Oracle® Banking Collections

Functional Overview

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Contents

Preface

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

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

This preface contains the following topics:

- Audience
- Documentation Accessibility
- Related Documents
- Conventions

Audience

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

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/us/corporate/accessibility/index.html

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/us/corporate/accessibility/support/index.html#info or visit http://www.oracle.com/us/corporate/accessibility/support/index.html#trs if you are hearing impaired.

Related Documents

For more information, see the following documentation:

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

■ For information on the technical aspects, setups, and configurations of Collections and Recovery, see the respective Oracle Banking Collections and Recovery technical guides.

Conventions

The following text conventions are used in this document:

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

1 Overview

Oracle Banking Collections is a web-based innovative solution designed to assist financial institutions with managing the repayment of their consumer loan portfolios. The solution enables financial institutions in identification of delinquent accounts, accurate tracking and monitoring of delinquent accounts with high standards of efficiency.

The solution covers the delinquent life-cycle of a consumer loan starting from the identification of the symptoms of delinquency to actually tracking delinquency and impairment. It creates strategies in a befitting manner to achieve time and cost efficiency in collection activities.

Key capabilities of Oracle Banking Collections are as follows:

- Seamless Data Extract from Multiple Hosts
- Rule-based Customer Segmentation
- Workflow Automation with the help of Cases and Queues
- Operational Dashboards
- Best-in-class User Interface
- Vendor Management
- Concurrent Tasks Management
- Borrower Centricity
- Holistic and Enterprise Wide
- Performance Tracking and Auditing Tools
- Fully integrated with Oracle Financial Services Applications (such as OFSAA) and other Oracle Applications
- Role and Process-specific User Interface
- Digital Self-help for borrowers
- Specialized Collection Process for Bankruptcy
- Pre-configured intelligent segmentation
- Pre-configured early collections
- Repossession and Liquidation
- US Regulations Compliance

2 Key Features of Collections

This chapter describes the key features of Oracle Banking Collections.

2.1 Data Extraction of Delinquent Accounts

Oracle Banking Collections provides a framework for extraction of all the required data of delinquent accounts from multiple hosts and multiple products.

Following data extraction methods are supported in Oracle Banking Collections:

- Through online calls from Collections
- Through online push from respective product hosts to Collections
- Through end of day batch process

Any subsequent changes in the data because of financial or non-financial transactions in accounts marked for collections will be updated online to make the latest information available. This will help the collector to take appropriate follow-up action without any delay.

2.2 Rules Engines

Oracle Banking Collections supports highly configurable Rules Engine, which helps to automate decisioning and reduces human intervention without a negative impact to key performance measures.

Key features of Rules Engine are as follows:

- Intelligent segmentation of past due accounts based on facts like external risk score, balance, and number of times past due.
- Ruleset functionality where user can make complex business logic.
- Rule Engine is embedded in Oracle Banking Collections which facilitates ease of configuration and better manageability.

2.3 Operational Dashboards

Oracle Banking Collections provides best-in-class operational dashboard to present selected key metrics to management and key users. The dashboards are role based and are available to user directly after successful login. The dashboard gives a quick summary to the collector with drill down capability in order to explore each of the key metric. The dashboard can be preconfigured for each of the business role and adds significant business value to users at various levels.

The dashboard provides information about:

- Number of cases allocated
- Tasks allocated
- Key Performance Indicators
- Real time targets, status, and forecast of cases assigned to teams (for supervisors)

- Case Ageing Information
- Team member work load (for supervisors)

2.4 Queue Management

Queues aggregate work items (cases and tasks) assigned to an individual or team, and present in a predefined order. Queues support manual and automatic allocation of work items with extensive performance monitoring of the users, teams, and vendors.

Key features of Queue Management are as follows:

- Automatic Load Balancing with the help of Round Robin and Percentage-based methods
- Work Prioritization
- Capacity Planning for users, teams and queues
- Bulk Allocation and Reallocation of cases
- Concurrent Queuing
- Exception handling in queue management
- Supports different working modes such as Prompt, Dialer, or List Mode
- Automatic allocation of borrower level cases

2.5 Case Management (Strategy Management)

Oracle Banking Collections supports strategy management with the help of Cases. This module is highly extensive and highly configurable by the end user.

