

# **Oracle® Banking Enterprise Default Management**

Process Configuration Guide

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# Preface

This document helps you to understand the processes associated with Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Conventions](#)

## Audience

This document is intended for the following audience:

- IT Deployment Team
- Consulting Staff
- Administrators

## 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>.

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or visit <http://www.oracle.com/us/corporate/accessibility/support/index.html#trs> if you are hearing impaired.

## Conventions

The following text conventions are used in this document:

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





# 1 Process

This chapter provides information on development of each case life cycle process. The Process life cycle defines the workflow management for each product-shipped case type.

## 1.1 Configuration Guidelines

The following is list of some of the important configurations required to set up case in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. These should be done as per implementation requirements. Additional configuration options wherever available are specified in detailed specifications:

- **Strategy Monitor Configuration:**
  - This configuration is set up for automatic initiation of case.
  - A generic list of facts for Strategy Monitor is provided in the Batch Specifications document. Definition of rule is done as per implementation need and strategy setup requirements.
- **Case Life cycle Configuration:**
  - This configuration is defined as part of case life cycle setup.
  - Some of the configurations are available as user managed setup at case or case status level, while some need to be addressed using algorithm spots.
  - This document provides:
    - Configuration to be done at case level and case status level.
    - Algorithms required for the process and values for the parameters to be set.
  - During implementation, you can however change the configuration defined and also the parameters for algorithms as per the requirement.
- **Cross Strategy Action Matrix (CSAM) setup:**
  - This setup is done as per implementation needs.
  - This matrix can be configured to invoke, at the time of entry into specific status in a case, including initial and final status.
  - Each account associated with case is evaluated against CSAM and configured action is taken on strategies for the account.
  - A template for CSAM configuration is provided in Section 1.19 of the Oracle Banking Enterprise Default Management Day Zero Setup Guide. This has to be set up as per implementation needs.
- **Case Allocation to Queue and User:**
  - Case Allocation when manually initiated:
    - This is not managed by configuration but needs to be manually managed at transaction level.

- User can view all the queues they are associated to and can select one for allocation.
- Case is allocated to the logged in User.
- Case Allocation when initiated by Strategy Monitor:
  - Queue and user allocation is as per queue management setup.
  - These allocation are done in batch.
- Allocation is retained for the life of the case, unless explicitly re-allocated by user or by case algorithms.
- **Vendor Assignment:**
  - Automated Assignment:
    - Vendor assignment is done by calling the vendor management module for a particular service type.
    - Assignment Logic is defined in vendor management module for each service Type.
  - Manual Assignment:
    - Vendor assignment can be done by the user.
    - Each vendor association can be mapped to a vendor service type and user can select and assign one of the vendors associated to this service type.
- **Approval Requirements:**
  - Approval checks are mentioned with each of the status in the case life cycle specifications.
  - Case life cycle will first check if approval is required.
  - If approval is required, case is put in interim status and approval request is created. This is routed to a user based on Oracle Platform Security Services (OPSS) configuration.
  - Behavior of the case for approval and rejection scenario is defined for each request. These are not user configurable but are embedded in the process.
- **Follow-up (Action and Result):**
  - Activities and outcomes can be configured for each status as per implementation needs.
  - These are captured in follow-up template provided in Section 1.10 of the Oracle Banking Enterprise Default Management Day Zero Setup Guide.
  - Any post-processing required for any outcome is also captured in the follow-up section.
- **Day Zero Setup: Process Case Types:**

The figure mentioned below describes the feature configuration used to define the Process Case Types.

**Figure 1–1 Feature Configuration Used to Define Process Case Types: PROCESS\_CASE**

Feature Name		PROCESS_CASE			
Feature Type		Process Case Type			
Description		Process Case Type			
Options					
		Option Type	Sequence	Value	Detailed Description
	+	Asset Reposition Process	1	C1-ASSETREP	Asset Reposition Process
	+	Deceased Process	1	C1-DECEASED	Deceased Process
	+	LMI Process	1	C1_LMI	LMI Process
	+	Legal Process	1	C1-LEGAL	Legal Process



## 2 Deceased Process

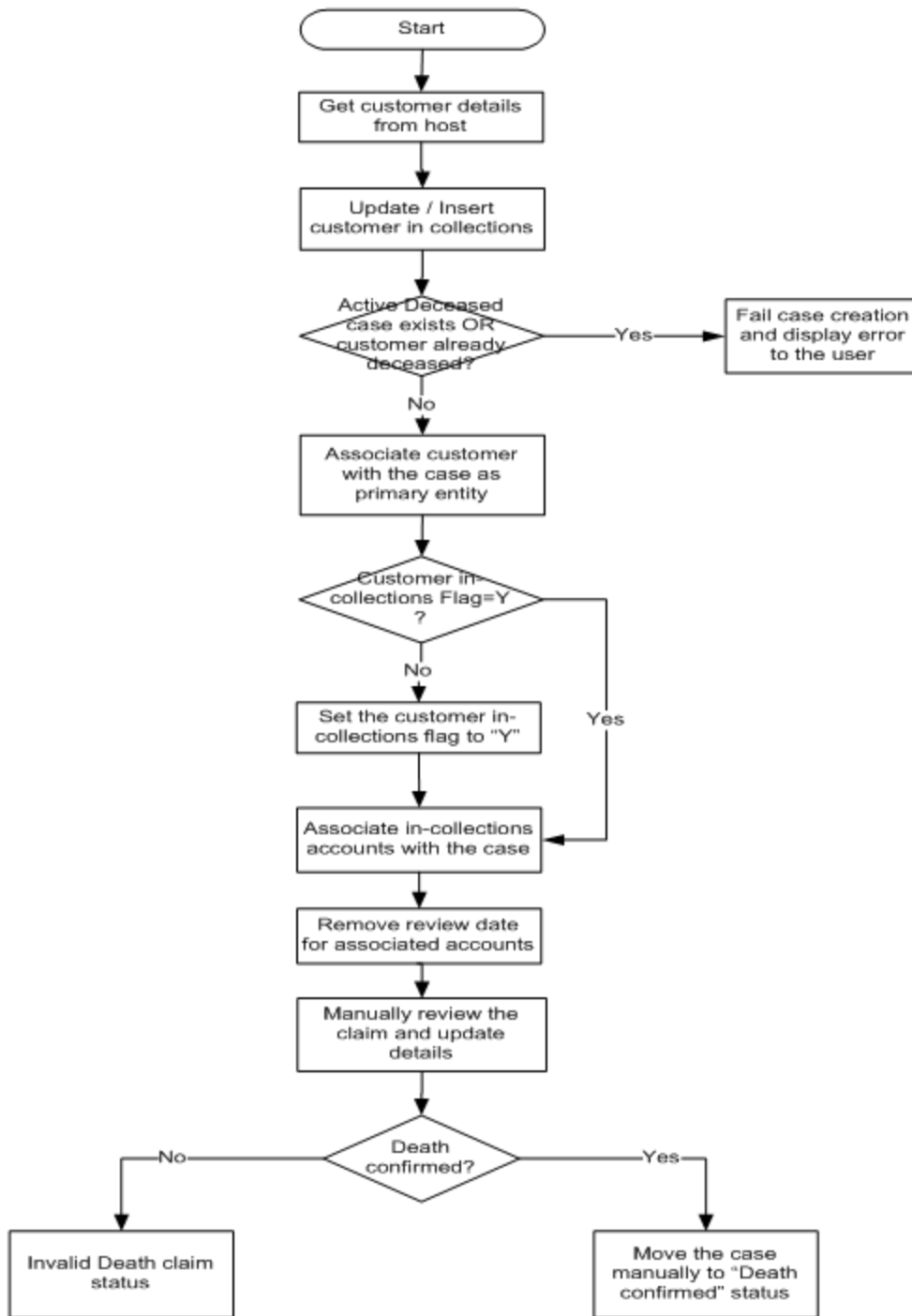
The Deceased process is initiated when notification of customer's death is received by the branch staff or the call center staff or by the Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery staff (if account was managed in Collection). This process primarily involves:

- Confirmation of Death
- Review of entire customer exposure
- Initiation of appropriate strategies on customer's accounts, if required

### 2.1 Life Cycle Processing

The diagram provided below describes the life cycle processing of the deceased process.

Figure 2–1 Life Cycle Processing



## 2.2 Day Zero Setup on Case Category

The following table describes the day zero setup on case category.

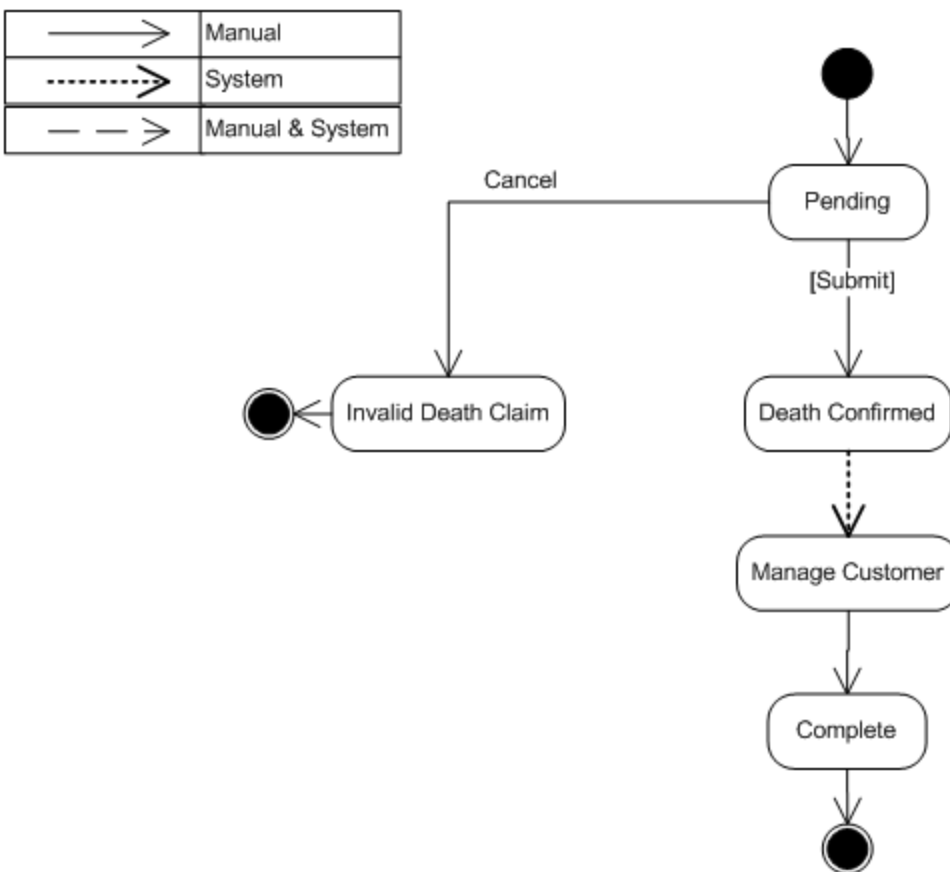
Table 2–1 Day Zero Setup on Case Category

<b>Case Category</b>	Deceased
<b>Primary Entity</b>	Customer
<b>Allow Multiple Association</b>	Yes
<b>Adhoc Association</b>	Yes

## 2.3 State Diagram

The following diagram describes the state diagram of the deceased process.

Figure 2–2 State Diagram



A Deceased case is created from a separate menu option accessible to Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery team as well as other users across bank (based on access rights). However, before proceeding to creation, the case system should check if the customer already exists in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. If not, pull the customer into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. This does not pull any of the customer's accounts into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. If it is required to pull the customer's accounts into Oracle Banking Enterprise



Collections and Oracle Banking Enterprise Recovery, this should be done by the user using manual account pull screen.

## 2.4 Product-Shipped Configuration

The following table describes the product-shipped configuration details.

**Table 2–2 Product-Shipped Configuration Details**

<b>Case Type Code</b>	C1-DECEASED
<b>Char Types used</b>	Customer
<b>Case Status Code</b>	PENDING - Pending DEATHCONFIRM - Death Confirm MANAGECUST - Manage Customer INVALIDCLAIM - Invalid Claim DCSD-COMPLET - Complete DCSD-CANCEL - Deceased Cancel

## 2.5 Case Status Setup

This section describes the case status setup details.

### 2.5.1 PENDING - Pending

This is the initial status of the Deceased life cycle. User provides customer ID on the screen and then triggers case creation.

