

Oracle Banking Digital Experience

**Retail Loans User Manual
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ORACLE®

Retail Loans User Manual

May 2019

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

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

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

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

1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

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

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 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 Integration Matrix

Legends

NH	No Host Interface Required.
✓	Pre integrated Host interface available.
×	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 14.2.0.0.0	Oracle FLEXCUBE Universal Banking 14.3.0.0.0
1	Overview	✓	✓	✓
2	Loan Details	✓	✓	✓
3	Loan Details - Nickname updation	NH	NH	NH
4	Repayment			
	With lesser than or more than installment amount	×	✓	✓
	With equal to the installment amount	✓	✓	✓
5	Disbursement Inquiry	✓	✓	✓
6	Schedule Inquiry	✓	✓	✓
7	View Statement	✓	✓	✓
8	View Statement- Pre-Generated Statement	×	×	×
9	Closed Loans	✓	✓	✓
10	Loan Installment Calculator	NH	NH	NH
11	Loan Eligibility Calculator	NH	NH	NH

3. Loans And Finances

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

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

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

Features Supported In the Application

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

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

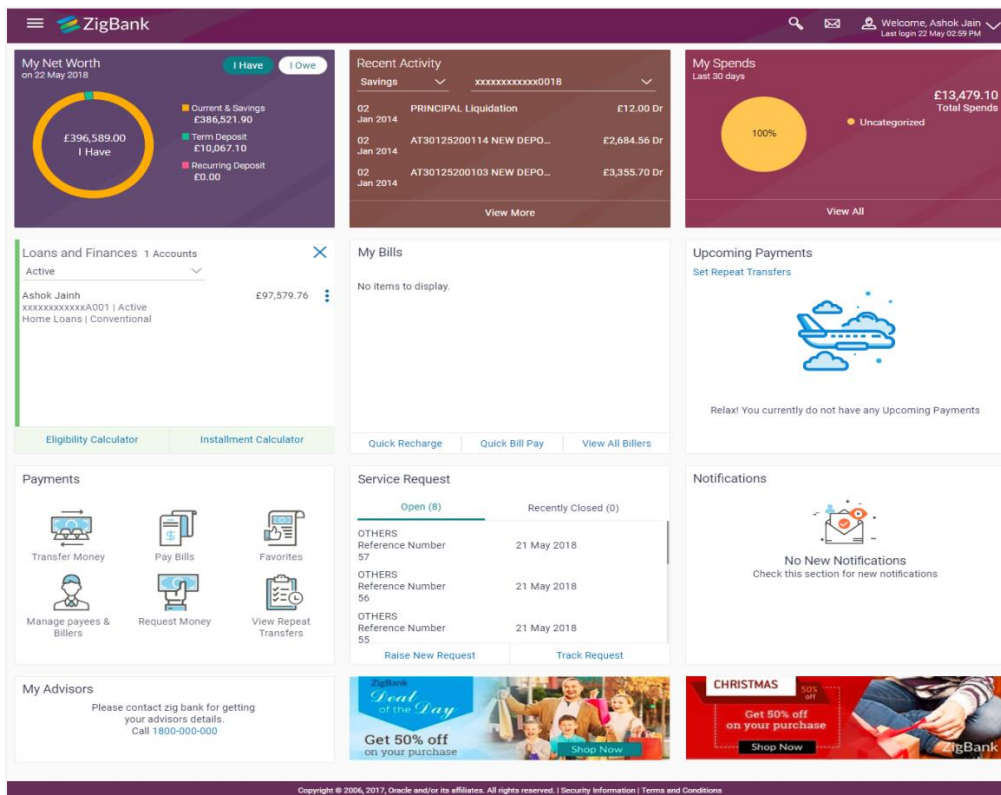
Pre-requisites

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

3.1 Overview

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

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



Loans and Finances Widget Overview

Loans and Finances widget showcases the following:

Active Loans

The loans and finances widget provides the user with the option to view the summary of both the active loans and closed loans individually. On selecting the status option 'Active', all the active loan accounts of the user held with the bank are listed down. Each account is displayed along with the outstanding amount, the name of the primary holder (along with nickname if enabled), the loan offer name, as well as the type of loan i.e. conventional or Islamic. The user is able to view further details and perform various tasks on any loan account by selecting a specific loan from the widget.