Key features of the Case Management are as follows:

- Support for Account and Borrower centric approaches
- Integrated Rules Engine
- Adaptive to events and responds as configured
- Ability to support enter, exit, and interim processing
- SLA Tracking
- Case Association and sub cases
- Early, late and specialized collection strategies
- Ability to collect entire outstanding amount instead of only overdue amount
- Apply or ignore excess amount paid as part of scheduled payment arrangement
- Searching of cured accounts
- Navigation from Borrower to Account centric view and vice versa
- Seamless capture of follow-up actions
- Document Maintenance
- Best-in-class user interface for easy navigation

2.6 Vendor Management

Lenders outsource some of their processes to third party vendors. These vendors help lenders with their expertise on a particular working area. Vendors include Collection Agencies, Legal Service Providers, Property Consultants, and Skip Trace Consultants.

Key features of Vendor Management are as follows:

- Vendor onboarding

- Support vendor SLAs

- Support interfacing capabilities to send and receive files

- Automatic vendor assignment based on preconfigured rules

- Provision of framework to support file upload capability for vendor

- Provision for vendor agents to capture follow-up actions as well as promise to pay during the borrower interactions as a file upload

2.7 Follow-up and Contact Management

Follow-up actions can be taken by the collection user while working on the delinquent account. Oracle Banking Collections supports multiple follow-up actions ranging from a simple outbound call to initiating risk reducing measures.

Follow-up functionality can be used to record the collection decisions in the system.

Key features of Oracle Banking Collections Follow Up are as follows:

- Configurable contact summary

- Configurable action and result

- Quick capture of action results

- Capturing Promise to Pay

- Capability to send automated letters, notices, and SMSs

2.8 Specialized Processes

Oracle Banking Collections provides extensive framework to support late collection strategies, with the help of specialized collection processes. Specialized process can be configured at both the account and customer levels.

Some of the key specialized processes which Oracle Banking Collections supports are:

- Hardship

- Right Of Set Off (ROSO)

- Deceased

- Legal

2.9 Hardship Management

Hardship Management covers the tools and processes to remedy borrowers who have severe financial hardship, and are unlikely to resolve their indebtedness without the assistance from the lender. Oracle Banking Collections provides framework to capture hardship related information and provides reliefs for a specified period of time.

The application can group all the accounts of the affected customer and provide a single view of the customer. User can view the details of all accounts separately. This enables decision making on providing applicable relief to the customer.

2.10 Event Manager

Any activity, internal or external, which may impact handling of an account in collections, is called as event. Oracle Banking Collections supports Event Manager functionality which reacts to events in the system, performs a set of validations and if required performs a set of activities referred as outcome. Impact of these events can be at Global (account and customer) or at Case level. To handle the failure of event, a task is generated for the administrator.

Oracle Banking Collections supports the following events:

- Payment
- Change in Net Arrear Amount
- Change in Outstanding Amount
- Account Level Risk Indicator
- Customer Level Risk Indicator
- Case Closure
- Follow-up
- User Defined Event

2.11 Task List

To complete various collection operations, Oracle Banking Collections provides the ability to create tasks. These tasks can be created at different levels:

- Case
- Account
- Customer

Tasks can be manually or automatically assigned to respective users and queues. Task list enables user to take necessary action to fulfill tasks.

Key features of Task List are:

- Bulk operation on tasks like Forward and Complete
- Advance search and supervisor support
- Navigational support to task page of respective case, account or customer

2.12 Supervisory Activity

Supervisors are responsible for a range of activities from managing work assignment for a team of collectors to managing performance of the portfolio. Supervisors are required to view statistical information of the portfolio on a regular basis and strategize to improve the performance.

Oracle Banking Collections provides a comprehensive workspace to perform these activities and to manage their portfolios.

Key bulk operations which Supervisory Activity module supports are:

- Case Creation and Reallocation
- Sending correspondence
- Next action scheduling
- Holding and Remove Hold of cases

2.13 Suspend Activity

During the lifecycle of collection cases, there are instances where certain ongoing or future activities or transactions need to be stopped or suspended. Oracle Banking Collections provides an easy method to suspend all or selected transaction at the account and/or customer level.

Key Suspension Activities which Oracle Banking Collections supports are:

- Case creation and reallocation
- Task creation and status change
- Dialer exclusion
- Letter, e-mails and SMS

2.14 Enterprise View

Lenders often utilize different receivable systems as the system of record for varying consumer product portfolios such as mortgages, indirect auto loan and lease, personal loan and credit card. Offering collection agents with a 360 degree and holistic view of a borrower's entire banking relationship provides them with important information for making appropriate decisions and engaging in a more meaningful discussion with the borrower.

To achieve this key requirement, Oracle Banking Collections supports 360-degree view of the customer accounts. This view is referred as Enterprise View.