Figure 2–3 Case Status Code: Pending

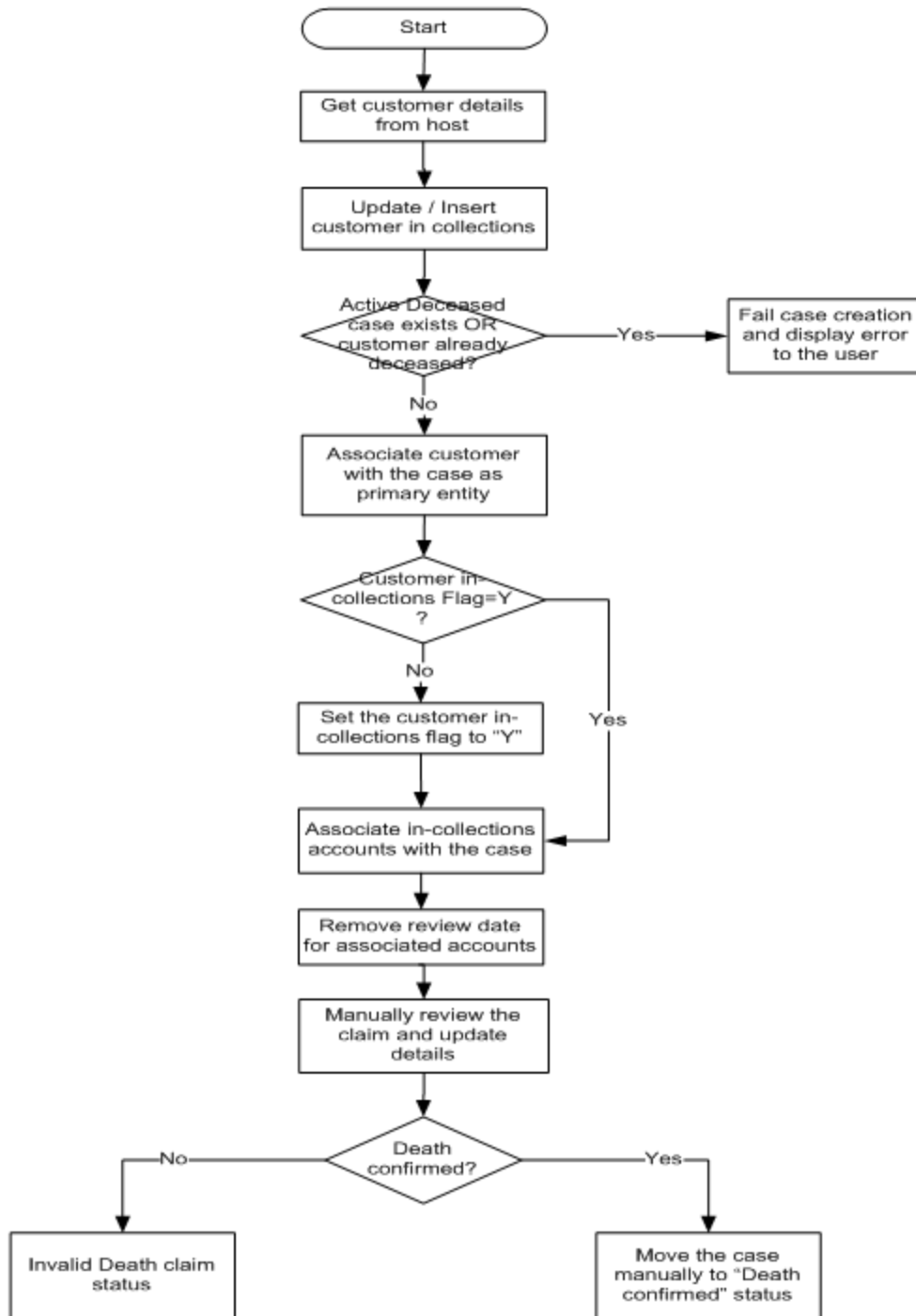


Table 2–3 Case Status Code: Pending

Actor	System / Branch Staff / Call Center Staff / Recovery Associate
-------	--

<b>Description</b>	<p>The following system activities are done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Get the customer details from the host. If the customer is already in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery, update the customer details. Else, customer should be set up in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery by the case creation process.</li> <li>■ Check if an active deceased case exists for the customer OR warning indicator if deceased is already set. If either is true, then terminate the case creation and display error message to the user.</li> <li>■ System will check if 'In collections' flag is set for the customer. If not, same should be updated to 'Y' in the core.</li> <li>■ Host will propagate the 'In collections' flag to all accounts of the customer where this customer is a primary holder.</li> <li>■ Associated all accounts of the customer with the case where: <ul style="list-style-type: none"> <li>• Customer is primary owner</li> <li>• Account is in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery</li> </ul> </li> <li>■ Remove account review dates for all the associated accounts. This will ensure that accounts are not sent to strategy monitor for strategy review.</li> </ul> <p>The following user activities are expected:</p> <ul style="list-style-type: none"> <li>■ Death claim is verified by the user and details are updated in the system.</li> <li>■ Manually move the case to 'invalid claim' or 'Death confirmed' status.</li> </ul>
<b>Modify Association</b>	Yes

**Entering Processing Spot Algorithms:***Table 2–4 Case Status Code: Pending: Entering Processing Spot Algorithms*

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CHKDCD</b>	Check deceased status for the customer	Case Category = Deceased (DCSD)
2	<b>C1-DCDACCTS</b>	Associate accounts with deceased customer case	None
3	<b>C1-UPDRVWDT</b>	Update Review Date for associated accounts	Override Flag Value = Yes Days Offset = 5 Update Type = Set
4	<b>C1-CUSTSW</b>	Update deceased switch to 'Y' in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery	Customer Level Switch Name Switch Value

**No-Activity Monitoring:****Table 2–5 Case Status Code: Pending: No-Activity Monitoring**

Days	To-Do	Reallocate	Prompt After	Change Status
5	C1-UPDRVWDT			
10	CS-MONITOR			

**Exit Processing Spot Algorithms:****Table 2–6 Case Status Code: Pending: Exit Processing**

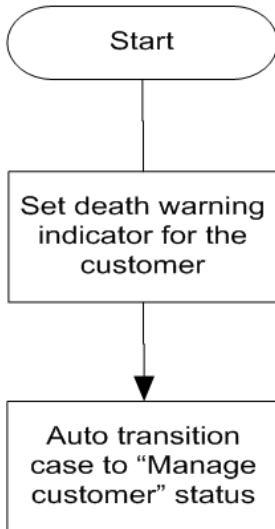
Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CLSTODO</b>	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

**Next Status Transition:****Table 2–7 Case Status Code: Pending: Next Status**

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Death Confirmed (DEATHCONFIRM)	OK	System and User	Y	N
2	Invalid Death Claim (INVALIDCLAIM)	CXL	System and User	N	Y

**2.5.2 DEATHCONFIRM - Death Confirm**

This section describes the Death Confirm status.

**Figure 2–4 Case Status Code: Death Confirm****Table 2–8 Case Status Code: Death Confirm**

<b>Actor</b>	System
<b>Description</b>	Set the Deceased warning indicator for the customer. Setting of warning indicator will put some restrictions and flags on the customer and accounts held by him/her. However, these updates are configured and managed in host and no triggers are required from Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery except for setting of warning indicator.
<b>Modify Association</b>	Yes

**Enter Processing Spot Algorithms:****Table 2–9 Case Status Code: Death Confirm: Enter Processing Spot Algorithms**

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-UPDWARN</b>	Update warning indicator for the customer	Association Type = Primary Warning indicator Type = Deceased Update Type = Set

**No Activity Monitoring:****Table 2–10 Case Status Code: Death Confirm: No-Activity Monitoring**

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-TRAN-STAT</b>	Transition to Default Next Status	Next Status Next Transition Condition = OK

**Exit Processing Spot Algorithms:****Table 2–11 Case Status Code: Death Confirm: Exit Processing Spot Algorithms**

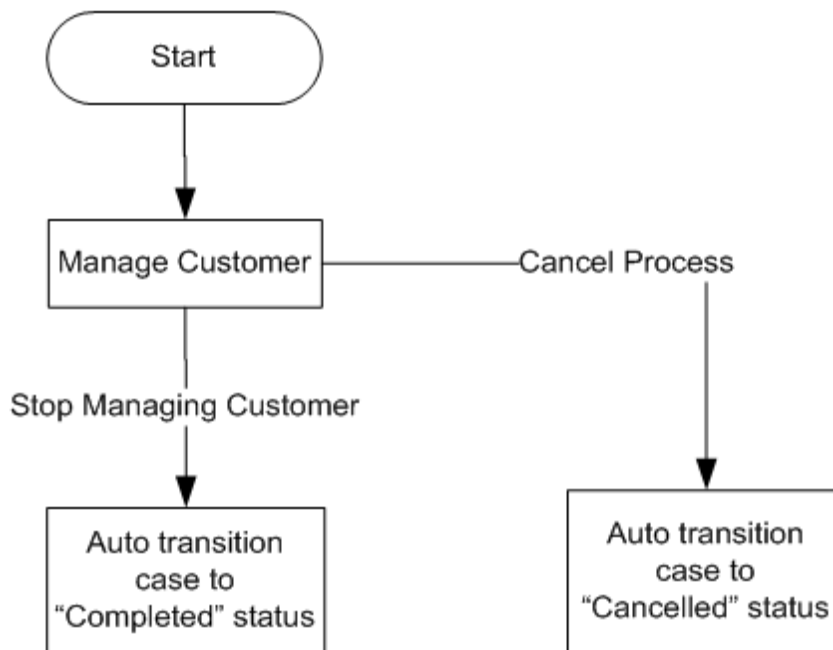
Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CLSTODO</b>	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

**Next Status Transition:****Table 2–12 Case Status Code: Death Confirm: Next Status Transition**

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Manage Customer (MANAGECUST)	OK	System	N	Y

**2.5.3 MANAGECUST - Manage Customer**

This section describes the Manage Customer status.

**Figure 2–5 Case Status Code: Manage Customer**

**Table 2–13 Case Status Code: Manage Customer**

<b>Actor</b>	Recovery Associate
<b>Description</b>	<p>While in this status, the user will review the deceased customer's details on the Customer Centric Landing page.</p> <p>They have a view of all the customer's accounts (both regular and irregular).</p> <p>User will review various aspects for every exposure to the customer. This will include delinquency status, co-borrower commitment, collateral availability, and so on.</p> <p>Based on the above, if required collector will decide the best strategy for the account.</p> <p>All of the actions/activities above should be tracked (for each account) through the use of Action/Results on the case, after the action has been performed in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery or directly on the host system.</p> <p>The user may use Next Action and Next Action Date to set reminders to review the case in the near future.</p> <p>Any specific strategy for the account can be manually initiated by the user.</p> <p>Once the user has completed applying the strategies, he/she will manually transition the case to complete status.</p>
<b>Modify Association</b>	Yes

**Enter Processing Spot Algorithms:** NA

**No Activity Monitoring:** NA

**Exit Processing Spot Algorithms:**

**Table 2–14 Case Status Code: Manage Customer: Exit Processing Spot Algorithms**

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CLSTODO</b>	Close To-do's linked to the case	To-Do Type 1 = C1-TD-CL To-Do Type 2 = C1-TD-AC To-Do Type 3 = C1-TD-DN To-Do Type 4 = C1-DNA1 To-Do Type 5 = <<Blank>>

**Next Status Transition:**

**Table 2–15 Case Status Code: Manage Customer: Next Status Transition**

Sr. No.	Next Status	Transition Condition	Transition Role	Validate Follow-up	Use as Default
1	Deceased Cancel (DCSD-CANCEL)	CXL	System and User	Y	Y
2	Complete (DCSD-COMPLETE)	OK	System and User	N	N

## 2.5.4 INVALIDCLAIM - Invalid Claim

This section describes the 'Invalid Claim' status.

Figure 2–6 Case Status Code: Invalid Claim

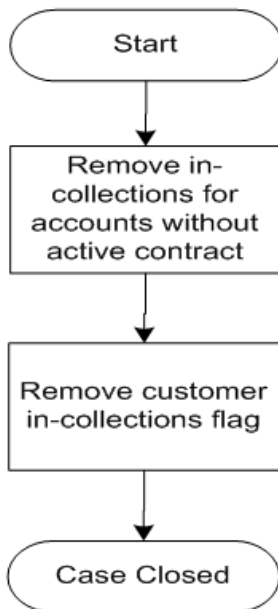


Table 2–16 Case Status Code: Invalid Claim

<b>Actor</b>	Not Applicable
<b>Description</b>	<p>This is final status indicating claim has been rejected, as sufficient proof of death is not available.</p> <p>System will:</p> <ul style="list-style-type: none"> <li>■ Remove 'In collections' flag for all accounts not having an active contract in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery and where customer is primary owner.</li> <li>■ Remove customer 'In collections' flag if no other specialized collections case is running on the account.</li> </ul>
<b>Modify Association</b>	Yes

## Enter Processing Spot Algorithms:

Table 2–17 Case Status Code: Invalid Claim: Enter Processing Spot Algorithms

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CUSINCOLR</b>	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment Case Category 3 = Hardship Case Category 4 = <<Blank>>



Sr. No.	Algorithm	Description	Parameters
			Case Category 5 = <<Blank>>
2	<b>C1-UPDRVSET</b>	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set
3	<b>C1-DECSW_N</b>	Algorithm to set Deceased Switch as N	Customer Level Switch Name = DECEASED_SW Switch Value = N

No Activity Monitoring: NA

Exit Processing Spot Algorithms: NA

Next Status Transition: NA

### 2.5.5 DCSD-COMPLET - Complete

This section describes the 'DCSD Complete' status.

Figure 2–7 Case Status Code: DCSD Complete

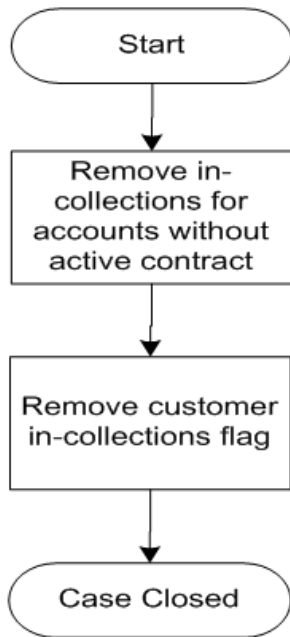


Table 2–18 Case Status Code: DCSD Complete

<b>Actor</b>	Not Applicable
<b>Description</b>	This is final status indicating there is no further need to manage exposures to the

	<p>dead customer. System will:</p> <ul style="list-style-type: none"> <li>■ Remove 'In collections' flag for all accounts not having an active contract in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery and where customer is primary owner.</li> <li>■ Remove customer 'In collections' flag if no other specialized collections case is running on the account.</li> <li>■ The Deceased warning indicator is not automatically unset, due to sensitive nature of deceased claim application. Manual update of this indicator is required.</li> </ul>
<b>Modify Association</b>	Yes

**Enter Processing Spot Algorithms:***Table 2–19 Case Status Code: Complete: Enter Processing Spot Algorithms*

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CUSINCOLR</b>	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment Case Category 3 = Hardship Case Category 4 = <<Blank>> Case Category 5 = <<Blank>>
2	<b>C1-UPDRVSET</b>	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set

**No Activity Monitoring:***Table 2–20 Case Status Code: Complete: No-Activity Monitoring*

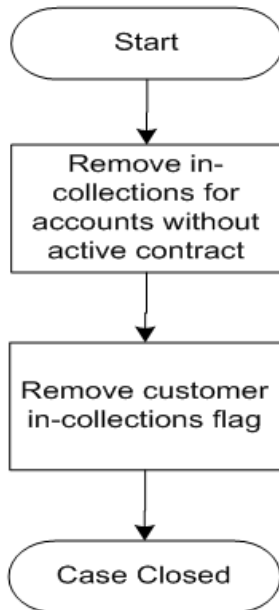
Sr. No.	Algorithm	Description	Parameters
1	<b>CS-MONITOR</b>	Algorithm for Monitoring after N days	Next Status, Work List, Reallocate Switch, To Do Type, No Of Days

Exit Processing Spot Algorithms: NA

Next Status Transition: NA

**2.5.6 DCSD-CANCEL - Deceased Cancel**

This section describes the Deceased Cancel status.