Inactive/Closed Loans:

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

Eligibility Calculator:

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

Installment Calculator:

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

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4. Loan Details

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

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

How to reach here:

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

OR

Toggle Menu > Accounts > Loans and Finances > Loan Details

To view loan account details:

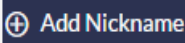
Loan Account Details

The screenshot displays the ZigBank Loan Details page. At the top, there is a navigation bar with the ZigBank logo and links to Dashboard, Trends, and Payments. A search icon, a notification bell with 42 alerts, and a Logout button are also present. Below the navigation bar, the page title 'Loan Details' is shown, followed by tabs for Loan Details, View Statement, Repayment, Disbursement Inquiry, and Schedule Inquiry. The main content area is divided into two sections. The top section displays customer information: Customer Name (ashok r jain), Account Number (xxxxxxxxxxxx0009), and Net Outstanding Balance (£49,877.00). Below this, there is a table with five columns: Account Details, Loan Amounts, Repayment, Installments, and Arrears. The table contains the following data:

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

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

Field Description

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

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

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

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5. Repayment

Customers can make a payment equal to the installment amount, lower than or more than the installment amount of the loan account. If the amount is higher than the installment amount, it can be considered as partial payoff or full settlement (depending upon the penalties and charges settings at the host).

Note: If customer makes a payment equal to the total outstanding loan amount (inclusive of arrears), it may lead to settlement of the loan account, depending upon the configuration (premature penalty/any charges) at the host system.

How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > Repayments

OR

Dashboard > Toggle Menu > Accounts > Loans and Finances > Repayments

Loan Repayment

The screenshot displays the ZigBank web interface for the 'Repayment' section. The top navigation bar includes 'ZigBank', 'Dashboard', 'Trends', 'Payments', a search icon, a notification bell with '41', and a 'Logout' button. The main content area is titled 'Repayment' and has tabs for 'Loan Details', 'View Statement', 'Repayment' (active), 'Disbursement Inquiry', and 'Schedule Inquiry'. The 'Repayment' tab shows the following details:

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

At the bottom of the form are two buttons: 'Repay' (with a wallet icon) and 'Back' (with a left arrow icon). A 'Back to Dashboard' link is located at the bottom left. On the right side, there is a 'Repayment Tips' section with a lightbulb icon and the following text:

- Know what you owe**
Understanding your payment responsibilities is crucial to maintaining credit and balancing your personal budget.
- Pay it forward** It's worth mentioning that making payments ahead of schedule is the best way to lower your overall cost of borrowing.
- Interest rate reductions** Take advantage of any and all interest rate discounts available to you
- Pay Attention to Details and Paperwork** Make sure you read everything you receive about your loans and understand your loan terms.

The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

To repay the loan:

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

FAQs

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

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

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6. Disbursement Inquiry

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

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

How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > Disbursement Inquiry
 OR
Toggle Menu > Accounts > Loans and Finances > Disbursement Inquiry

Disbursement Inquiry

The screenshot shows the ZigBank Disbursement Inquiry page. The top navigation bar includes 'ZigBank', 'Dashboard', 'Trends', 'Payments', and a 'Logout' button. The main content area is titled 'Disbursement Inquiry' and has tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry' (selected), and 'Schedule Inquiry'. Under 'Loan Details', it shows: Account Number: xxxxxxxxxxxx0009, Sanctioned Amount: £50,000.00, and Disbursed Amount: £50,000.00. A table below shows a single disbursement on 01 Jan 2014 for £50,000.00. On the right, a 'Tips' section provides advice on ensuring funds are available and keeping documents. A 'Back to Dashboard' link is at the bottom left.

Field Description

Field Name	Description
Account Number	<p>The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>