Key data elements which Enterprise View supports are:

- Party Information
- Account Information
- Collection Indicator
- Collateral Indicator

2.15 Digital Self-Help in Collections

Oracle Banking Collections provides comprehensive digital self-help collections option. Customers can cure the delinquency of their account from any device at the time which is suitable to them without worrying about the calls from the collector. The solution emulates super-agent behavior, knowledge and attitude, through digitized strategies and business rules providing exemplary customer experience and psychographic persuasion technology.

Based on the customer and account data, the customers are provided with the following options:

- Pay partial overdue or outstanding amount
- Pay full overdue or outstanding amount
- Make promise to pay the overdue amount

The banks can configure the options presented to the customers as per their requirements.

2.16 Specialized Collections - Bankruptcy

Bankruptcy process in Oracle Banking Collections enables lenders to efficiently process loans where the borrower has sought debt relief through the US Federal Bankruptcy Code. Bankruptcies represent a material workload in a defaults management operation and lenders expect bankruptcy processing to be inherent in any collection application. The bankruptcy process is unique and requires special workflow, data collection, vendor management and linkage to outside data to effectively manage debt protected by a bankruptcy stay.

Based on the bankruptcy chapter, the full lifecycle of activities is determined. The banker can:

- Upload various documents at appropriate point of time.
- Capture outcomes of different stages.
- Track the accounts considered under bankruptcy case for a primary borrower as well as a co-borrower.
- Process specific search criteria for bankruptcy which enables faster search of cases.
- Allows free navigation within bankruptcy train flow.
- Provision to capture customer intention during the bankruptcy.
- Separate tolerance days limit for bankruptcy promise to pay.
- Ability to track the arrearage payment plan along with confirmed plan.

It is designed with most commonly filed bankruptcy cases by retail customers such as Chapter 7 and Chapter 13. However, the framework is capable of supporting any other chapter of bankruptcy to cater to future needs.

2.17 Supervisory Dashboard

Oracle Banking Collections provide best in class Supervisory dashboard to oversee the collection operation and to make changes dynamically to improve collection outcomes. Oracle Banking Collections identifies Key Performance Measures (KPM) and provides a comprehensive dashboard that displays information in real time.

Supervisory dashboard design allows supervisors to view information or data based on filter conditions. These filters can be saved and re-used multiple times. The dashboard gives a quick summary to the supervisor about the following:

- Summary of cases and tasks

- Case aging

- Member status

The user-friendly interactive display enables the supervisor to view the dashboard and conduct various supervisory activities with ease. Supervisory dashboard is available with drill down capability in order to explore each of the key metric.

2.18 Pre-configured Intelligent Segmentation

Lenders use segmentation to rank order and segment all of their delinquent accounts based on repayment risk.

By processing accounts through Intelligent Segmentation, the lenders can:

- Group similar risk profiled accounts together.

- Apply customized treatments.

- Assign work to agents that are uniquely trained to resolve those accounts.

Based on the best practices of industry, pre-configured intelligent segmentation provides the most commonly used facts and filters used by the lenders to segment all their delinquent accounts.

Lenders can use these facts and filters to design their own intelligent segmentation as per their own requirements.

2.19 Pre-configured Early Collections

Collections cases define the set of collection activities that are completed as per the defined case lifecycle. The logical decisions and embedded operational guidelines are defined in the case lifecycle. With minimal changes in the pre-configured early collections case type, lender can implement multiple early collections case types for different products and customer risk groups.

Pre-configured early collections features:

- Provides the lenders a template for early collections.

- Provides ability to create low risk, medium risk, and high risk early collections case.

- Designs own case lifecycle by using template as per business requirements.

- Provides sharing of case data in the task for vendors as well as internal users.

- Improvements in Collector Dashboard

- Ability to call back at specific time as requested by the borrower.

- Ability to move the case based on risk indicator.

- Dialer pop-up when call is routed to a collector.

- Helps in defining dynamic panels and associating with specific case type.

Cases are a key part of the overall workflow management in a collection operation and work in concert with Intelligent Segmentation.

2.20 Better User Experience

Every extra click saved for collector can save huge amount of efforts and resource utilization for the collection organization. In order to save valuable time of collector, the user interface offers the following capabilities:

- Widget based Service Collection Account page showing most significant information to the collector. The page contains the Account, Borrower, Case, and Activity widgets that helps to view details and perform various tasks.

- Follow Up is linked with contacts. So the collector does not need to click Create Contact and this saves precious seconds.

- In Task List, collector can self-assign a task using the **Assign to Me** button.

- Automatic allocation of tasks to vendors.

- Party search based on Social Security Number (SSN).

- Allows to capture multiple contacts in the same session.

- Allows quick result capture for most frequently used action-result.