**Figure 2–8 Case Status Code: DCSD Cancel****Table 2–21 Case Status Code: DCSD Cancel**

<b>Actor</b>	Not Applicable
<b>Description</b>	<p>This is a final status for the case. System will:</p> <ul style="list-style-type: none"> <li>■ Remove 'In collections' flag for all accounts not having an active contract in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery and where customer is primary owner.</li> <li>■ Remove customer 'In collections' flag if no other specialized collections case is running on the account.</li> <li>■ The Deceased warning indicator is not automatically unset, due to sensitive nature of deceased claim application. Manual update of this indicator is required.</li> </ul>
<b>Modify Association</b>	Yes

**Enter Processing Spot Algorithms:****Table 2–22 Case Status Code: Deceased Cancel: Enter Processing Spot Algorithms**

Sr. No.	Algorithm	Description	Parameters
1	<b>C1-CUSINCOLR</b>	Update collections flag for the customer in core banking	Update Type = Reset Case Category 1 = Bankruptcy Case Category 2 = Imprisonment

Sr. No.	Algorithm	Description	Parameters
			Case Category 3 = Hardship Case Category 4 = <<Blank>> Case Category 5 = <<Blank>>
2	<b>C1-UPDRVSET</b>	Update (Set) Review date Algorithm	Override Flag Value = Yes Days Offset = 0 Update Type = Set
3	<b>C1-DECSW_N</b>	Algorithm to set Deceased Switch as N	Customer Level Switch Name = DECEASED_SW Switch Value = N

**No Activity Monitoring:** NA

**Exit Processing Spot Algorithms:** NA

**Next Status Transition:** NA



# 3 Financial Hardship

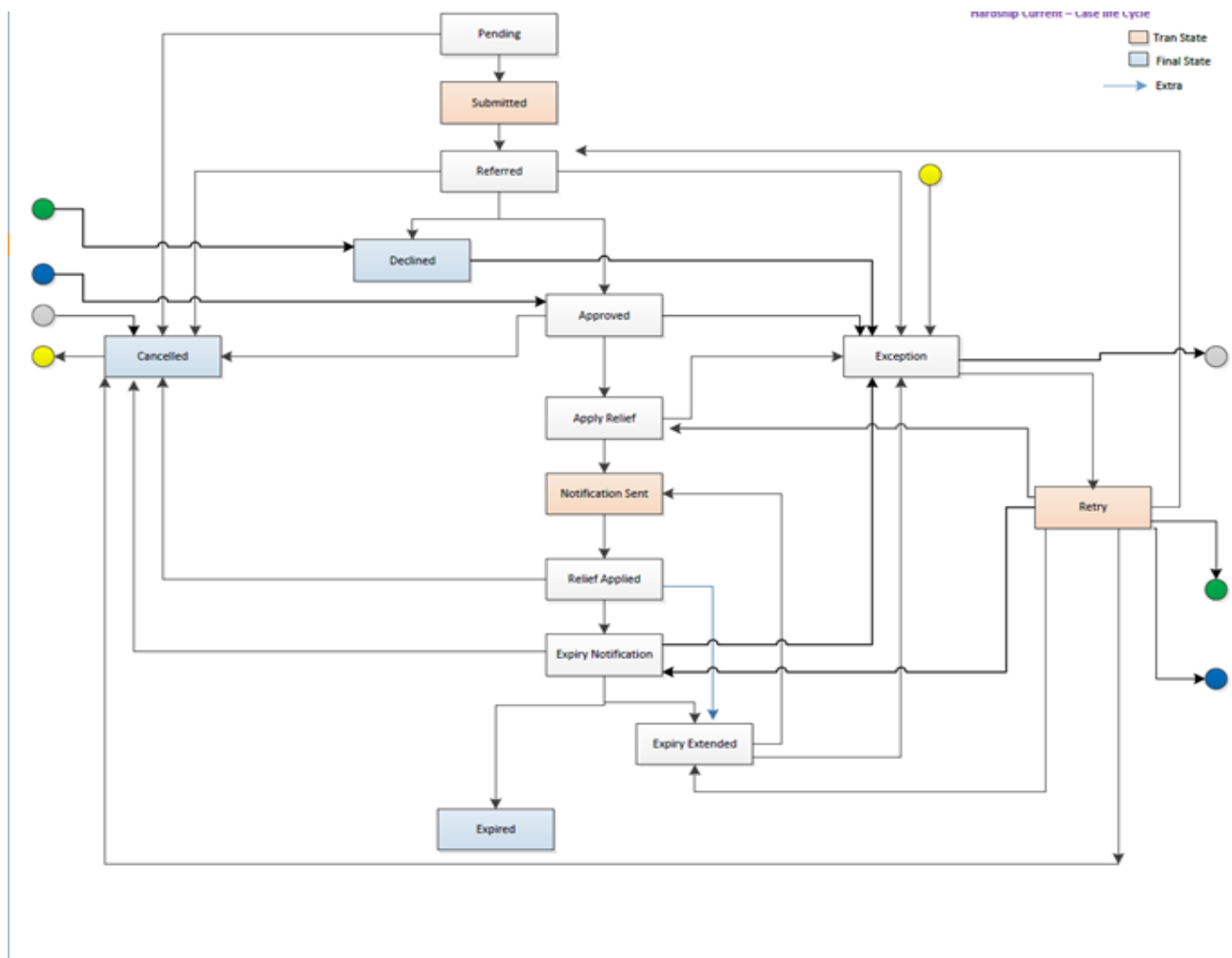
This chapter describes the following:

- Hardship application to initiate Financial Hardship case.
- Managing the life cycle of a Financial Hardship application and tracking all approval and timing requirements.
- Complying with approval requirements.
- Sending of letters to customer and third parties, and notification of life cycle progress.

## 3.1 Life Cycle Diagram

The following diagram describes the life cycle diagram of the financial hardship.

Figure 3–1 Life Cycle Diagram



**Note**

The transitory state has been removed from life cycle, as partial commit is not allowed on XA arch.

Transition out of Approved status has been changed to Manual (earlier it was Auto). This has been done to counter XA issues.

### 3.2 Day Zero Setup on Case Category

The following table explains the day zero setup on case category.

**Table 3–1 Day Zero Setup on Case Category**

Case Category	Hardship
Primary Entity	Customer
Allow multiple Association	Yes
Adhoc Association	No

### 3.3 Product-Shipped Configuration

The following table explains the product-shipped configuration details:

**Table 3–2 Product-Shipped Configuration Details**

Case Type Code	C1-HARDSHIP
Char Types used	C1-EXPDT - Hardship Expiry Date C1-EXTEX - Extend Expiry Date C1-CANRS - Cancel Reason C1-EFFDT - Hardship Effective Date C1-HRARS - Reason for Hardship C1-DCRSN - Hardship Decline Reason
Case Status Code	PENDING - Pending APP-SUBMIT - Application submitted HARD-REFFERD - Hardship Referred EXCEPTION - Exception RETRY - Retry HARD-APPRV - Hardship Approve HARD-DECLINE - Hardship Declined AP-HARD-RELF - Apply Hardship Relief NOTIF-SENT - Notification sent RLF-APPL - Relief Applied EXP-NOTIFICN - Expiry Notification EXPIRY-EXTND - Expiry Extended HARD-EXPIRED - Hardship Expired HARD-CANCEL - Hardship Cancelled

## 3.4 Case Status Setup

This section describes the case status setup of different statuses.

### PENDING - Pending

*Table 3–3 Case Status: Pending*

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Pending	Application Submitted	OK	Enter	Retrieve and Create "V"		C1-VCREATE
	Hardship Cancelled	CXL	Enter	Set In Collections Flag On Party and Account(s)		C1-SET-REC
			Auto-transition	Wait Time Out		CS-MONITOR
			Exit	Generic To Do Completion for Case		C1-TO-DO-END
			Enter	Check for existing Hardship		C1-CHKHRDSHP
			Enter	Create Hardship case creation activity		C1-CRTHDSP
			Enter	Hardship Entity association		C1-HARASOPND
			Enter	Queue Allocation algorithm for hardship		C1-ALLOCQUE
			Enter	Case list update algorithm		C1-CASELSTAL

### APP-SUBMIT - Application Submitted

*Table 3–4 Case Status: Application Submitted*

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Application Submitted	Referred	OK	Enter	Validate Hardship Application inputs	EXP_DTE	C1-V-FH-APP
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT



Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
			Enter	Case Association		C1-HARDASSO
			Enter	Update (Remove) Review Date Algorithm		C1- UPDRVWDTv

**HARD-REFFERD - Hardship Referred***Table 3–5 Case Status: Hardship Referred*

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Referred	Hardship Approved	OK	Auto Transition	Wait Time Out		CS-MONITOR
	Hardship Declined	CXL	Enter	Auto-Approval Check		C1-FH-AUTOAP
	Exception	EXCP				
	Hardship Cancelled	CXL				

**EXCEPTION - Exception***Table 3–6 Case Status: Exception*

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Exception	Retry	OK	Enter	Create To Do for Case in Error		C1-TO-DO-ERR
	Hardship Cancelled	CXL	Auto Transition	Retry Case in Error		C1-RCASEE
			Exit	Generic To Do Completion for Case		C1-TO-DO-END
			Enter	Store previous status		C1-PREV-STAT

**RETRY - Retry***Table 3–7 Case Status: Retry*

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Retry	Hardship		Enter	Transition to previous		C1-PREV-EXP

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
	Declined			state prior to Exception		
	Hardship Referred					
	Hardship Approved					
	Apply Hardship Relief					
	Expiry Extended					
	Expiry Notification					
	Hardship Cancelled					

#### HARD-APPRV - Hardship Approve

Table 3-8 Case Status: Hardship Approve

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Approve	Apply Hardship Relief	OK	Enter	{HYPERLINK ".../MMALAM/Desktop/Hardship/Design/Analysis/Hardship_Analysis_rel_2_12_March-13_v10.xls" \ "RANGE!_Notify_Banker"}		C1-NOT-BANKR
	Hardship Cancelled	CXL	Enter	Set Financial Hardship Indicator		C1-SET-FH
	Exception	EXCP	Enter	Capture Hardship Approval Date		C1-HARAP-DT
			Enter	Characteristic association		C1-FHCHAR ASC

#### HARD-DECLINE - Hardship Declined

**Table 3–9 Case Status: Hardship Declined**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Declined	Exception	Exception	Enter	Send hardship declination letter		C1-FH-DEC
			Enter	Remove Financial Hardship indicator		C1-UNSET-FH
			Enter	Mark Accounts for strategy review		C1-REVIEW_ACT
			Enter	Characteristic association		C1-FHCHARASC

**AP-HARD-RELIF - Apply Hardship Relief****Table 3–10 Case Status: Apply Hardship Relief**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Apply Hardship Relief	Notification Sent	OK	Enter	Assign Applicable Relief Type(s)		C1-RELIF-TYPE
	Exception	EXCP	Enter	Check for Operational Relief Types		C1-OP-RT
	Hardship Declined		Enter	Apply Hardship Relief Types		C1-FH-EVAL
	Hardship Cancel		Auto-transition	Transition to Next Status when all Reliefs are applied		C1-RAPP

**NOTIF-SENT - Notification sent****Table 3–11 Case Status: Notification Sent**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Notification Sent	Relief Applied	OK	Enter	Send Hardship Application Result		C1-FH-RSLT
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT

**RLF-APPL - Relief Applied**

**Table 3–12 Case Status: Relief Applied**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Relief Applied	Expiry Notification	OK	Auto-transition	Transition to next status 14 days before expiry		C1-NXT-TENDY
	Cancelled	CXL				
	Expiry Extended					

**EXP-NOTIFCN - Expiry Notification****Table 3–13 Case Status: Expiry Notification**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expiry Notification	Hardship Expired	OK	Enter	Send Hardship Expiration letter		C1-FH-EXPLT
	Expiry Extended		Auto-transition	Transition to Next Status when Hardship Expiry Date is reached		C1_TRN-APL
	Hardship Cancelled	CXL	Exit	Generic To Do Completion for Case		C1-TO-DO-END
	Exception	Exception				

**EXPIRY-EXTND - Expiry Extended****Table 3–14 EXPIRY-EXTND: Expiry Extended**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expiry Extended	Notification Sent	OK	Enter	Validate Extended Expiry Date		C1-VAL-EXPDT
	Exception	EXCP	Enter	Extend Expiry Date	C1_EXTEX	CC1-EXT-EXPDT
			Auto-transition	Transition to Default Next Status		C1-TRAN-STAT
			Enter	Validate Hardship Expiry Date		C1-VAL-FHEXP

**HARD-EXPIRED - Hardship Expired**

**Table 3–15 HARD-EXPIRED: Hardship Expired**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Expired			Enter	Remove Financial Hardship Indicator		C1-UNSET-FH
			Enter	Update status to expired in hardship details table		C1-UPDHDSTAT
			Enter	Mark accounts for strategy review		C1-REVIW-ACT

**HARD-CANCEL - Hardship Cancelled****Table 3–16 HARD-CANCEL: Hardship Cancelled**

Current Status	Next Status	Transition Condition / Default	Algorithm Spot	Algorithm Description	Required Character	Algorithm Code
Hardship Cancelled	Exception	EXCP	Enter	Cancel Hardship Application	CI-CANRSN	C1-CNHRDSHAP
			Enter	Remove Financial Hardship Indicator		C1-UNSET-FH
			Enter	Cancel Process Approval Request: Financial Hardship		C1-CANFHAPPR
			Enter	Cancel Relief Approval request from SOA		C1-CANRELREQ
			Enter	Cancel OBP Relief Approval Req from SOA Worklist		C1-CANSOARQ
			Enter	Mark accounts for strategy review		C1-REVIW-ACT

**3.5 Note**

- The transitory state is no more supported on the life cycle, as partial commit does not hold good in case of XA architecture, where the commit/rollback is container managed.
- Transition out of Approved Status to Apply Relief is manual rather than being Auto. This is counter XA posed issue. If any error occurs while applying relief the error would be popped onto screen rather than case being moved to Exception status.
- If this Algorithm fails due to some reason on Host side, the case would not transition to Exception status; rather it would display the message on UI.
- The algorithm has been provided to transmit Linked Account or Parties data from CLOB (Character

Large Object) to Case Association table. However, vice-versa is not allowed, if an entity is added via Case Association tab (Available inside Collection), would not update the CLOB and in turn would not impact hardship Application Form. (See the algorithm C1-HARDASSO in Application Submit Status).

This was not placed in the Pending status because, in Pending status the nominated accounts can change on the form. However, if the user is going to submit the form, it means the user is sure about all linked account and parties, hence this is the correct point for association.

- Any CSAM algorithm should be attached only after Case Association algorithm, because the CSAM algorithm accesses the data from Case Association table.
- Hardship Effective date is system assigned and user does not have provision to change it. System also can update only while capturing Hardship approval date.
- Hardship Expiry date is provided by user in Pending status, however during life cycle it cannot be modified. It can only be extended using the Hardship Expiry Extend Characteristic.

## 3.6 Algorithm Types

- **C1\_NEXT-DT**: Transitions to Next Status on Transition date. Next status and the transition date is a parameter for this type.
- **C1-CUST-CONT**: This common algorithm creates a customer contact for the given customer contact type.
- **C1-TO-DO-END**: This common algorithm completes all To Do's with Drill Keys = Current Case Id and To Do's To Do Type is not excluded from auto completion.
- **C1-VAL-EXPDT**: This algorithm validates to ensure the extended hardship expiry date is greater than current hardship expiry date.
- **C1-FHCHARASC**: Hardship Characteristic Association - This algorithm is used to create characteristic after SOA approval or rejection.
- **C1-UPD-WRIND**: This is a generic algorithm that makes a service call to update Party level warning indicators for Main Customer.
- **C1-REVIW-ACT**: This algorithm marks all accounts that are in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery for the customer in hardship for review.
- **C1-VCREATE**: This algorithm creates RMB Entities such as Person, Account, Account Person, PartyCollect, and so on from Host Data.
- **C1-CRTHDSP**: This algorithm creates Hardship entry in the activity table when the Hardship case is created.
- **C1-HARDASSO**: This algorithm associates the customer and all the accounts for the hardship case.
- **C1-RAPP**: This algorithm transitions the case to the next status when all reliefs have been applied.
- **C1-TRAN-STAT**: This is a common algorithm that automatically transitions the case to the next status.
- **CS-MONITOR**: This algorithm determines if a case has been in its current status long enough to be automatically transitioned to another status or some other action needs to be taken on case.
- **C1-CXLFH**: This algorithm makes a service call to cancel an active Hardship Application.
- **C1-CANFHAPPR**: This algorithm cancels all pending approval requests for the case.