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

FAQs

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

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

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7. Schedule Inquiry

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

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

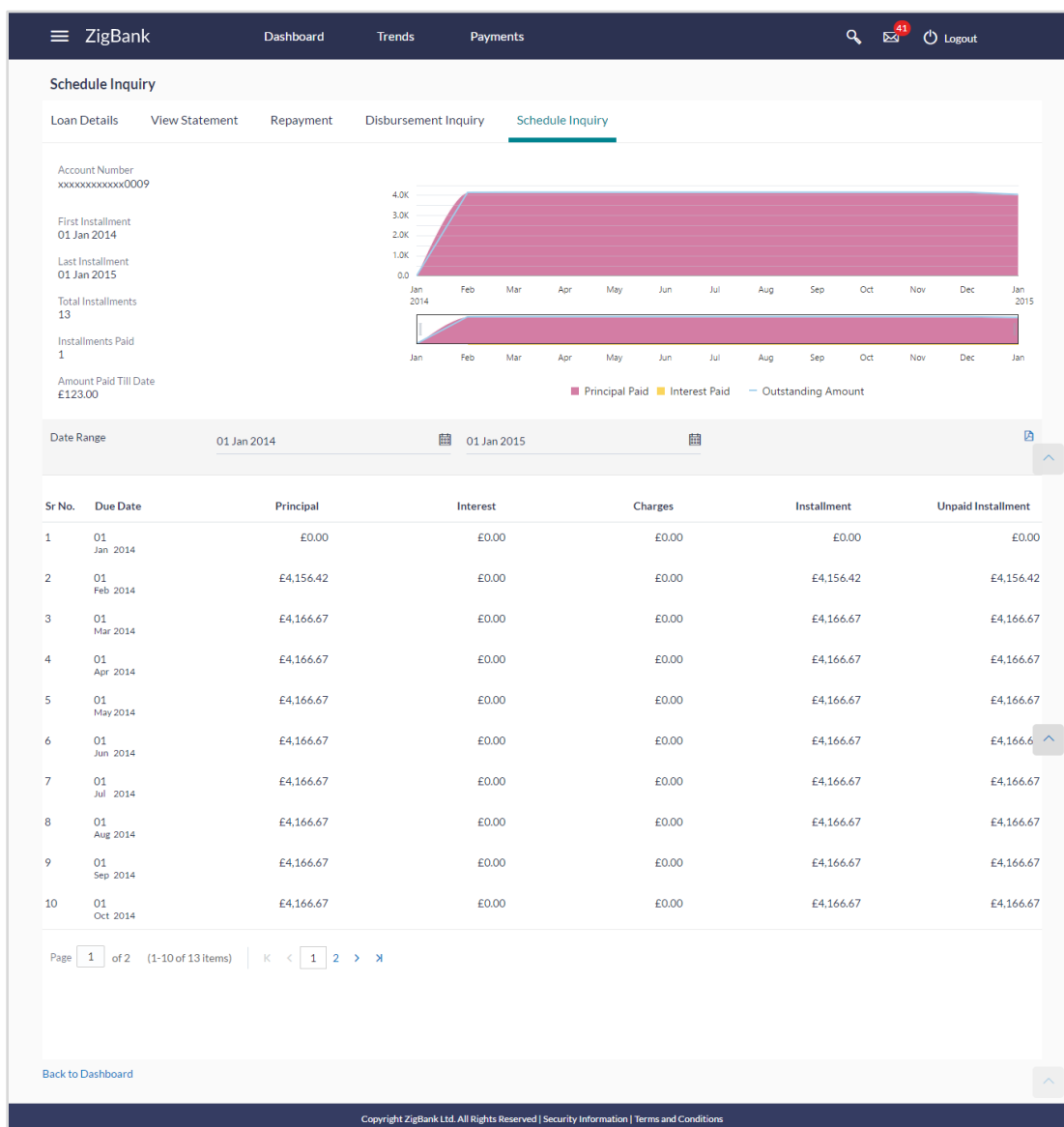
How to reach here:

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

OR

Dashboard > Toggle Menu > Accounts > Loans and Finances > Schedule Inquiry

Schedule Inquiry



Field Description


Field Name	Description
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations. For more information on Account Nickname, refer Account Nickname .
First Installment	The date on which the first installment payment is due on the loan.

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

To view loan schedule:

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

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

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

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8. View Statement

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

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

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

How to reach here:

Dashboard > My Accounts > Loans and Finances > More Options > View Statement

OR

Dashboard > Toggle Menu > Accounts > Loans and Finances > View Statement

Statement

The screenshot displays the ZigBank 'View Statement' page. On the left sidebar, the account number is masked as 'xxxxxxxxxxxx0004'. Below it, there are filters for 'Current Period' (set to 'All') and buttons for 'Apply Filter' and 'Reset'. A 'Pre-Generated Statement' link is also present. The main area contains a table of transactions:

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

At the bottom of the table, there is a pagination control showing 'Page 1 of 4 (1-10 of 40 items)' and navigation buttons. A 'Download Statement' link is located in the top right corner of the table area. A 'Back to Dashboard' link is at the bottom left of the main content area.

