guardian resides.
<b>Zip</b>	Specify the zip code of the guardian's address.

- a. In the **Nominee Name** field, enter the name of the nominee.
- b. From the **Nominee Date of Birth** list, select the date of birth of the nominee.
- c. From the **Relationship** list, select the relationship of the nominee with the bank account holder.
- d. In the **Address** field, enter the address of nominee.
- e. From the **Country** list, select the country in which the nominee resides.
- f. In the **State** field, enter the name of the state in which the nominee resides.
- g. In the **City** field, enter the name of the city in which the nominee resides.
- h. In the **Zip** field, enter the zip code of the nominee's address.
- i. If nominee is a minor below 18 years:
  - i. In the **Name** field, enter the name of the guardian.

- ii. In the **Address** field, enter the address of guardian.
- iii. From the **Country** list, select the country in which the guardian resides.
- iv. In the **State** field, enter the name of the state in which the guardian resides.
- v. In the **City** field, enter the name of the city in which the guardian resides.
- vi. In the **Zip** field, enter the zip code of the guardian's address.
- j. Click **Create**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
- k. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
- l. The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by system administrator.
- m. The success message appears.  
Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **Add another nominee** to add another nominee.

### 27.1.2 Add Nominee - Replicate Existing Nominee

#### To add a nominee from the existing nominee list:

1. In the **Nominations** screen, click the **Add** link against the account for which you want to add a new nominee.  
The **Add Nominee** screen with options, **Add New Nominee** and **Replicate Existing Nominee** appears.
2. If you select **Replicate Existing Nominee** option, the **Add Nominee - Replicate Existing Nominee** screen appears.

## Add Nominee - Replicate Existing Nominee

**Add Nominee**

☐ Add new
 ☒ Replicate Existing Nominee

Account Number  
 xxxxxxxxxxxx0124  
 Balance : £125,453,433.00

Nominee Name  
 John Smith

Nominee Date of Birth  
 04 Apr 1997

Relationship  
 BROTHER

Address  
 201, eeve

Country  
 United Kingdom

State  
 London

Country  
 United Kingdom

State  
 London

City  
 London

Zip  
 2323

**Select Nominee**

Nominee Name	Account Type	Account Number
<input checked="" type="radio"/> Ms Meenal	Current and Savings	xxxxxxxxxxxx0014
<input type="radio"/> Mr Meekesh	Term Deposit	xxxxxxxxxxxx0047
<input type="radio"/> Ms Meena	Recurring Deposit	xxxxxxxxxxxx0048

Page 1 of 1 (1-3 of 3 items)

**Note**

Nomination can be made in favor of a minor also. In case the nominee is a minor that is, less than 18 years of age, it is mandatory to specify the guardian details.

During the period the minor does not attain majority, the natural guardian will receive the amount on the minors behalf.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

- Select a nominee record that you want to add as a nominee and click **Ok**.  
The **Add Nominee** screen with pre-populated nominee details of the selected nominee appears.
- Click **Create**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
- The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
- The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by system administrator.
- The success message appears.  
Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **Add another nominee** to add another nominee.

## 27.2 View Nominee

This option enables the user to view the existing nominee details of all his CASA/ Term Deposit/ Recurring Deposit accounts.

### To view the details of a nominee:

1. In the **Manage Nominee** screen, click the **View** or **View / Edit** link against the account for which you want to view the nominee.  
The **View Nominee** screen appears.

### View Nominee

**ZigBank** Welcome, OFFSET CASA  
Last login 30 May 08:46 PM

**View Nominee**

Account Number  
xxxxxxxxxxxx9746

Nominee Name  
K. L. Rahul

Nominee Date of Birth  
16 May 2018

Relationship  
GUARDIAN

Nominee Address  
2c-304  
N G Royal Park  
United States  
CA  
234234

Guardian Name  
Mr Sandeep Kumar

Guardian Address  
2R-101  
Emperio  
United States  
CA  
543345

[Edit](#) [Cancel](#) [Back](#)

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | [Security Information](#) | [Terms and Conditions](#)

### Field Description

Field Name	Description
<b>Account Number</b>	The current and savings/ fixed deposit/ recurring deposit account number in masked format.
<b>Nominee Name</b>	The name of the nominee.
<b>Nominee Date of Birth</b>	The date of birth of the nominee.
<b>Relationship</b>	The relationship of the nominee with the bank account holder.
<b>Nominee Address</b>	The complete address of the nominee.

Field Name	Description
<b>Guardian Name</b>	The name of the nominee's guardian. This field appears if the nominee is a <b>minor</b> .
<b>Guardian Address</b>	The complete address of the guardian of the nominee if age of the nominee is less than 18 years. This field appears if nominee is a <b>minor</b> .