- **C1-UPDHDSTAT**: This algorithm updates the status of relief to Expired in Hardship details table.
- **C1-TO-DO**: This common algorithm creates a To Do using the values from algorithm parameters.
- **C1-EXT-EXPDT**: This algorithm invokes a service to extend the hardship expiry date.
- **C1-RCASEE**: This algorithm is plugged-in on auto-transition of error states and attempts to retry validation, completion or wait if the To Do Entry associated is not being worked on. The retry is performed only until the input Maximum Number of Retries is reached.
- **C1-PREV-STAT**: This common algorithm determines the previous status and store it.
- **C1-VAL-FHEXP**: This algorithm validates whether the Hardship Expiry Date is greater than the posting date.
- **C1-HARAP-DT**: This algorithm stores Case Status Update Date/Time for status into the element specified by xpath in algorithm soft parameter.
- **C1-NXT-BX-DY**: This algorithm transitions to next status if the posting is before or same the new expiry date (current expiry date – num of days (param))
- **C1-V-FH-APP**: This algorithm validates to ensure all mandatory fields for Hardship Application is populated.
- **C1-FH-AUTOAP**: This algorithm invokes an application service, which in turn invokes OPSS to determine if the Hardship application can be auto-approved.
- **C1-PREV-EXP**: This algorithm determines the previous status of the Exception status and transition to that state.
- **C1-ALLOCQUE**: This algorithm allocates Queue for Customer Level Case. Only Queue Allocation would be done. User Allocation is skipped for customer level cases.
- **C1-OP-RT**: This algorithm checks if any of the identified stp relief types need to be operational.
- **C1-FH-EVAL**: This algorithm applies hardship relief types for the accounts in the host.

## 3.7 Features

Following are the features:

- You can edit the hardship application form in a given status. The feature configuration C1\_HDSP\_STAT is used to provide the list of the Hardship life cycle status where the hardship application form needs to be enabled.

The enabling of application form should be done judiciously. For example, two accounts are nominated for hardship during Pending status, and the hardship case is sent for approval as a Human Task with the status marked as editable. Here, if you remove a previously selected account, it would not mean that the Human Task is reflected with these changes.

**Figure 3–2 Hardship application form**

Feature Name: C1_HDSP_STAT				
Feature Type: Hardship Case Status				
Description: Hardship Case Status to be enabled on UI				
Options				
	Option Type	Sequence	Value	Detailed Description
+	Hardship Case Status	1	APP-SUBMIT	Hardship Case status to be enabled on Hardship UI

- The hardship cases created via Application form would get assigned to a given queue as per the algorithm attached on the Pending status. The queue code is a soft parameter and should be updated according to the implementation needs.
- Feature Configuration C1-HRSRLF will be referred when Hardship Application Form is refreshed and applicable accounts for applying Hardship Relief are to be fetched.

The queue allocation for Hardship is different from Deceased.

- The Hardship cases can be cancelled even if it is in the second level of hardship approval process. Earlier the limitation was, once you are in hardship Apply Relief status and task has been created in SOA, then you cannot cancel the cases. Now, you can cancel it.





# 4 Legal Proceeding

This chapter describes the legal proceedings which the bank undertakes when the payment is defaulted by the customers.

## 4.1 Process Summary

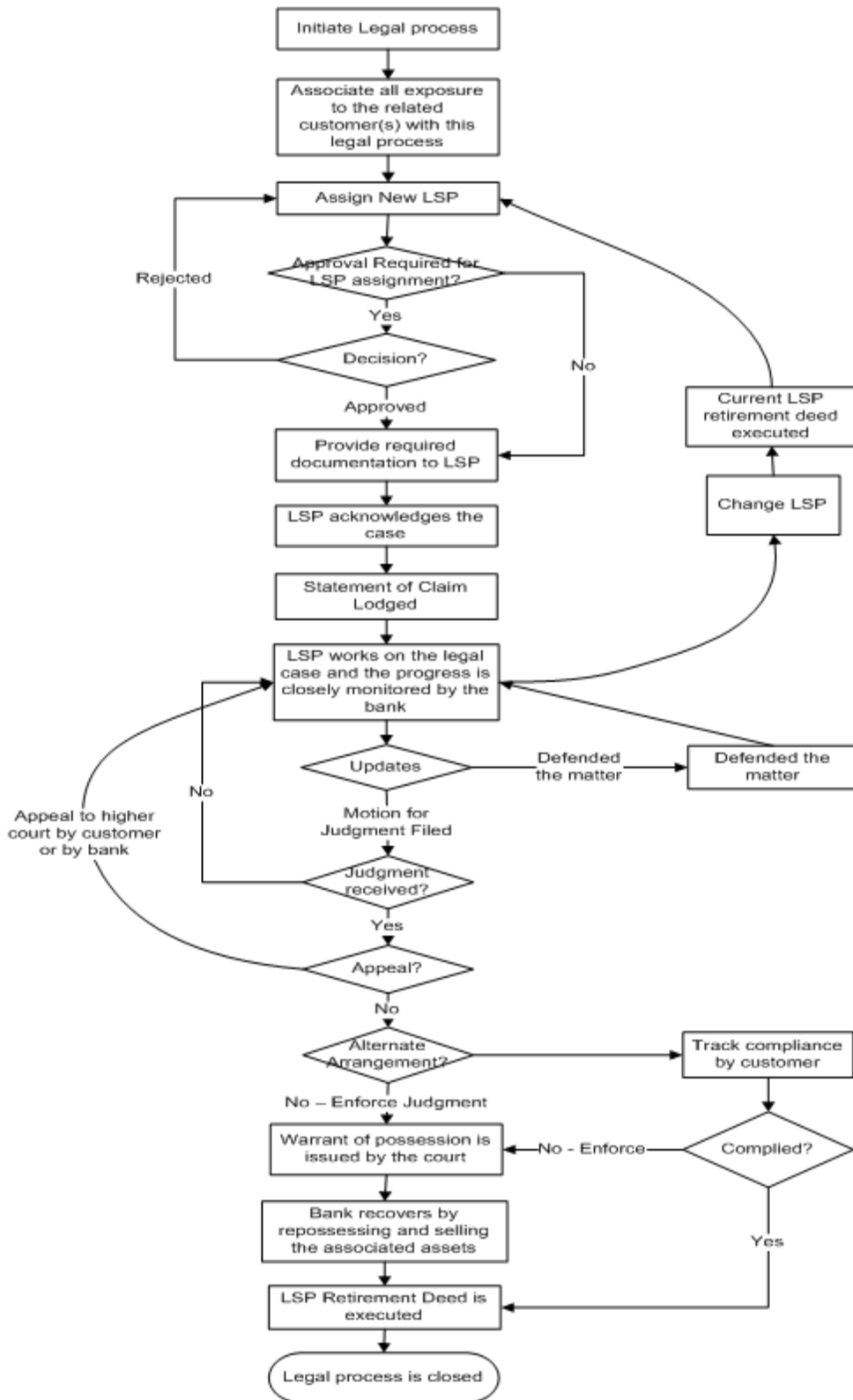
If recovery of overdue by reminders is not successful, bank may opt for engagement of third party Legal Service Providers (LSP) to execute legal actions against defaulting customers. High-level flow for the process is as follows:

- A default notice is sent to the customer specifying a date before which customer is required to pay all the dues.
- If expected payment is not received by the expiry of default notice, bank will engage the LSP to initiate a Legal action.
- LSP lodges the claim in the court and it is served to the customer.
- If customer accepts the claim or no response is received within specified time frame, LSP will file for a motion of judgment.
- In response to the claim, customer may opt for defending the matter in court. Both parties attending the court hearings will then manage this and judge will finally give a decision. Other parties can appeal this in the higher court.
- Judgment made by the court, if in favor of bank, will comprise of an amount, which the customer should pay to the bank, and interest rate indicating the interest bank can charge on amount owed since the date of judgment.
- Once a judgment is received, bank will check for possibility of alternative solution. For example, payment arrangement where the customer agrees to pay in compliance with the court judgment.
- If no alternative solution is agreed or the customer breaches an agreed arrangement, bank will ask the LSP to enforce the judgment. This may be repossession of security by the way of warrant of possession or filing for bankruptcy.

## 4.2 Process Flow

The following diagram describes the process flow of the legal proceedings.

Figure 4–1 Legal Proceedings



## 4.3 Roles and Responsibility

The following table provides the roles and responsibility details.

**Table 4–1 Roles and Responsibility**

Sr. No	Role	Responsibilities
1	Recovery Associate	Prepare Legal Case Review LSP assignments Prepare Required documents for LSP Follow-up with LSP on case progress Initiate repossession of Assets
2	Recovery Supervisor	Approve LSP assignments Manage "No Activity alerts" Monitoring and Tracking
3	Recovery Manager	Approve LSP assignments Manage "No Activity alerts" Monitoring and Tracking

### Case Configuration

The following table describes the case configuration details:

**Table 4–2 Case Configuration**

Case Category	Legal Process
Manual Initiation	Yes By Profile: <<List of Profiles>>
Automated Initiation	Yes Rule ID:
Primary Entity	Account
Allow multiple Association	Yes
Account Association	Same Ownership
Adhoc Account Association	Yes
Account Validation	Account should not be associated with any other legal case. Account should not be associated with any case of same case category.
Non Delinquent Account Association	Yes
Customer Association	Financial Ownership
Adhoc Customer Association	Yes
Customer Validation	None
Automated association in Batch	Yes

Associated Queue	Legal Queue
Create Worklist for Queue	Yes

## 4.4 Case Life Cycle

This section describes the Case Life Cycle details.

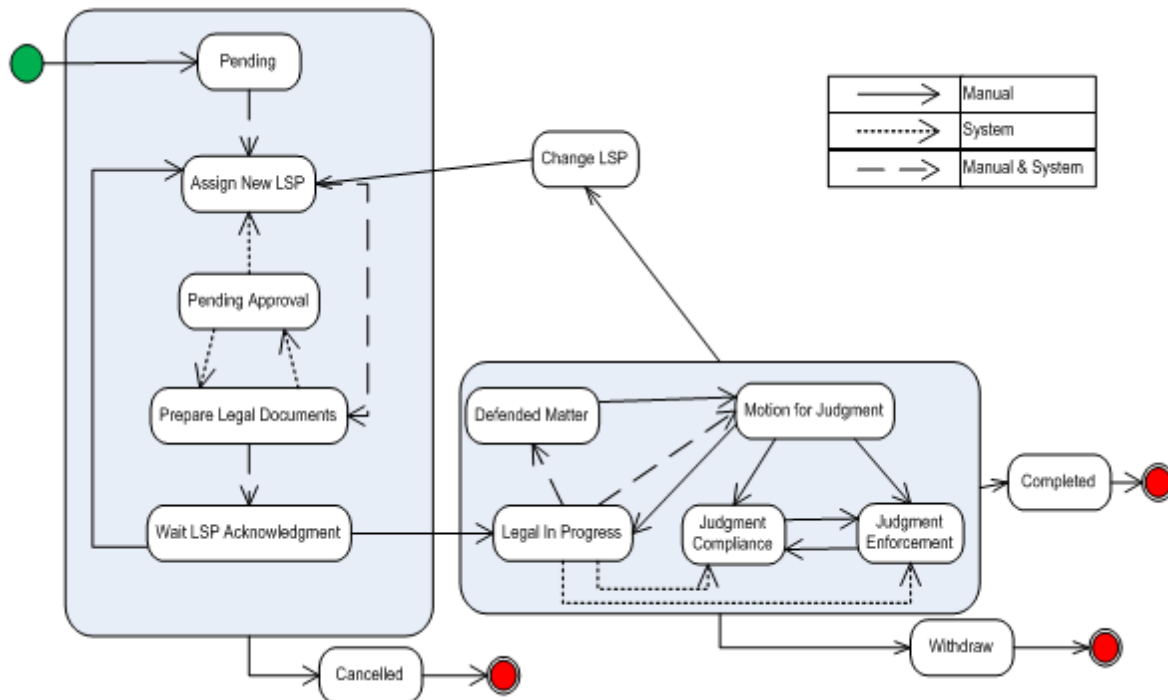
**Table 4–3 Case Life Cycle**

CaseType Code	C1-LEGAL
Char Types used	Account
Case Status Code	<ul style="list-style-type: none"> <li>■ PENDING - Pending</li> <li>■ ASSNEWLSP - Assign New LSP</li> <li>■ PREPLOGDOC - Prepare Legal Documents</li> <li>■ PENDINGAPP - Pending Approval</li> <li>■ WTFRLSPACK - Wait for LSP Acknowledgement</li> <li>■ LEGINPROG - Legal in Progress</li> <li>■ DEFMATTER - Defended Matter</li> <li>■ MTRFRJDGFIELD - Motion for Judgement Filed</li> <li>■ JDGENFORC - Judgement Enforcement</li> <li>■ JDGCOMP - Judgement Compliance</li> <li>■ CHNGORRETLSP - Change or Retire LSP</li> <li>■ COMPLETE - Complete</li> <li>■ WITHDRAW - Withdraw</li> <li>■ CANCEL - Cancel</li> </ul>

### 4.4.1 State Diagram

The following figure is the flow chart representation of the State Diagram.

Figure 4–2 Case Life Cycle - State Diagram



#### 4.4.2 About LSP Assignment Status

LSP Assignment Status manages the assignment of new LSP, approval of assignment and modifications to assignment.

Following are possible values of assignment status:

- **Pending Approval** – This is set as soon as a new LSP is assigned by the system or the user.
- **Approved** – This is set when the assignment is auto approved or approved by supervisor.
- **Rejected** – This is set when supervisor rejects the LSP assignment.
- **Closed** – This is set when:
  - Legal case is complete or withdrawn
  - New LSP is assigned by user or system and status of current assignment was 'Approved'
- **Cancelled** – This is set when:
  - Legal case is cancelled
  - New LSP is assigned by user or system and status of current assignment was 'Pending Approval' or 'Rejected'

Following statuses are considered active assignment and only one LSP can be active at a time:

- Pending Approval
- Approved
- Rejected

### 4.4.3 Pending

This section describes the Pending status.