Field Description

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

Account Number	<p>The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
-----------------------	---

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

To generate the statement:

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

Field Description

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

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

8.1 Pre-Generated Statement

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

How to reach here:

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

OR

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

Pre-Generated Statement

Pre-Generated Statement

View Statement

Select a period to download your pre-generated Statements.

Year

Month

Search

2016

▼

All Months

▼

Statement Number	From	To	Download
AT3MSOG140010F4T	01 Jul 2017	11 Jul 2017	pdf
AT3MSOG140010F3C	10 Jul 2017	10 Jul 2017	pdf
AT3MSOG140010F3B	05 Jul 2017	11 Jul 2017	pdf
AT3MSOG1400109XZ	01 Jun 2017	13 Jun 2017	pdf

Field Description

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

Select a period to download your pre-generated statements.

Period

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

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

Statement Number Statement reference number.

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

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

Field Name	Description
Download	Click the link to download the specific statement.
<hr/>	
<ol style="list-style-type: none">1. From the Period lists, select the desired year and month to be displayed all the statements generated within that period.2. Click Search to be displayed all statements generated within the specified period.3. Click on the link (.pdf) available against any statement record to Save that particular statement.	

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9. Closed Loans

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

How to reach here:

Dashboard > My Accounts > Loans and Finances > Inactive / Closed

To view closed loan card details:

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

Closed Loan Account Card

Field Description

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

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

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


Closed Loan Details

The screenshot shows the 'Loan Details' screen in the ZigBank app. At the top, there's a navigation bar with 'Dashboard', 'Trends', and 'Payments'. Below this, the 'Loan Details' section is displayed. It includes a header with 'Customer Name: Raman Iamba', 'Account Number: xxxxxxxxxxxx0025', and 'Net Outstanding Balance: £0.00'. There's also an 'Add Nickname' button. The main content is divided into five columns: 'Account Details', 'Loan Amounts', 'Repayment', 'Installments', and 'Arrears'. Each column contains specific loan information. At the bottom, there's a 'Back to Dashboard' link and a copyright notice for ZigBank Ltd.

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

Field Description

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

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

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

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

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10. Installment Calculator and Eligibility Calculator

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

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

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

How to reach here:

Dashboard > My Accounts > Loans and Finances > Installment Calculator

OR

Dashboard > My Accounts > Loans and Finances > Eligibility Calculator

Field Description

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

Select the appropriate tab.

10.1 Installment Calculator

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

Installment Calculator

The screenshot displays the ZigBank 'Installment Calculator' interface. At the top, there's a navigation bar with the ZigBank logo and user information: 'Welcome, MUSTUFA GARI' and 'Last login 19 Nov 05:34 PM'. Below the navigation bar, the page title is 'Installment Calculator'. There are two tabs: 'Eligibility Calculator' and 'Installment Calculator', with the latter being active. The main form contains three input fields: 'Amount' with a value of ₹200,000.00, 'For' with a value of 5 Years, and '@interest' with a value of 7%. Below these fields, the calculated 'Installment Amount' is displayed as ₹3,960.99. A green 'Calculate' button is located at the bottom of the form. To the right of the form, there is a 'Loan Calculator' section with an icon of a notepad and a pencil. It contains text explaining that getting a loan from Zig Bank is quick and easy, and that users can opt for the EMI (Equated Monthly Installment) facility to ease the burden of paying off the loan. It also mentions that users can use a loan calculator to estimate their monthly installment amount. At the bottom of the page, there is a footer with copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Amount	The user is required to specify the amount that he/she wants to borrow from the bank.
For	The user should specify the desired tenure of the loan in terms of years.
@ Interest	The user must specify the desired interest rate that is to be charged on the loan.
Installment Amount	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

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

10.2 Eligibility Calculator

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

- The user's average monthly income
- The user's average monthly expenditures
- Tenure of the loan
- Estimated rate of interest

Eligibility Calculator

The screenshot displays the ZigBank Eligibility Calculator interface. At the top, the ZigBank logo and user information (Welcome, MUSTUFA GARI) are visible. The main heading is 'Eligibility Calculator', with a sub-tab for 'Eligibility Calculator' and a link to 'Installment Calculator'. The form asks 'How Much Loan Can You Get?' and includes input fields for 'Your Average Monthly Income' (₹12,000.00), 'Your Average Monthly Expenses' (₹6,000.00), 'For How Many Years' (9), and '@Interest' (6%). The calculated result shows 'You can get a loan of: ₹499,761.00' and 'Average installment: ₹6,000.00/month'. A 'Calculate' button is at the bottom. A sidebar on the right contains a 'Loan Eligibility Calculator' icon and a brief description of the tool. The footer includes copyright information for 2006, 2017.