2. Click **Edit** to update the nominee details. The **Edit Nominee** screen appears.

OR

Click  to delete the nominee.

OR

Click **Cancel** to cancel the transaction and to navigate to the dashboard.

OR

Click **Back** to go back to previous screen.

---

**Note:** The Edit option is displayed only if the action selected was **View/Edit**. This option will not be provided if the action selected was **View**.

---

## 27.3 Edit Nominee

The user can edit the details of a nominee assigned to any of his CASA / Term Deposit/ Recurring Deposit accounts.

### To edit the nominee details:

1. In the **Manage Nominee** screen, click the **View / Edit** link against the account for which you want to edit the nominee.  
The **View Nominee** screen appears.
2. Click **Edit** to update the details. The **Edit Nominee** screen appears.  
OR  
Click **Cancel** to cancel the transaction and to navigate to the dashboard.  
OR  
Click **Back** to go back to previous screen.

## Edit Nominee

**Edit Nominee**

Account Number  
xxxxxxxxxxxx0127

Balance : ₹5,453,433.00

Nominee Name  
Priya Prakash

Nominee Date of Birth  
08 Feb 2000

Relationship  
DAUGHTER

Address  
2c-304  
N G Royal Park

Country  
Andorra

State  
Maharashtra

City  
Mumbai

Zip  
400063

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

Name  
Mr Sandeep Kumar

Address  
2R-101  
Emperio

Country  
Andorra

State  
Maharashtra

City  
Mumbai

Zip  
400063

**Note**

Nomination can be made in favor of a minor also. In case the nominee is a minor that is, less than 18 years of age, it is mandatory to specify the guardian details.

During the period the minor does not attain majority, the natural guardian will receive the amount on the minors behalf.

Save Reset Cancel Back

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

## Field Description

Field Name	Description
<b>Account Number</b>	The current and savings/ fixed deposit/ recurring deposit account number in masked format.
<b>Balance</b>	The net balance of the account.
<b>Nominee Name</b>	The name of the nominee is displayed. You can edit this field.
<b>Nominee Date of Birth</b>	The nominee's date of birth is displayed. You can edit this field.
<b>Relationship</b>	The relationship that the nominee has with the bank account holder. You can edit this field.



Field Name	Description
<b>Address</b>	The address of the nominee is displayed. You can edit this field.
<b>Country</b>	The country in which the nominee resides. You can edit this field.
<b>State</b>	The state in which the nominee resides. You can edit this field.
<b>City</b>	The name of the city in which the nominee resides. You can edit this field.
<b>Zip</b>	The postal code of the nominee. You can edit this field.

**Enter Guardian Details since nominee is a minor below 18 years.**

This section appears if the age of the nominee is below 18 years.

<b>Name</b>	The name of the guardian of the nominee. You can edit this field.
<b>Address</b>	The address of the guardian. You can edit this field.
<b>Country</b>	The country in which the guardian of the nominee resides. You can edit this field.
<b>State</b>	The state in which the guardian of the nominee resides. You can edit this field.
<b>City</b>	The city in which the guardian of the nominee resides. You can edit this field.
<b>Zip</b>	The postal code of the nominee's guardian. You can edit this field.

3. In the **Nominee Name** field, edit the name of the nominee, if required.
4. From the **Nominee Date of Birth** list, edit the date of birth of the nominee, if required.
5. From the **Relationship** list, edit the relationship of the nominee with the bank account holder, if required.
6. In the **Address** field, edit the address of the nominee, if required.
7. From the **Country** list, edit the country of the nominee, if required.
8. In the **State, City and Zip** fields, edit the required details.
9. If the nominee is a minor below 18 years:
  - a. In the **Name** field, edit the name of the nominee's guardian, if required.
  - b. In the **Address** field, edit the address details of the nominee's guardian, if required.
  - c. From the **Country** list, edit the country of the nominee's guardian, if required.
  - d. In the **State, City and Zip** field, edit the details, if required.
10. Click **Save** to save the changes made.  
OR  
Click **Reset** to clear the nominee's details and to enter new details.  
OR

Click **Cancel** to cancel the operation and to navigate back to the Dashboard.

OR

Click **Back** to go back to the previous screen.

11. The **Edit Nominee – Review** screen appears. Verify the details, and click **Confirm**.

OR

Click **Back** to make changes, if any.

The **Edit Nominee** screen with values in editable form appears.

OR

Click **Cancel** to cancel the operation and to navigate back to the Dashboard.

12. The success message appears along with the transaction reference number and nominee details.


Click **Go to Dashboard**, to navigate to the dashboard.