**Table 4–4 Status: Pending**

<b>Actor</b>	System / Recoveries Associate
<b>Description</b>	<p>Case is created in this status. Primary system activities involve:</p> <ul style="list-style-type: none"> <li>■ Default notice expiry check as per configuration</li> <li>■ Automated association of entities as per configuration</li> <li>■ Automated transition to next status if manual association review check is not required.</li> <li>■ If association review is required, Worklist is created for the case</li> </ul> <p>Primary user activities involve:</p> <ul style="list-style-type: none"> <li>■ Review accounts and customers associated with the case, if required</li> <li>■ Case will appear in users Worklist and once the review is complete it can be manually transitioned to next status</li> </ul>
<b>Modify Association</b>	Yes

#### Enter Processing Algorithm:

**Table 4–5 Status: Pending - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG021	C1-CHKLGL	Check Legal Case	<ul style="list-style-type: none"> <li>■ Case Category = Legal</li> <li>■ Exception To-do = Legal Case Exception</li> <li>■ Exception To-do Role = &lt;&lt;Leave Blank&gt;&gt;</li> </ul>
2	LG020	C1-ASSOENTY	Associate related entities	None
3	LG002	C1-UPDRVWDT	Update Review Date for associated accounts	<ul style="list-style-type: none"> <li>■ Update Type = Remove Review Date</li> <li>■ Days Offset = &lt;&lt;Not Applicable&gt;&gt;</li> <li>■ Override Flag = &lt;&lt;Not Applicable&gt;&gt;</li> </ul>
4	LG001	C1-DEFNOEXP	Default Notice Expiry Check	<ul style="list-style-type: none"> <li>■ Association Type = Primary</li> <li>■ Validation Failure Option = Fail Case Creation</li> </ul>

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>■ Validation Failure To-do Type = &lt;&lt;Blank&gt;&gt;</li> <li>■ Validation Failure To-do Role = &lt;&lt;Blank&gt;&gt;</li> </ul>
5	LG023	C1-ASORVCHK	Association Review Check	<ul style="list-style-type: none"> <li>■ Association Review Required = No</li> <li>■ Next Status = Assign New LSP</li> </ul>

#### Transitions:

**Table 4–6 Status: Pending - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Assign New LSP	System and User	Handled in LG023			Y	Y
2	Cancel	User				N	N

### 4.4.4 Assign New LSP

This section describes the Assign New LSP status.

**Table 4–7 Status: Assign New LSP**

<b>Actor</b>	Recoveries Associate/ System
<b>Description</b>	<p>In this status, a legal service provider is associated with the case. Case is moved to this status in two possible scenarios:</p> <ul style="list-style-type: none"> <li>■ New LSP assignment is required</li> <li>■ Change in LSP assignment is required</li> </ul> <p>Primary System activities:</p> <ul style="list-style-type: none"> <li>■ Check if automated LSP assignment is required. If yes, perform LSP assignment</li> <li>■ Check if legal process was earlier initiated for any of the accounts linked to the case and if LSP assignment from that case needs to be retained (this will be done only for new LSP assignments)</li> <li>■ Check if allocation review is required. If not required, transition the case to next status</li> <li>■ If manual allocation is required, worklist is created for the user</li> </ul> <p>User Activities:</p> <ul style="list-style-type: none"> <li>■ Review, update LSP assignment and manually transition status, if required</li> </ul>
<b>Modify Association</b>	No



**Enter Processing Algorithm:****Table 4–8 Status: Assign New LSP - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG003	C1-DEFNOEXP2	Default Notice Expiry	<ul style="list-style-type: none"> <li>■ Association Type = All Delinquent account</li> <li>■ Validation Failure Option = Fail Status Transition</li> <li>■ Validation Failure To-do Type = &lt;&lt;Blank&gt;&gt;</li> <li>■ Validation Failure To-do Role = &lt;&lt;Blank&gt;&gt;</li> </ul>
2	LG004	C1-ASGNLSP	Assign New LSP	<ul style="list-style-type: none"> <li>■ New LSP Allocation Option = Automated with Manual Review only if previous allocation was retained</li> <li>■ Change LSP Allocation Options = Automated with Manual Review</li> <li>■ Reset Document Submission Date = No</li> <li>■ Previous allocation check = Yes</li> <li>■ Next Status = Prepare Legal Document</li> </ul>

**Transitions:****Table 4–9 Status: Assign New LSP - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Prepare Legal Documents	System and User	Handled in LG004			N	Y
2	Cancel	User				N	N

**4.4.5 Prepare Legal Document**

This section describes the Prepare Legal Document status.

**Table 4–10 Status: Prepare Legal Document**

<b>Actor</b>	Recoveries Associate
<b>Description</b>	<p>In this status, the user is expected to manually gather and prepare all relevant documents to be sent to the LSP.</p> <p>After manually sending the documents to the LSP, the user must update this case with the submission date and manually transition the case status to 'Wait for LSP'</p>

	Acknowledgement'. This step of document preparation is skipped if LSP is being changed and submission date is already present on the case.
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 4–11 Status: Prepare Legal Document - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG016	C1-APPRCHK	Check if approval is required	<ul style="list-style-type: none"> <li>■ Exposure Threshold = &lt;&lt;Blank&gt;&gt;</li> <li>■ Approval Request Status = Pending Approval</li> </ul>

**Transitions:****Table 4–12 Status: Prepare Legal Document - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Wait for LSP Acknowledgement	System	LG005	C1-CHKSUBDT1 Check SubmissionDate	Change Status = Yes Next Status = Wait for LSP Acknowledgement	N	Y
2	Pending Approval	System	Managed by enter processing algorithm LG016			N	N
3	Cancel	User				N	N

**4.4.6 Pending For Approval**

This section describes the Pending For Approval status.

**Table 4–13 Status: Pending for Approval**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	<p>In this status, the system will create an approval request in OPSS. As long as the approval is pending, user cannot update any case related data (UI Template and characteristics).</p> <p>If the case is approved, it will move to Prepare Legal documents status. If rejected, it is pushed back to "Assign LSP" status.</p>
<b>Modify Association</b>	No

## Approval Requirement

**Table 4–14 Status: Pending for Approval - Approval Requirement**

Sr. No.	Approval Parameters	If Approved	If Rejected
1	<ul style="list-style-type: none"> <li>■ System allocation override by user, that is the user has changed the LSP assigned by the system.</li> <li>■ Exposure that is, sum of balances for all accounts associated with the case.</li> </ul>	Move to 'Prepare Legal Document' status Set LSP assignment status to 'Approved' System should store ID of the user approving the assignment	Move to 'Assign LSP' status Set LSP assignment status to 'Rejected' System should store ID of the user rejecting the assignment

### Transitions:

**Table 4–15 Status: Pending for Approval - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Prepare Legal Documents	System	Managed by approval process			N	N
2	Assign LSP	System	Managed by approval process			N	Y
3	Cancel	User				N	N
4	WTFRLSPACK	System	Managed by approval process			N	N

### Exit Processing Algorithm:

**Table 4–16 Status: Pending for Approval - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG024	C1-CANAPPR	Cancel Approval Request	

## 4.4.7 Wait For LSP Acknowledgement

This section describes the Wait For LSP Acknowledgement status.

**Table 4–17 Status: Wait For LSP Acknowledgement**

<b>Actor</b>	Recoveries Associate
--------------	----------------------

<b>Description</b>	This status indicates that acknowledgment from LSP for the case is pending to be received. LSP will review the case and respond with acceptance or can reject taking up the case.
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 4–18 Status: Wait For LSP Acknowledgement - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG006	C1-SETDSPDT	Set display date	Offset days = 3

**Transitions:****Table 4–19 Status: Wait For LSP Acknowledgement - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Legal In progress	User				Y	Y
2	Assign New LSP	User				N	N
3	Cancel	User				N	N

**Exit Processing Algorithm:****Table 4–20 Status: Wait For LSP Acknowledgement - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG012	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity – Level 1</li> <li>■ To-do Type 2 = Legal No Activity - Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

**4.4.8 Legal In Progress**

This section describes the Legal In Progress status.

**Table 4–21 Status: Legal In Progress**

<b>Actor</b>	Recoveries Supervisor / System
<b>Description</b>	This status indicates that litigation is in progress for the case.

	<p>System activities in this status:</p> <ul style="list-style-type: none"> <li>■ When the case enters this status, the system checks if this is re-entry due to change in LSP.</li> <li>■ If so, the case will automatically transition to the status where the previous LSP left off.</li> </ul> <p>User activities in this status:</p> <ul style="list-style-type: none"> <li>■ The user is responsible for updating the case in this status by adding actions and results (for example, follow-up information) relevant for this status.</li> <li>■ Case can be manually transitioned to appropriate status based on outcomes of the litigation in progress</li> </ul>
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 4–22 Status: Legal In Progress - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG008	C1-RESSTATUS	Resume status from previous LSP	None

**Transitions:****Table 4–23 Status: Legal In Progress - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Defended Matter	User				N	N
2	Motion for Judgement Filed	User				Y	N
3	Judgement Enforcement	System				N	N
4	Judgement Compliance	System				N	N
5	Change or Retire LSP	User				N	N
6	Withdraw	User				N	N

**Exit Processing Algorithm:**

**Table 4–24 Status: Legal In Progress - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG012	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity - Level 1</li> <li>■ To-do Type 2 = Legal No Activity - Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### 4.4.9 Defended Matter

This section describes the Defended Matter status.

**Table 4–25 Status: Defended Matter**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	<p>This status represents the event that the customer has defended the matter in court.</p> <p>User activities in this status:</p> <ul style="list-style-type: none"> <li>■ The user is responsible for updating the case in this status by adding actions and results (for example, follow-up information) relevant for this status.</li> <li>■ Case can be manually transitioned to appropriate status based on outcomes of the litigation in progress.</li> </ul>
<b>Modify Association</b>	No

**Transitions:**

**Table 4–26 Status: Defended Matter - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Motion for Judgement Filed	User				N	Y
2	Change LSP	User				N	N
3	Legal In progress	User				N	N
4	Withdraw	User				N	N

**Exit Processing Algorithm:**

**Table 4–27 Status: Defended Matter - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG014	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity – Level 1</li> <li>■ To-do Type 2 = Legal No Activity – Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

#### 4.4.10 Motion For Judgement File

This section describes the Motion For Judgement File status.

**Table 4–28 Status: Motion for judgment File**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	<p>This status represents the event that bank has requested the court to provide a judgement on the claim. The court then gives a judgement. However, it is also possible that court may deny the judgement and the legal process may continue.</p> <p>The user is responsible for manually managing the case in this status by specifying actions and results representing the specific activities such as getting judgment and court order.</p> <p>Once the judgement has been made, below two options are possible:</p> <ul style="list-style-type: none"> <li>■ Debtor can agree on some alternative resolution like a short term payment arrangement, refinance, and so on. Bank will not enforce the judgement received.</li> <li>■ Bank can decide to enforce the judgement if no alternate solution has been agreed or debtor does not comply with the arrangement. Enforcement may lead to serving a warrant of possession or a garnishee order.</li> </ul> <p>Based on the status, case should be transitioned to appropriate status.</p>
<b>Modify Association</b>	No

#### Transitions:

**Table 4–29 Status: Motion for judgment File - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Enforcement	User				N	N
3	Judgement	User				N	N

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
	Compliance						
4	Legal In progress	User				N	Y
5	Withdraw	User				N	N

#### Exit Processing Algorithm:

**Table 4–30 Status: Motion for judgment File - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG015	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity – Level 1</li> <li>■ To-do Type 2 = Legal No Activity – Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### 4.4.11 Judgement Enforcement

This section describes the Judgement Enforcement status.

**Table 4–31 Status: Judgment Enforcement**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	<p>Bank will enforce the judgment to recover the debt:</p> <ul style="list-style-type: none"> <li>■ If a court order of warrant of possession is granted, the user must update the case with the corresponding action and result.</li> <li>■ The case will then automatically create the appropriate Asset Repossession and Sale (ARS) case. Creation of case is managed by the UI.</li> <li>■ The case cannot move out of this status if any ARS case is still open.</li> </ul>
<b>Modify Association</b>	No

#### Transitions:



**Table 4–32 Status: Judgment Enforcement - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Compliance	User				N	Y
3	Complete	User				Y	N

**Exit Processing Algorithm:****Table 4–33 Status: Judgment Enforcement - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG009	C1-CHKCASE	Check active cases	Case Category = Asset Repossession
2	LG015	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity – Level 1</li> <li>■ To-do Type 2 = Legal No Activity – Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

**4.4.12 Judgement Compliance**

This section describes the Judgement Compliance status.

**Table 4–34 Status: Judgment Compliance**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	This status indicates that an alternative arrangement has been reached with the debtor. Case will stay in this status and compliance to the arrangement is tracked.
<b>Modify Association</b>	No

**Transitions:****Table 4–35 Status: Judgment Compliance - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Change LSP	User				N	N
2	Judgement Enforcement	User				N	Y
3	Complete	User				Y	N

**Exit Processing Algorithm:****Table 4–36 Status: Judgment Compliance - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG022	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-do Type 1 = Legal No Activity - Level 1</li> <li>■ To-do Type 2 = Legal No Activity - Level 2</li> <li>■ To-do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

**4.4.13 Change LSP**

This section describes the Change LSP status.

**Table 4–37 Status: Change LSP**

<b>Actor</b>	Recoveries Supervisor
<b>Description</b>	Case is moved to this status, if a change in LSP is required. Collector is expected to update the Date of retirement deed for the current LSP and move the case to Assign New LSP status.
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 4–38 Status: Change LSP - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-SAVPRESTA	Algorithm to save previous state	

**Transitions:****Table 4–39 Status: Change LSP - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Assign New LSP	User				Y	Y
2	Withdraw	User				Y	N

**4.4.14 Complete**

This section describes the Complete status.

**Table 4–40 Status: Complete**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status indicates that case has closed. No more activities can be done on the case. Case is available in history for reference.
<b>Modify Association</b>	No

**Enter Processing Algorithm:**

**Table 4–41 Status: Complete - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG010	C1-UPDRVWDT	Update Review Date for associated accounts	<ul style="list-style-type: none"> <li>■ Update Type = Set Review Date</li> <li>■ Days Offset = 0</li> <li>■ Override Flag = Y</li> </ul>
2	LG019	C1-LSPSTATUS	Update LSP Assignment status	Status = Closed

#### 4.4.15 Withdrawn

This section describes the Withdrawn status.

**Table 4–42 Status: Withdrawn**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status represents the event that an LSP has started legal proceedings for the bank but the activity needs to cease for some reason. Withdraw Reason is supplied. This will close the case.
<b>Modify Association</b>	No

**Enter Processing Algorithm:**

**Table 4–43 Status: Withdrawn - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	LG011	C1-UPDRVWDT	Update Review Date for associated accounts	<ul style="list-style-type: none"> <li>■ Update Type = Set Review Date</li> <li>■ Days Offset = 0</li> <li>■ Override Flag = Y</li> </ul>
2	LG017	C1-LSPSTATUS	Update LSP Assignment status	Status = Closed

#### 4.4.16 Cancel

This section describes the Cancel status.