Field Description

Field Name	Description
How Much Loan Can You Get?	
Your Average Monthly Income	The user is required to specify his monthly income.
Your Average Monthly Expenses	The user is required to specify the amount spent per month towards expenses.
For Years	The user is required to specify the desired loan tenure.
@ Interest	The user should specify the desired interest rate of the loan.
You can get a loan of	Based on all the values defined by the user in the previous fields, the system will calculate the amount of loan that the user is eligible to borrow.

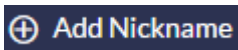
Field Name	Description
Average Installment	The system will display the estimated monthly installment amount.
<hr/>	
<ol style="list-style-type: none">1. In the Your Average Monthly Income field, enter your monthly income.2. In the Your Average Monthly Expenses field, enter your monthly expenses.3. In the For Year field, enter the desired loan tenure.4. In the @Interest field, enter the rate of interest. The application calculates and displays the eligible loan amount and the installment amount.	

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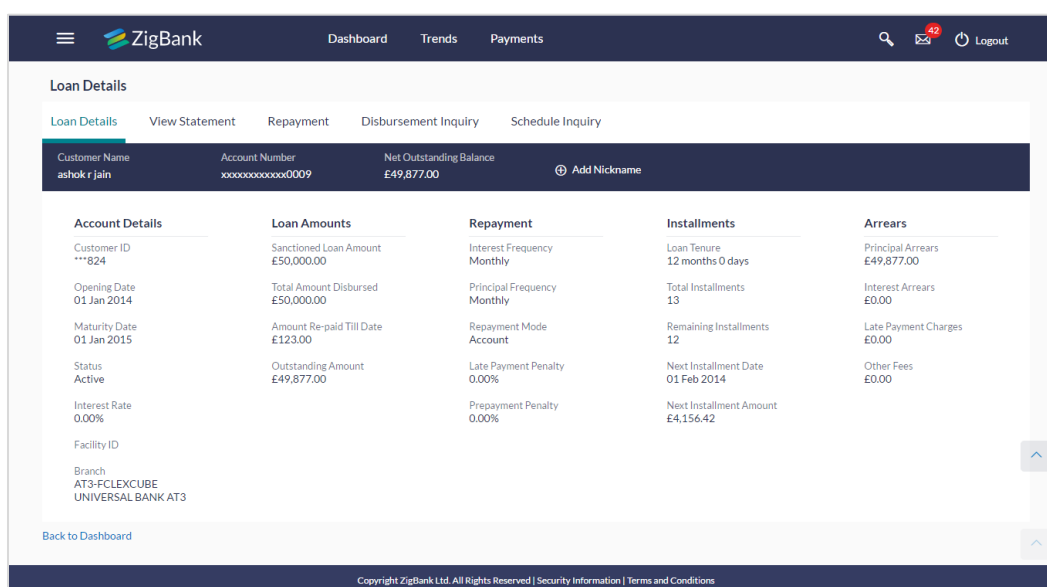
11. Account Nickname

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

To assign a nickname to a loan account:

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

Add Nickname- Example




The screenshot shows the ZigBank interface with a dark blue header. The main content area is titled 'Loan Details' and includes tabs for 'Loan Details', 'View Statement', 'Repayment', 'Disbursement Inquiry', and 'Schedule Inquiry'. Below these tabs, there's a summary bar with fields: Customer Name (ashok r Jain), Account Number (xxxxxxxxxxxx0009), Net Outstanding Balance (£49,877.00), and an 'Add Nickname' button. Below this, there are five columns of loan details: Account Details, Loan Amounts, Repayment, Installments, and Arrears. The footer contains a 'Back to Dashboard' link and copyright information.

Field Description

Field Name Description

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

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

To edit / delete a nickname:

Add Nickname - Edit/ Delete



Loan Details

Customer Name: ashok r jain | Account Number: xxxxxxxxxxxx0009 | Net Outstanding Balance: £49,877.00 | Nickname: AJ

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

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- Click the  link displayed against the nickname in order to modify the nickname. Modify the nickname as required and save your updates.
OR
Click the  link to delete the nickname.

FAQs

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

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

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

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

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