OR

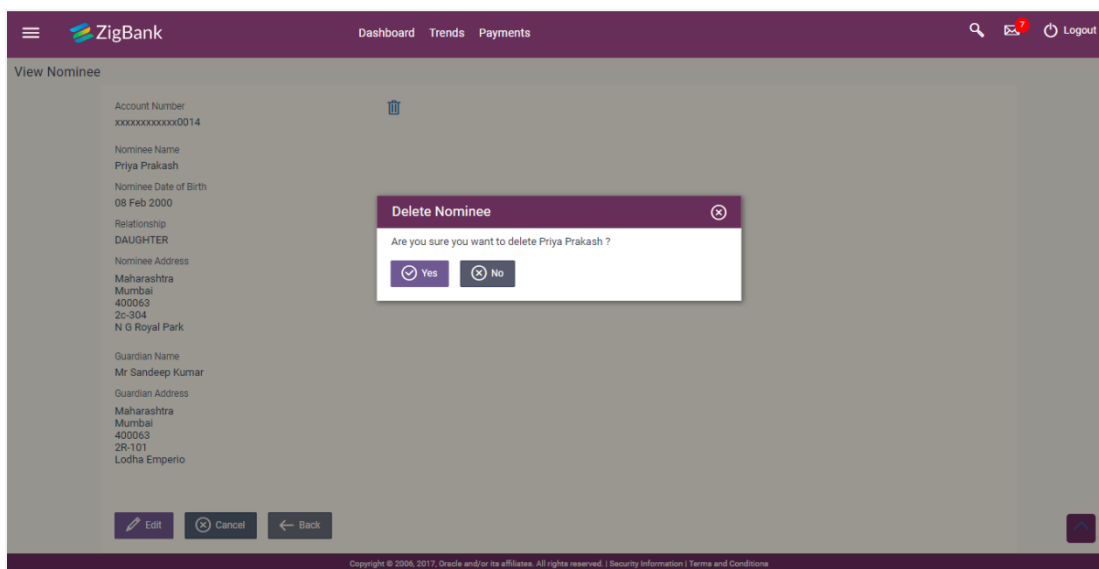
Click **Add another nominee** to add another nominee.

## 27.4 Delete Nominee

**To delete a nominee:**

1. In the **Manage Nominee** screen, click the **View / Edit** link against the account for which you want to delete the nominee.  
The **View Nominee** screen appears.
2. Click . The **Delete Nominee** message box with a message prompting the user to confirm the deletion appears.

### Delete Nominee



3. Click **Yes** to proceed with the deletion request.  
OR  
Click **No** to cancel the deletion process.

4. The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by system administrator.
5. The success message of deletion appears along with the transaction reference number and nominee details.  
Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **Go to Manage Nominee** to navigate back to the **Nominations** page.

[Home](#)

## 28. One Time Password

One Time Password is a second factor authentication method. It is a unique code that can be used only once. A verification code is sent to the registered mobile number or email ID of the account holder. The user has to enter the received code to complete the process. The user can click on Resend Code, to receive the code again (if the code was not received or if the code has expired).

### For OTP verification:

1. In the **Verification Code** field, enter the code as received.  
OR  
Click **Resend Code**, if you wish to receive the verification code again or your verification code got expired.

### Verification

**ZigBank** Welcome, Gloria Rodrigues  
Last login 24 Apr 04:37 PM

**Split Money**

**REVIEW**  
You have initiated a request to receive money. Please review the details before you confirm!

Receive Funds in  
user@zigbank  
xxxxxxxxxxxx0036  
Amount  
£1,000.00  
Valid Till  
15 Apr 2017

Note  
split the bills

Split Money with

GR	Gloria Rodrigues	£500.00
A	Allen David@yesbank	£500.00

**One Time Verification**

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process

Verification Code  
.....

[Resend Code](#)

Attempts Left  
4

Reference Number  
206047

**Submit** **Cancel**

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Field Description

Field Name	Description
<b>Verification Code</b>	Enter the code sent in an email to your registered email ID or as an SMS to your mobile number.

2. Click **Submit**.  
OR

Click **Cancel** to cancel the transaction.

On successful authentication, the user is enabled to proceed with the transaction.

## **FAQs**

### **1. Why is there a need for a One-Time Password (OTP)?**

An OTP helps to protect against online fraud. It is a secure way to authenticate whether a customer who is making an online transaction is the rightful owner of the credit / debit card being used.

### **2. When do I key in the OTP and how do I receive the OTP?**

When you make an online transaction using your credit/debit card, OTP is set up will be required. OTP will be sent to your mobile phone via SMS or email.

[Home](#)