**Table 4–44 Status: Cancel**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status represents the event that an LSP has not started legal proceedings for the bank and the activity needs to cease for some reason. Cancel Reason is supplied. This will close the case.
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 4–45 Status: Cancel - Enter Processing Algorithm**

<b>Sr. No.</b>	<b>Algorithm</b>	<b>Algorithm Type</b>	<b>Description</b>	<b>Parameters</b>
1	LG011	C1-UPDRVWDT	Update Review Date for associated accounts	<ul style="list-style-type: none"> <li>■ Update Type = Set Review Date</li> <li>■ Days Offset = 0</li> <li>■ Override Flag = Y</li> </ul>
2	LG018	C1-LSPSTATUS	Update LSP Assignment status	Status = Cancelled



# 5 Asset Repossession and Sale

This chapter describes the process of bank's repossession of the customer's assets and sale of the asset to recover the amount due.

## 5.1 Process Summary

The right for the bank to realize assets securing a customer's debt can only come about through either of the following:

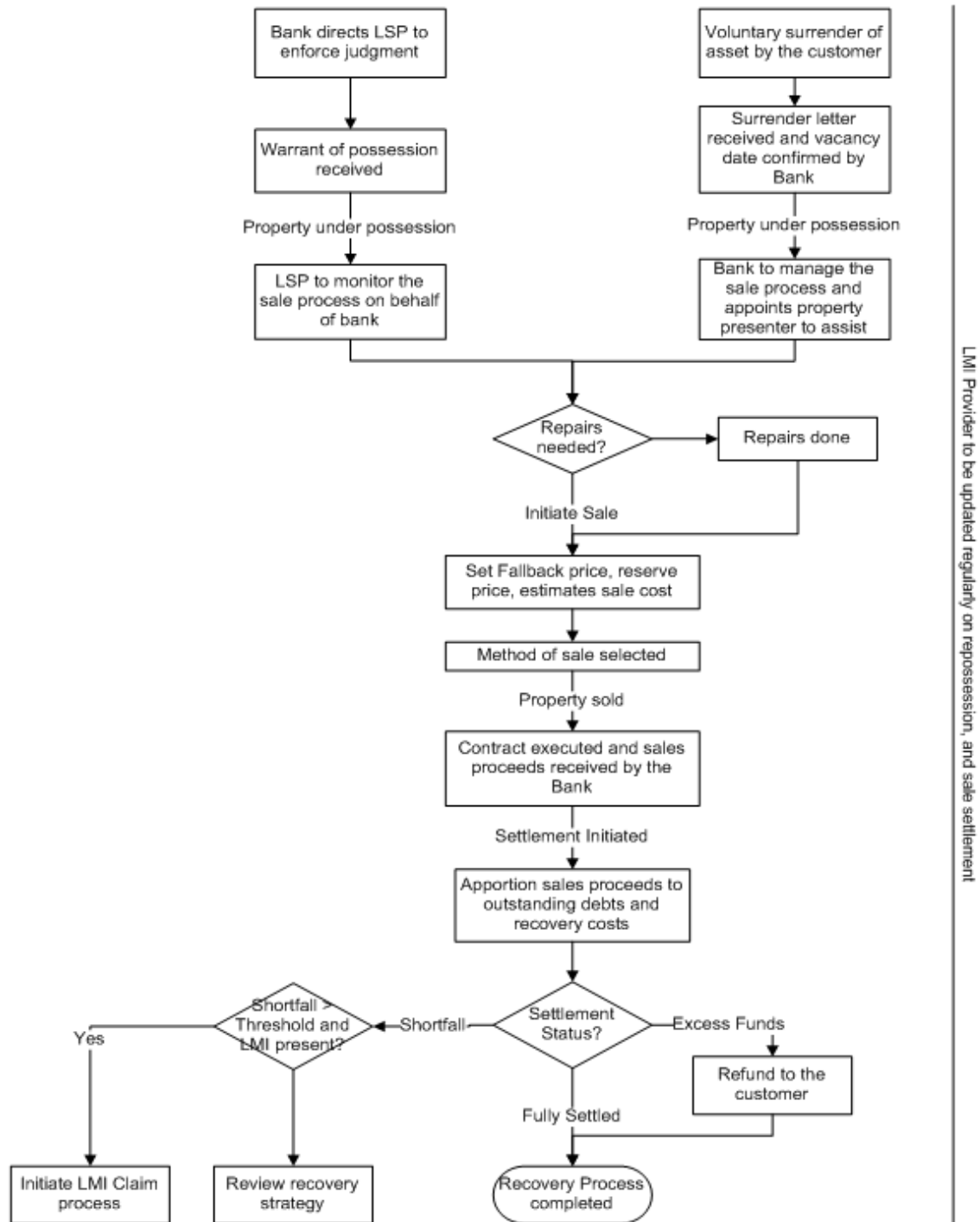
- The customer surrendering their legal rights of ownership (and tenancy) to the asset (that is, voluntary possession), OR
- As a result of the bank pursuing legal action through one of its Legal Service Providers (LSPs) against the customers that results in the court awarding the bank Warrant of Possession of the collateral asset (s).

In case LSP is involved, bank can instruct the same LSP to manage on its behalf the realization of repossessed assets including the related conveyance. However if LSP is not involved, bank will manage the repossession with help of a property presenter.

## 5.2 Process Flow

The following diagram describes the process flow of the asset repossession and sale of the asset to recover the amount due.

Figure 5–1 Asset Repossession and Sale



LMI Provider to be updated regularly on repossession, and sale settlement

## 5.3 Roles and Responsibility

The following table provides the roles and responsibility details.

**Table 5–1 Roles and Responsibility**

Sr. No	Role	Responsibilities
1	Recovery Associate	In case LSP is managing the sale process, recovery associate will follow-up with LSP for updates on repossession and sale process. Also update LMI provider on sale progress. If process is managed by Bank, Recovery associate will directly manage the repossession and sale process.
2	Recovery Supervisor	Supervise repossession and sale operations. Ensure activities are completed within specified SLAs.
3	Recovery Manager	Supervise repossession and sale operations. Ensure activities are completed within specified SLAs.

### Case Configuration

The following table describes the case configuration details:

**Table 5–2 Case Configuration**

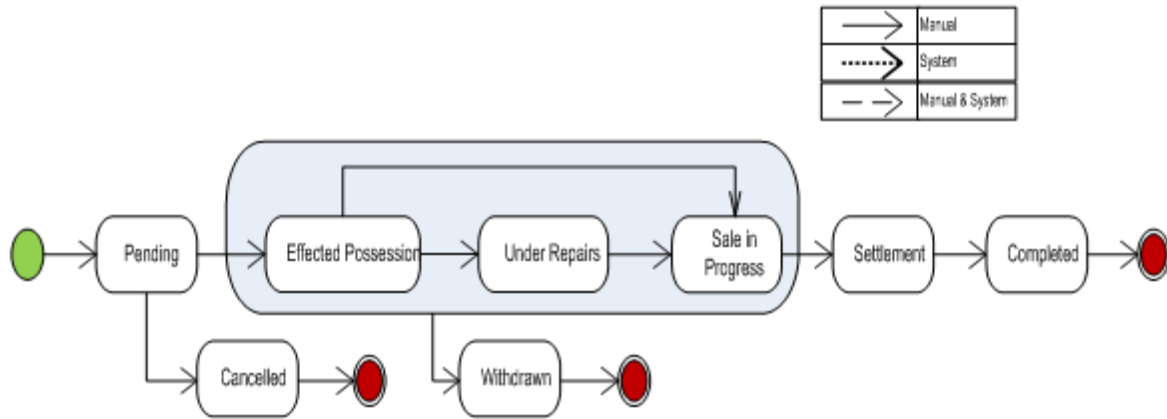
Case Category	Asset Repossession
Manual Initiation	Yes By Profile: <<List of Profiles>>
Automated Initiation by Strategy Monitor	No Rule ID: Not Applicable
Primary Entity	Account
Allow multiple Association	Yes
Account Association	Same Ownership
Adhoc Account Association	Yes
Account Validation	
Non Delinquent Account Association	Yes
Customer Association	Financial Ownership
Adhoc Customer Association	Yes
Customer Validation	None
Automated association in Batch	Not Applicable
Associated Queue	Repossession and Sale Queue
Create Worklist for Queue	Yes

## 5.4 Case Life Cycle

This section describes the Case Life Cycle details.



**Figure 5–2 Case Life Cycle**



### 5.4.1 Pending

This section describes the details of the Pending status.

Figure 5–3 Status: Pending



Table 5–3 Status: Pending

<b>Actor</b>	Recoveries Associate / System
<b>Description</b>	Case is created in this status. <ul style="list-style-type: none"> <li>■ System will verify that the collateral being associated is not sold OR another active repossession case is not running on the same.</li> </ul>

	<ul style="list-style-type: none"> <li>■ All accounts secured by the collateral being repossessed are associated with the case. Only the accounts in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery are considered for this.</li> <li>■ User will follow-up on the possession status of the asset. Once the asset has been repossessed case is moved to Effected possession status to initiate the sale process.</li> <li>■ If the repossession is result of a legal case and LSP is involved, sale and realization process is managed by LSP. If LSP is not involved property presenter is engaged by the bank to manage the process.</li> </ul>
<b>Modify Association</b>	Yes

### Enter Processing

**Table 5–4 Status: Pending - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR001	C1-VRFYCOLS	Collateral Verification	Case Category = Asset Repossession Collateral Type = Property
2	AR002	C1-ARSACCTS	Account association for asset repossession case	None
3	AR017	C1-ARSCUSTS	Customer association for asset repossession case	None
4	AR021	C1-UPCOLPROP	Update Collateral properties	UpdateCollateralProperty=SET

### No Activity Monitoring

**Table 5–5 Status: Pending - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

### Mandatory Follow-up

**Table 5–6 Status: Pending - Mandatory Follow-up**

Sr. No.	Results
1	Possession complete

### Transitions

**Table 5-7 Status: Pending - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Effectuated Possession	User				Y	Y
2	Cancelled	User				N	N

**Exit Processing**

**Table 5-8 Status: Pending - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR003	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ARS No Activity Level 1</li> <li>■ To-Do Type 2 = ARS No Activity Level 1</li> <li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

**5.4.2 Effectuated Possession**

This section describes the details of the Effectuated Possession status.

Figure 5–4 Status: Effected Possession

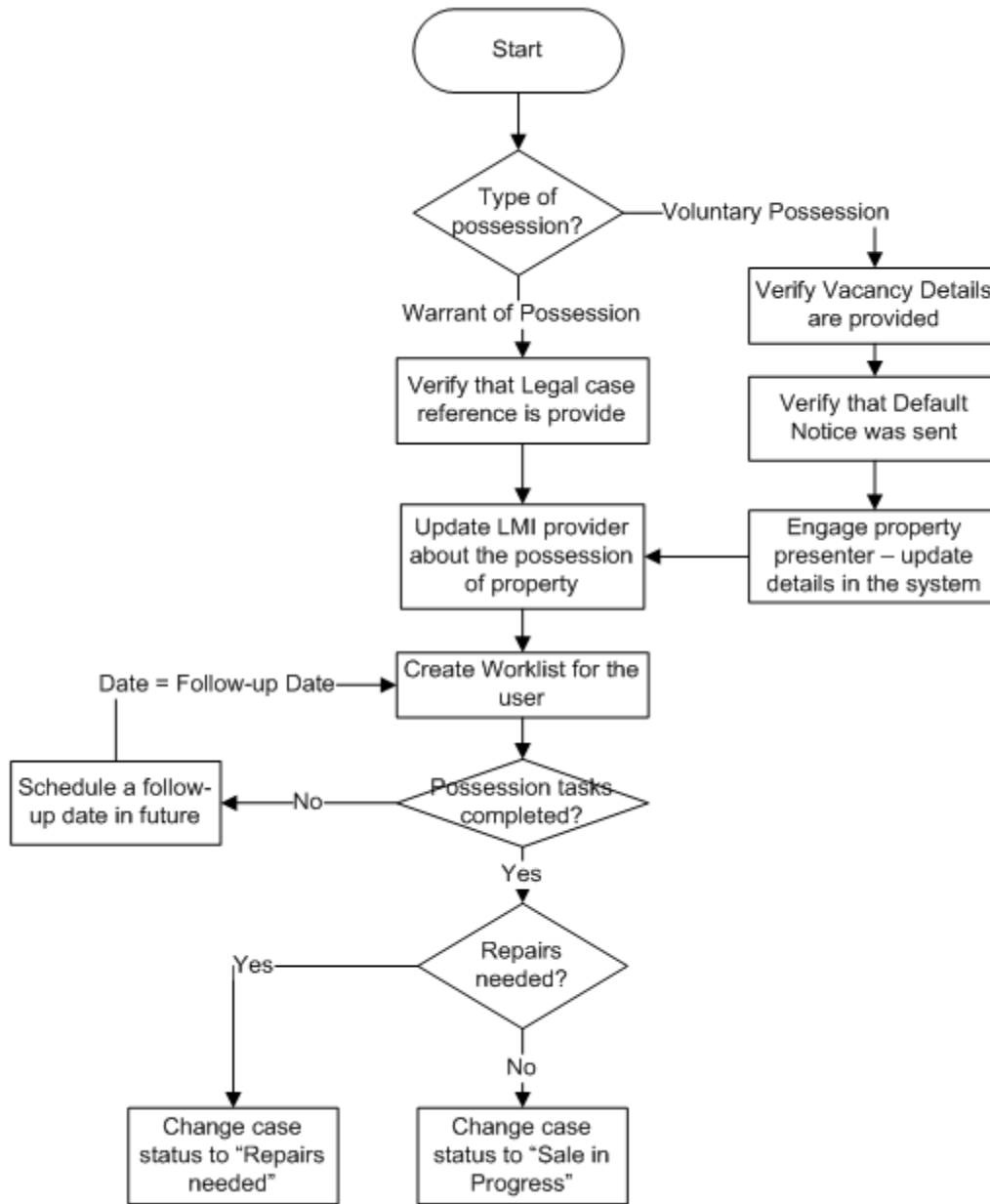


Table 5–9 Status: Effected Possession

<b>Actor</b>	Recovery Associate
<b>Description</b>	<p>Case is manually transitioned, to this status.</p> <ul style="list-style-type: none"> <li>For Voluntary possession system validates that vacancy information has been provided. Recovery associate will then engage property presenter to</li> </ul>

	<p>assist in managing the sale. Also validate that default notice was sent.</p> <ul style="list-style-type: none"> <li>■ For Warrant of possession, verify that legal case reference is given.</li> <li>■ Associate will confirm if repairs are needed for the property.</li> </ul>
<b>Modify Association</b>	Yes

### Enter Processing

**Table 5–10 Status: Effected Possession - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR004	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	<ul style="list-style-type: none"> <li>■ Reference char type = Type of Possession</li> <li>■ Reference char value = Voluntary Possession</li> <li>■ Mandatory char type 1 = Vacancy Date</li> <li>■ Mandatory char type 2 = Vacancy Possession Indemnity Policy Reference</li> <li>■ Mandatory char type 3 = Vacancy Possession Indemnity Effective Date</li> <li>■ Mandatory char type 4 = Property Surrender Letter Reference</li> <li>■ Mandatory char type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>
2	AR005	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	<ul style="list-style-type: none"> <li>■ Reference char type = Type of Possession</li> <li>■ Reference char value = Warrant of Possession</li> <li>■ Mandatory char type 1 = Legal Case ID</li> <li>■ Mandatory char type 2 = &lt;&lt;Blank&gt;&gt;</li> <li>■ Mandatory char type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ Mandatory char type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ Mandatory char type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>
3	AR007	C1-UPCOLLSTX	Update Collateral Status in the host	<ul style="list-style-type: none"> <li>■ Collateral Status = Repossessed</li> <li>■ Exception To-Do Type = Status update Failure</li> <li>■ Exception To-Do Role = &lt;&lt;Blank&gt;&gt;</li> </ul>