These capabilities save significant time of the collector and further help to reduce cost and leverage the resources in most optimized manner.

2.21 Specialized Collection - Asset Repossession and Liquidation

Asset Repossession is a set of actions by which party having right of ownership of the property takes the property back from the party having right of possession without invoking court proceedings.

Asset Repossession and Liquidation process is an account level process. The collector can initiate an asset repossession case on an account in collections. The asset repossession case can also start as an outcome of bankruptcy or legal case.

Oracle Banking Collections provides:

- Pre-configured case lifecycle for repossession and liquidation.

- Intuitive user interface to capture various details during lifecycle.

- Interface to vendors to fulfill liquidation activities.

- Process specific search criteria for asset repossession which enables faster search of cases.

- Calculation of redemption amount based on state.

It is designed with most commonly used automobile loans where automobile is used as collateral for the loan.

2.22 General Data Protections

Oracle Banking Collections also allows the user to view and update communication address, and change the consents provided for communication. Certain Personally Identifiable Information (PII) data elements of party can be masked and tokenized for data security purpose. For example, Social Security Number (SSN) can be masked and tokenized, and Email can be masked. Oracle Banking Collections supports the following functionality through backend services:

- Ability to bulk export the party's Personally Identifiable Information (PII) data elements in standard file format.

- For purging of party's Personally Identifiable Information (PII), it uses the same framework provided by Oracle Banking.

2.23 Identification of Accounts for Partial Charge Off

Oracle Banking Collections has the capability to identify accounts qualify for partial charge off. This is done through a batch. Once such accounts are identified by the batch, details of these accounts, such as account number, partial charged off amount, and the reason for partial charge off, are sent to servicing. The actual charge off of such accounts is done in servicing system.

Following are certain criteria for partially charging off an account:

- All the financially responsible parties of an account, have either Bankruptcy or Deceased indicator. The financially responsible parties include the Sole Owner (SOW), Joint and First (JAF), Joint and Others (JAO) or Cosigners.

- All collaterals attached to an account have been repossessed and the redemption period has expired (this is internally derived on the basis that all attached collaterals' liquidation process has started).

2.24 Personally Identifiable Information (PII)

The capture of the following list of Personally Identifiable Information (PII) elements for a party is supported.

Sr. No.	Element Name	Description	Mandatory (M) / Optional (O) / Conditional / Configurable (C)	Masking
1	Full name	Full name of a party (derived field) Multiple name types can be maintained for a party.	M	N
2	Date of Birth	Date of birth of a party	M	Y
3	Address	Current, past and future address details of a party for multiple address types such as home, work, postal and more. Includes address types (Work, Residential, Postal, Seasonal, Holiday), Line 1 to Line 12, City, State, Country and Pin Code.	M	N
4	Gender	Gender of a party	O	Y
5	Party Identification	Tax and other identification details of a party	M	Y
6	Other Tax Residency details	All FATCA (US)/CRS (Non US) details of a party	O	Y
7	First name	First name of a party	M	N

Sr. No.	Element Name	Description	Mandatory (M) / Optional (O) / Conditional / Configurable (C)	Masking
8	Second Name	Second name of a party	O	N
9	Middle Name	Middle name of a party	O	N
10	Last Name	Last name of a party	O	N
11	Login name	Email ID or User ID or Customer ID of a party	C	Y
12	Marital status	Marital status of a party	O	Y
13	Industry	Type of industry in which a party is employed	O	N
14	Occupation	Occupation of a party	O	N
15	All Telephone numbers	Contact details such as phone numbers, email addresses, fax numbers and so on, of a party along with preferences. Includes Fixed Landline Office, Fixed Landline Work, Fixed Landline Others, Fixed Landline Seasonal, Mobile Work, Mobile Personal, Mobile Seasonal, and Mobile Others	O	N
16	All Email address	Email ID details of a party. Multiple email IDs can be maintained with any one ID set as preferred. Includes Work, Personal, Seasonal, Others (including the one captured in Basic details tab)	C	Y
17	Employer name	Name of party's employer in the party's past and current employments	O	N
18	Employee ID	Employee ID of a party in the party's past and current employments	O	N
19	Job title/Designation	Designation of a party in the party's past and current employments	O	N
20	Deceased	Risk indicator to denote that a party is deceased	O	N
21	Bankruptcy	Risk indicator to denote that a party is bankrupt	O	N
22	Property title reference	Unique title reference number for a collateral Includes all property collaterals where party is collateral owner (collateral description and property title reference number)	O	N
23	Vehicle registration number	Vehicle registration number for a collateral Includes all automobile collaterals where party is collateral owner (collateral description and vehicle registration number)	O	N
24	Financial information	Complete financial details captured for a party	C	N

Sr. No.	Element Name	Description	Mandatory (M) / Optional (O) / Conditional / Configurable (C)	Masking
25	Bank account information	All bank accounts (account ID, account type and amount) where a party is an account owner.	C	N
26	Electronic communication consent	Consents given by a party to receive notices and documents through electronic means of communication. If selected, it is mandatory to capture at least one preferred email address for the party.	O	N
27	All Other Consents	All consents at party level (including text and value)	M	N

3 US Localization Features

This chapter describes the key features of Oracle Banking Collections for US localization.