### In State Processing

**Table 5–11 Status: Effected Possession - In State Processing**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR008	C1-COLLVALX	Initiate collateral valuation	<ul style="list-style-type: none"> <li>■ Assessment Expiry Days = 60</li> <li>■ To-do Type = Initiate Collateral Valuation</li> <li>■ To-do Role = &lt;&lt;Blank&gt;&gt;</li> <li>■ Days since closure of last To-do = 30</li> </ul>

### No Activity Monitoring

**Table 5–12 Status: Effected Possession - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

### Mandatory Follow-up

**Table 5–13 Status: Effected Possession - Mandatory Follow-up**

Sr. No.	Results
1	Confirmed Repossession / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)
2	Insurance Obtained / Not Required

### Transitions

**Table 5–14 Status: Effected Possession - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Sale in Progress	User				Y	Y
2	Under Repairs	User				Y	N
3	Withdrawn	User				N	N

### Exit Processing

**Table 5–15 Status: Effected Possession - Exit Processing Algorithm**

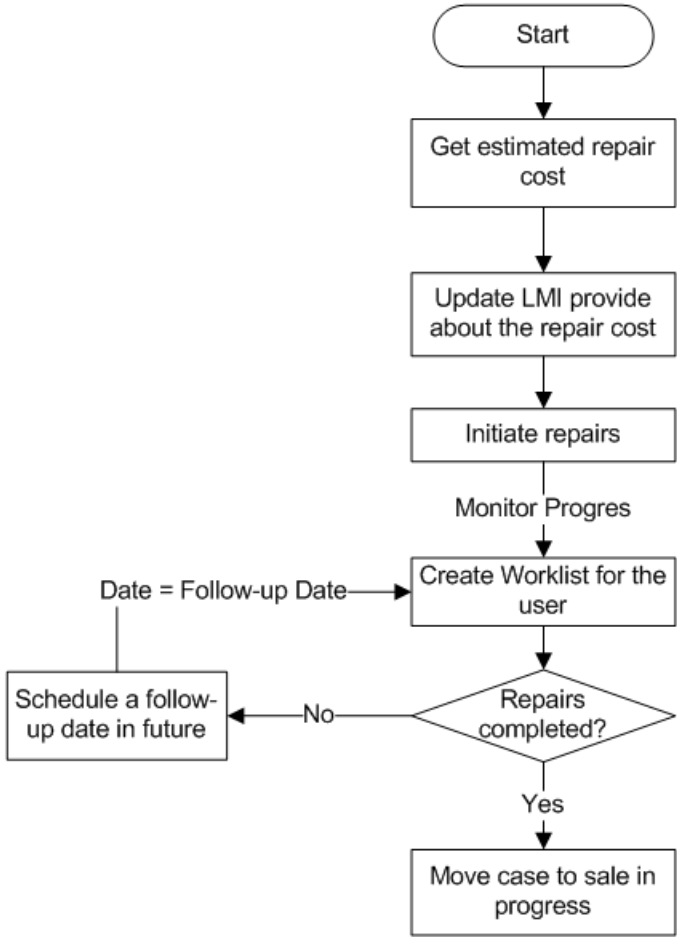
Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR009	C1-CLSTODO	Close To-do's	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ARS No Activity</li> </ul>

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
			linked to the case	Level 11 ■ To-Do Type 2 = ARS No Activity Level 1 ■ To-Do Type 3 = <<Blank>> ■ To-Do Type 4 = <<Blank>> ■ To-Do Type 5 = <<Blank>>

### 5.4.3 Under Repairs

This section describes the details of assets in the Under Repairs status.

Figure 5-5 Status: Under Repairs





**Table 5–16 Status: Under Repairs**

<b>Actor</b>	Recovery Associate
<b>Description</b>	Case is moved to this status, if property needs to be repaired. Cost of repair needs to be informed to LMI provider if the property has LMI insurance. Case will then be moved to Sale In Progress status.
<b>Modify Association</b>	Yes

**In State Processing****Table 5–17 Status: Under Repairs - In State Processing**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR010	C1-COLLVALX	Initiate collateral valuation	<ul style="list-style-type: none"> <li>■ Assessment Expiry Days = 60</li> <li>■ To-do Type = Initiate Collateral Valuation</li> <li>■ To-do Role = &lt;&lt;Blank&gt;&gt;</li> <li>■ Days since closure of last To-do = 30</li> </ul>

**No Activity Monitoring****Table 5–18 Status: Under Repairs - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

**Mandatory Follow-up****Table 5–19 Status: Under Repairs - Mandatory Follow-up**

Sr. No.	Results
1	Confirmed Repairs / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)

**Transitions****Table 5–20 Status: Under Repairs - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Sale in Progress	User				Y	Y
2	Withdrawn	User				N	N

**Exit Processing**

Table 5–21 Status: Under Repairs - Exit Processing Algorithm

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR011	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"><li>■ To-Do Type 1 = ARS No Activity Level 1</li><li>■ To-Do Type 2 = ARS No Activity Level 1</li><li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li><li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li><li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li></ul>

### 5.4.4 Sale In Progress

This section describes the details of assets which are in the Sale In Progress status.

Figure 5–6 Status: Sale In Progress

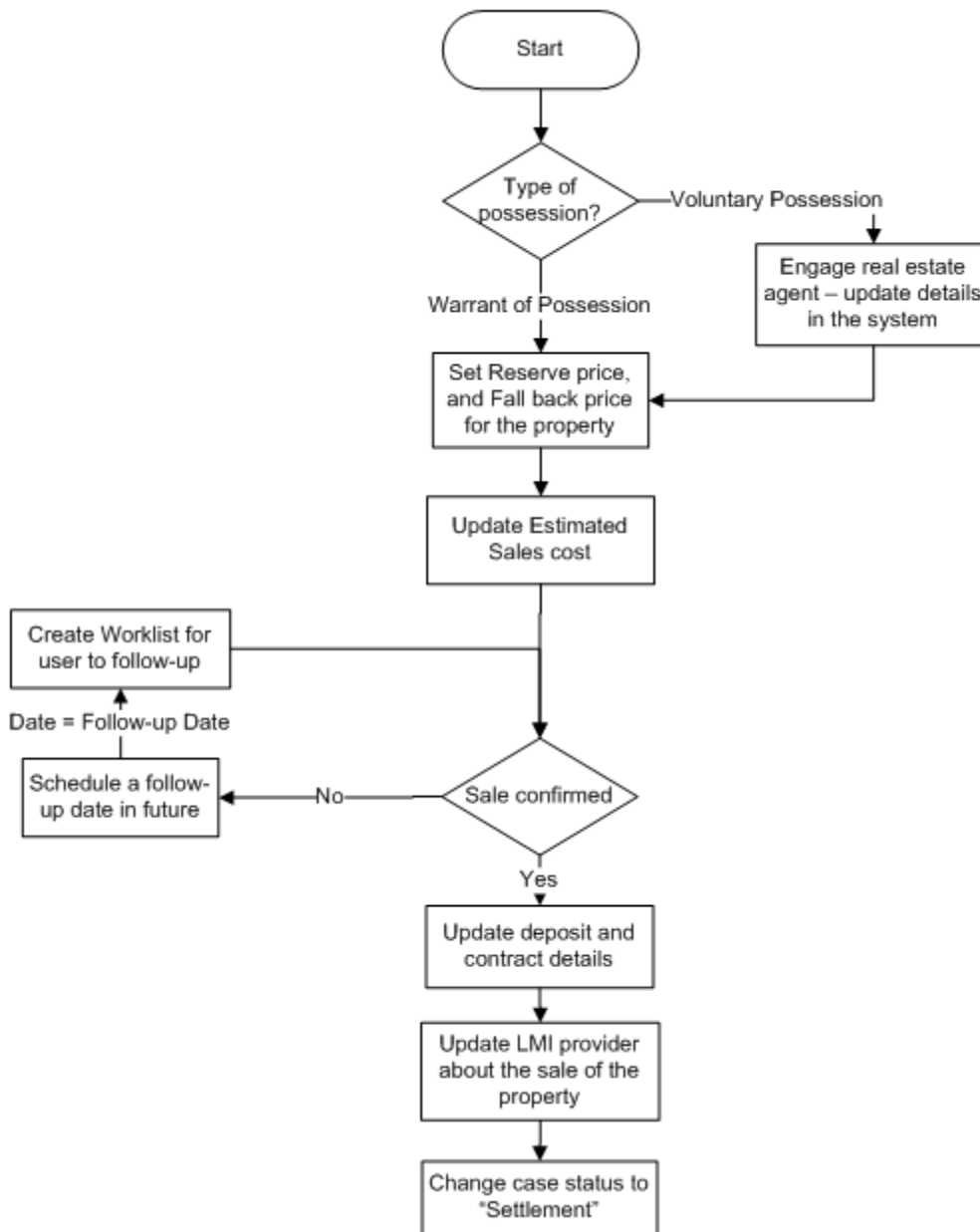


Table 5–22 Status: Sale In Progress

<b>Actor</b>	Recovery Associate
<b>Description</b>	For Voluntary possession of property, bank will appoint a real estate agent to manage the sale process. In other case LSP will manage the process. Reserve price, Fall back price, Estimated cost of sale is updated by the user. Once the sale is confirmed, deposit and contract details are captured in the system. LMI provider is updated about the sale of the property.
<b>Modify Association</b>	Yes

### In State Processing

**Table 5–23 Status: Sale In Progress - In State Processing**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR012	C1-COLLVALX	Initiate collateral valuation	<ul style="list-style-type: none"> <li>■ Assessment Expiry Days = 60</li> <li>■ To-do Type = Initiate Collateral Valuation</li> <li>■ To-do Role = &lt;&lt;Blank&gt;&gt;</li> <li>■ Days since closure of last To-do = 30</li> </ul>

### No Activity Monitoring

**Table 5–24 Status: Sale In Progress - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

### Mandatory Follow-up

**Table 5–25 Status: Sale In Progress - Mandatory Follow-up**

Sr. No.	Results
1	Confirmed Collateral Sold / Not Required (This is for LMI Provider - It is captured as outcome of LMI Follow-up)

### Transitions

**Table 5–26 Status: Sale In Progress - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Settlement	User				Y	Y
2	Withdrawn	User				N	N

### Exit Processing

**Table 5–27 Status: Sale In Progress - Exit Processing Algorithm**

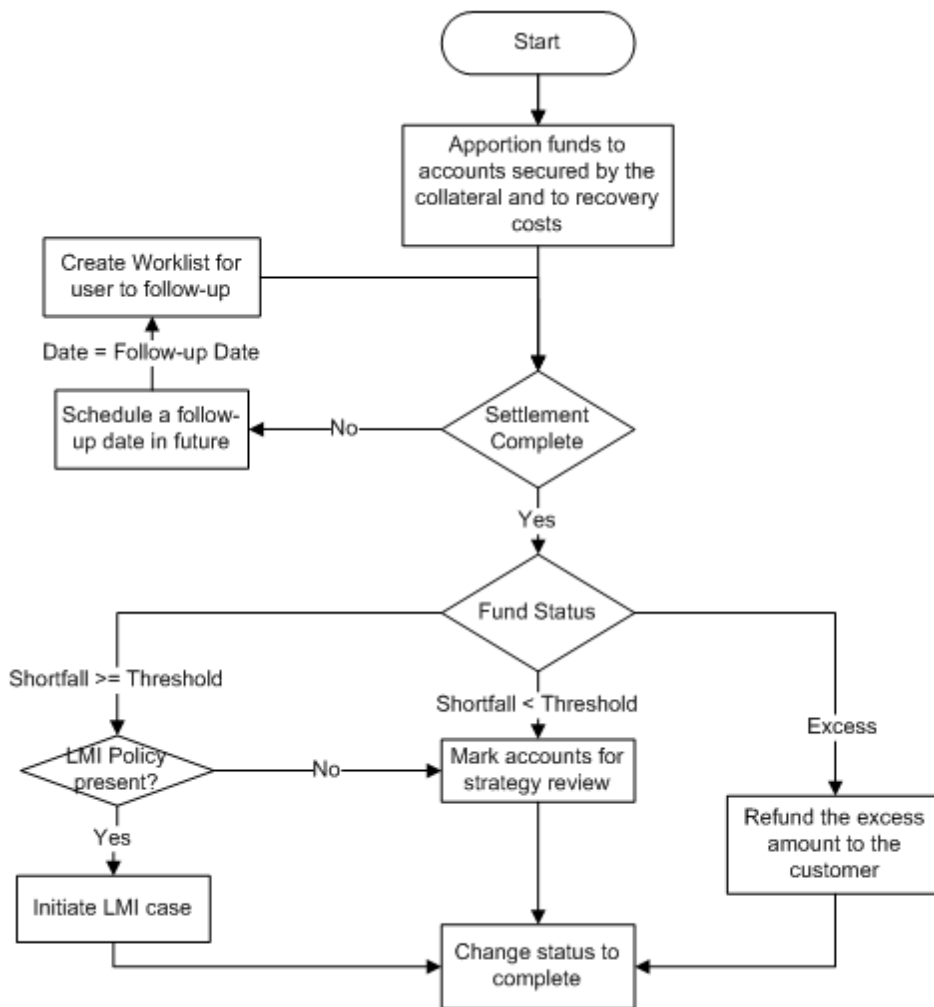
Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR013	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ARS No Activity Level 1</li> <li>■ To-Do Type 2 = ARS No Activity Level 1</li> </ul>

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>■ To-Do Type 3 = Initiate Collateral Valuation</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### 5.4.5 Settlement

This section describes the details of assets in Settlement status.