3.1 US Regulations

In order to fulfill multiple regulatory requirements of US geography, Oracle Banking Collections have begun the journey to drive regulatory compliance. Regulations which put specific restrictions related to the time of contact, method of contact, person contacted, information provided during contact, managing disputes are now supported.

The federal regulations supported in debt collections space are:

- Fair Debt Collection Practice Act (FDCPA)
- Telephone Consumer Protection Act (TCPA)
- Service-members Civil Relief Act (SCRA)
- Truth in Lending Act (TILA)
- Fair Credit Reporting Act (FCRA)
- Equal Credit Opportunity Act (ECOA)
- Privacy of Consumer Financial Information
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)
- Uniform Retail Credit Classification and Account Management Policy
- Bank Holding Company Manual

Oracle Banking Collections also supports data requirement for Metro 2 Reporting.

3.2 Personally Identifiable Information (PII)

The capture of the following list of Personally Identifiable Information (PII) elements for a party is supported.

Sr. No.	Element Name	Description	Mandatory (M)/ Optional (O)/ Conditional / Configurable (C)	Masking
1	Full name	Full name of a party (derived field) Multiple name types can be maintained for a party.	M	N
2	Date of Birth	Date of birth of a party	M	Y
3	Address	Current, past and future address details of a party for multiple address types such as home, work, postal and more.	M	N

Sr. No.	Element Name	Description	Mandatory (M)/ Optional (O)/ Conditional / Configurable (C)	Masking
		Includes address types (Work, Residential, Postal, Seasonal, Holiday), Line 1 to Line 12, City, State, Country and Pin Code		
4	Gender	Gender of a party	O	Y
5	Party Identification	Tax and other identification details of a party	O	Y
6	Other Tax Residency details	All FATCA (US)/CRS (Non US) details of a party	O	Y
7	First name	First name of a party	M	N
8	Second Name	Second name of a party	O	N
9	Middle Name	Middle name of a party	O	N
10	Last Name	Last name of a party	M	N
11	Login name	Email ID or User ID or Customer ID of a party	C	Y
12	Marital status	Marital status of a party	O	Y
13	NAICS	Type of industry in which a party is employed	O	N
14	Occupation	Occupation of a party	O	N
15	All Telephone numbers	Contact details such as phone numbers, email addresses, fax numbers and so on, of a party along with preferences. Includes Fixed Landline Office, Fixed Landline Work, Fixed Landline Others, Fixed Landline Seasonal, Mobile Work, Mobile Personal, Mobile Seasonal, and Mobile Others	O	N
16	All Email address	Email ID details of a party. Multiple email IDs can be maintained with any one ID set as preferred. Includes Work, Personal, Seasonal, Others (including the one captured in Basic details tab)	C	Y
17	Employer name	Name of party's employer in the party's past and current employments	O	N
18	Employee ID	Employee ID of a party in the party's past and current employments	O	N
19	Job title/Designation	Designation of a party in the party's past and current employments	O	N
20	Deceased	Risk indicator to denote that a party is deceased	O	N

Sr. No.	Element Name	Description	Mandatory (M)/ Optional (O)/ Conditional / Configurable (C)	Masking
21	Bankruptcy	Risk indicator to denote that a party is bankrupt	O	N
22	Property title reference	Unique title reference number for a collateral Includes all property collaterals where party is collateral owner (collateral description and property title reference number)	O	N
23	Vehicle registration number	Vehicle registration number for a collateral Includes all automobile collaterals where party is collateral owner (collateral description and vehicle registration number)	O	N
24	Financial information	Complete financial details captured for a party	C	N
25	Bank account information	All bank accounts (account ID, account type and amount) where a party is an account owner.	C	N
26	Electronic communication consent	Consents given by a party to receive notices and documents through electronic means of communication. If selected, it is mandatory to capture at least one preferred email address for the party.	O	N
27	All Other Consents	All consents at party level (including text and value)	M	N