Figure 5–7 Status: Settlement



**Table 5–28 Status: Settlement**

<b>Actor</b>	Recovery Associate
<b>Description</b>	<p>Case is moved to this status when the sale process is complete that is, property is sold and settlement is due.</p> <p>Sale proceeds are apportioned to the secured accounts and recovery costs. Post apportionment below scenarios are possible:</p> <ul style="list-style-type: none"> <li>■ There is a shortfall more than a specific threshold amount: <ul style="list-style-type: none"> <li>• If LMI policy is associated with facility of the account, initiate a case to create a LMI claim.</li> <li>• If LMI Policy is not associated, mark account for strategy review.</li> </ul> </li> <li>■ Shortfall is less than threshold amount or funds are fully settled: <ul style="list-style-type: none"> <li>• If LMI Policy is not associated, mark account for strategy review.</li> <li>• These accounts should be cured by cure monitor.</li> <li>• This will however depend on cure monitor configuration.</li> </ul> </li> </ul>
<b>Modify Association</b>	Yes

**Enter Processing****Table 5–29 Status: Settlement - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR014	C1-CHARVALZ	Subjective Validations for Mandatory Characteristics	<ul style="list-style-type: none"> <li>■ Reference char type = Type of Possession</li> <li>■ Reference char value = Voluntary Possession</li> <li>■ Mandatory char type 1 = Contractor Details</li> <li>■ Mandatory char type 2 = Conveyance Details</li> <li>■ Mandatory char type 3</li> <li>■ Mandatory char type 4</li> <li>■ Mandatory char type 5</li> </ul>
2	AR015	C1-UPCOLLSTX	Update Collateral Status in the host	<ul style="list-style-type: none"> <li>■ Collateral Status = Sold</li> <li>■ Exception To-Do Type = Status update Failure</li> <li>■ Exception To-Do Role = &lt;&lt;Blank&gt;&gt;</li> </ul>

**No Activity Monitoring**

**Table 5–30 Status: Settlement - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
5	ARS No Activity Level 1			
10	ARS No Activity Level 2			

**Mandatory Follow-up****Table 5–31 Status: Settlement - Mandatory Follow-up**

Sr. No.	Results
1	LMI Provider Update done / Not Required
2	Refund Processed / Not Required

**Transitions****Table 5–32 Status: Settlement - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	Completed	User				Y	Y

**Exit Processing****Table 5–33 Status: Settlement - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR016	C1-VALSET	Validate Settlement	None
2	AR019	C1-INITLMI	Initiate LMI	<ul style="list-style-type: none"> <li>■ Balance Threshold = \$1000</li> <li>■ LMI Case Type = LMICASE</li> <li>■ Initiate LMI Options - Initiate LMI with highest insured amount</li> <li>■ LMI insurer code</li> <li>■ No LMI Option - Mark primary account for strategy review</li> </ul>
3	AR018	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ARS No Activity Level 1</li> <li>■ To-Do Type 2 = ARS No Activity Level 1</li> <li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### 5.4.6 Completed

This section describes the details of assets in Completed status.

**Table 5–34 Status: Completed**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status marks the completion of the asset repossession and sale process.
<b>Modify Association</b>	No

### 5.4.7 Cancelled

This section describes the details of assets in Cancelled status.

**Table 5–35 Status: Cancelled**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status marks the cancellation of the repossession and sale of an asset. This status is only available before actual possession (eviction or voluntary surrender) of a property.
<b>Modify Association</b>	No

#### Enter Processing

**Table 5–36 Status: Cancelled - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-UPCOLPROP	Update Collateral Property	UpdateCollateralProperty

### 5.4.8 Withdrawn

This section describes the details of assets in Withdrawn status.

**Table 5–37 Status: Withdrawn**

<b>Actor</b>	Not Applicable
<b>Description</b>	This status marks the withdrawal of the repossession and sale of an asset after actual possession (eviction or voluntary surrender) or during sale of a property.
<b>Modify Association</b>	No

#### Enter Processing

**Table 5–38 Status: Withdrawn - Enter Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1	AR020	C1-UPCOLLSTX	Update Collateral Status in the host	<ul style="list-style-type: none"> <li>■ Collateral Status = "With the Customer"</li> </ul>



Sr. No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>■ Exception To-Do Type = Status update Failure</li> <li>■ Exception To-Do Role = &lt;&lt;Blank&gt;&gt;</li> </ul>
2	AR022	C1-UPCOLPROP	Update Collateral properties	UpdateCollateralProperty=RESET

### Case Characteristics

Table 5–39 Case Characteristics

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
COLATTC	Collateral ID	Text Box - User to enter the collateral ID for which repossession case is being initiated	This cannot be edited once the case is created	For Entry into <ul style="list-style-type: none"> <li>■ Pending</li> </ul>	None
COLDESC	Collateral Description	System should set this characteristics to the description of the collateral based on the collateral ID of the case	This cannot be edited by the user	For Entry into <ul style="list-style-type: none"> <li>■ Pending</li> </ul>	None
TPOFPOSS	Type of Possession	List of Values <ul style="list-style-type: none"> <li>■ Warrant of Possession</li> <li>■ Voluntary Possession</li> </ul>	<ul style="list-style-type: none"> <li>■ Pending</li> </ul>	For Entry into <ul style="list-style-type: none"> <li>■ Pending</li> </ul>	None
EXPOS	Expected Possession Date	Date	<ul style="list-style-type: none"> <li>■ Pending</li> </ul>	For Entry into <ul style="list-style-type: none"> <li>■ Pending</li> </ul>	Hidden in all statuses except Pending
ACPOS	Actual Possession Date	Date	<ul style="list-style-type: none"> <li>■ Pending</li> <li>■ Effected Possession</li> </ul>	For Entry into <ul style="list-style-type: none"> <li>■ Sale in Progress</li> <li>■ Under repairs</li> </ul>	None
TYOFOCC	Type of Occupancy	List of Values <ul style="list-style-type: none"> <li>■ Not Occupied</li> <li>■ On Lease</li> </ul>	<ul style="list-style-type: none"> <li>■ Pending</li> </ul>	Not Mandatory	None

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
		<ul style="list-style-type: none"> <li>■ Rented</li> <li>■ Self Occupied</li> <li>■ Not Known</li> </ul>			
LEGPROID	Legal Process ID	Text Box - Value to be provided by legal case originating the process or by the user Validation - there should be active case in system with this ID	<ul style="list-style-type: none"> <li>■ Pending</li> </ul>	Not Mandatory	None
VACANCY D	Vacancy Date	Text Box Validation - should be a valid date	Can be edited in any status	Not Mandatory	None
VAPOIDPR	Vacancy Possession Indemnity Policy Reference	Text Box	Can be edited in any status	Not Mandatory	None
VAPOIEFD	Vacancy Possession Indemnity Effective Date	Text Box Validation - should be a valid date	Can be edited in any status	Not Mandatory	None
PROSUREF	Property Surrender Letter Reference	Text Box	Can be edited in any status	Not Mandatory	None
PROPPRES	Property Presenter	List of Values - This should display all vendors from the vendor management module where service type is "property presenter"	Can be edited in any status	Not Mandatory	Hidden in Pending status
PROPPRC O	Property Presenter Contact Person	Text	Can be edited in any status	Not Mandatory	Hidden in Pending status
PROPPRC N	Property Presenter Contact	Number	Can be edited in any status	Not Mandatory	Hidden in Pending status

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
	Number				
REALESAG	Real Estate Agency	List of Values - This should display all vendors from the vendor management module where service type is "Real Estate Agent"	Can be edited in any status	Not Mandatory	Hidden in Pending status
ESTRECOS	Estimated Repair Cost		Can be edited in any status. Should be >= 0	For Entry into Status <ul style="list-style-type: none"> <li>■ Under Repairs</li> <li>■ Sale In Progress</li> </ul>	Hidden in Pending status
METHOSAL	Method of Sale	List of Values <ul style="list-style-type: none"> <li>■ Auction</li> <li>■ Expression of Interest</li> <li>■ Tender</li> <li>■ Private Treaty Sale</li> <li>■ Other</li> </ul>	<ul style="list-style-type: none"> <li>■ Effected possession</li> <li>■ Under Repairs</li> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending status
RESEPRIC	Reserve Price	Number	<ul style="list-style-type: none"> <li>■ Effected possession</li> <li>■ Under Repairs</li> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	Hidden in Pending status
HOSTID	HOSTID	Number	<ul style="list-style-type: none"> <li>■ Pending</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Pending</li> </ul>	
SALCONTY	Sale Contract Type	List of values <ul style="list-style-type: none"> <li>■ Conditional</li> <li>■ Unconditional</li> </ul>	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
					and Under Repairs status
CONSAPRI	Contract Sale Price	Number	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
CONTDETA	Contractor Details	Date	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
CONVDETA	Conveyance r Details	Text	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>		Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
DEPOAMOU	Deposit Amount	Number	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
DEPECEDT	Deposit Receipt Date	Number	<ul style="list-style-type: none"> <li>■ Sale in Progress</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession and Under Repairs status
SETDUEDT	Settlement Due Date	Number	<ul style="list-style-type: none"> <li>■ Sale in</li> </ul>	For Entry into Status	Hidden in

Case Char Type	Field Name	Description / Validation / Computations	Editable in status	Mandatory in Status	Hidden in Status
			Progress	<ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	Pending, Sale In Progress, Effected Possession and Under Repairs status
SETAMOUN	Settlement Amount	Number	<ul style="list-style-type: none"> <li>■ Settlement</li> </ul>	For Entry into Status <ul style="list-style-type: none"> <li>■ Completed</li> </ul>	Hidden in Pending, Sale In Progress, Effected Possession, Under Repairs and Sale In Progress status
WITHREAS	Withdraw Reason	List of Values <ul style="list-style-type: none"> <li>■ Collateral Redeemed by customer</li> <li>■ Not commercial to pursue</li> <li>■ Other</li> </ul>	All Status	For Entry into Status <ul style="list-style-type: none"> <li>■ Withdraw</li> </ul>	None
CANCREAS	Cancel Reason	List of Values <ul style="list-style-type: none"> <li>■ Collateral Redeemed by customer</li> <li>■ Not commercial to pursue</li> <li>■ Other</li> </ul>	All Status	For Entry into Status <ul style="list-style-type: none"> <li>■ Cancelled</li> </ul>	None

# 6 Right of Set-off

This chapter describes the process of bank's right to set-off the unpaid arrears after a series of reminders and recover all or a portion of arrears.

## 6.1 Process Summary

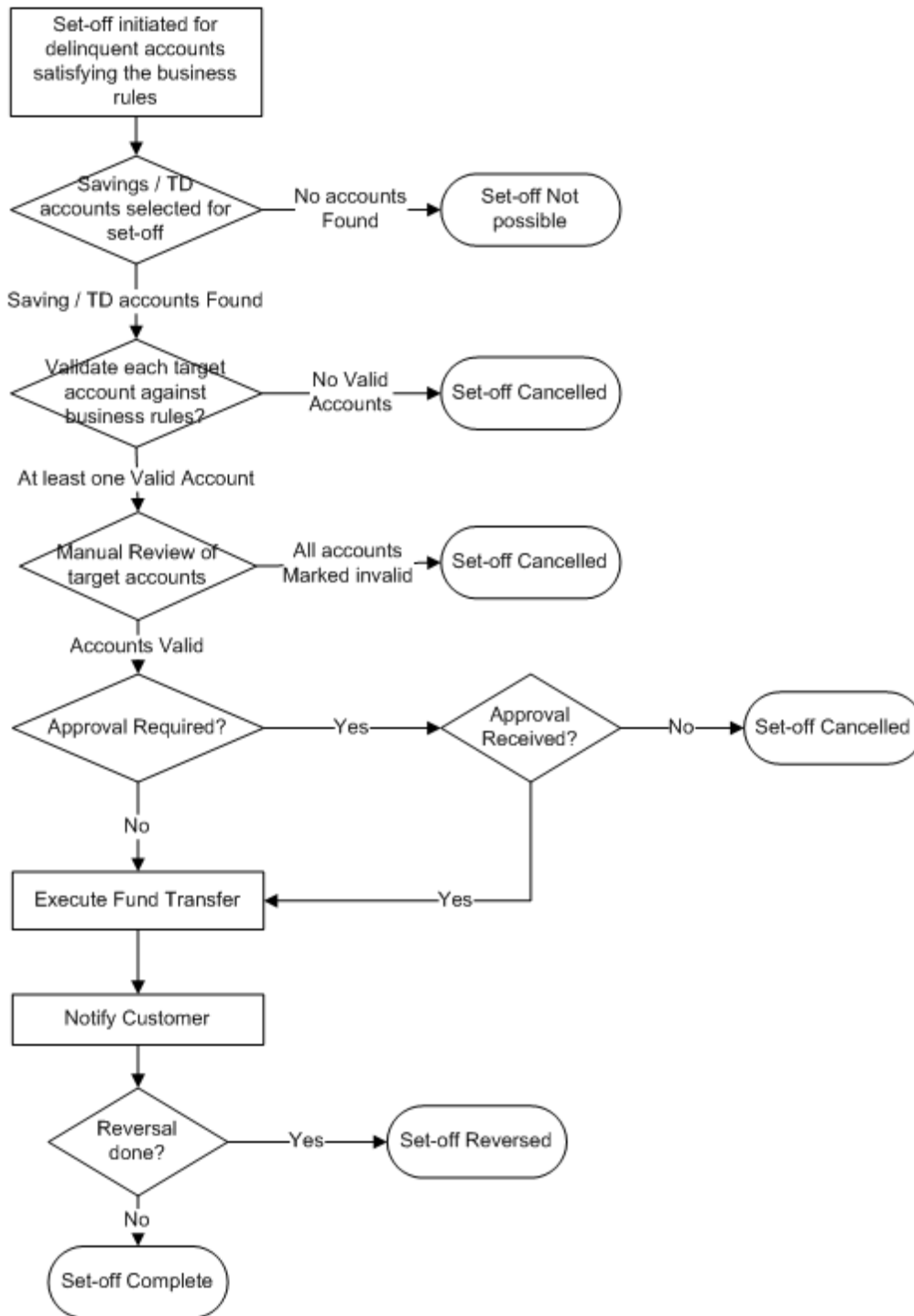
If arrears remain unpaid after a series of reminders, Bank may exercise its right to set-off. Under this, the Bank can use available funds from a Customer's Savings Accounts and/or Term Deposits to clear all or a portion of arrears on that same customer's personal loan, home loans, unsecured mortgage shortfall, business and transaction account.

Right of set-off process will facilitate execution of right of set-off.

## 6.2 Process Flow

The following diagram describes the process flow of right to set-off the unpaid arrears and recover all or a portion of arrears.

Figure 6–1 Right of Set-off



## 6.3 Roles and Responsibility

The following table provides the roles and responsibility details.

**Table 6–1 Roles and Responsibility**

Sr. No	Role	Responsibilities
1	Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Associate	Review ROSO case. Manual review of selected target accounts. Confirm ROSO transactions.
2	Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Supervisor	Approve ROSO transactions. Monitor ROSO cases. Manage Level 1 Alerts for no activity.
3	Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Manger	Approve ROSO transactions. Monitor ROSO cases. Manage Level 1 Alerts for no activity.

### Case Configuration

The following table describes the case configuration details:

**Table 6–2 Case Configuration**

Case Category	ROSO
Manual Initiation	By Profile: <<List of Profiles>>
Automated Initiation by Strategy Monitor	Rule ID: Not Applicable
Primary Entity	
Allow multiple Association	
Account Association	
Adhoc Account Association	
Account Validation	
Non Delinquent Account Association	
Customer Association	
Adhoc Customer Association	
Customer Validation	None
Automated association in Batch	
Associated Queue	ROSO Queue
Create Worklist for Queue	Yes

### Additional Configuration

This case will be created during the batch based on condition specified in Event Manager. Parameters required to initiate the case are:

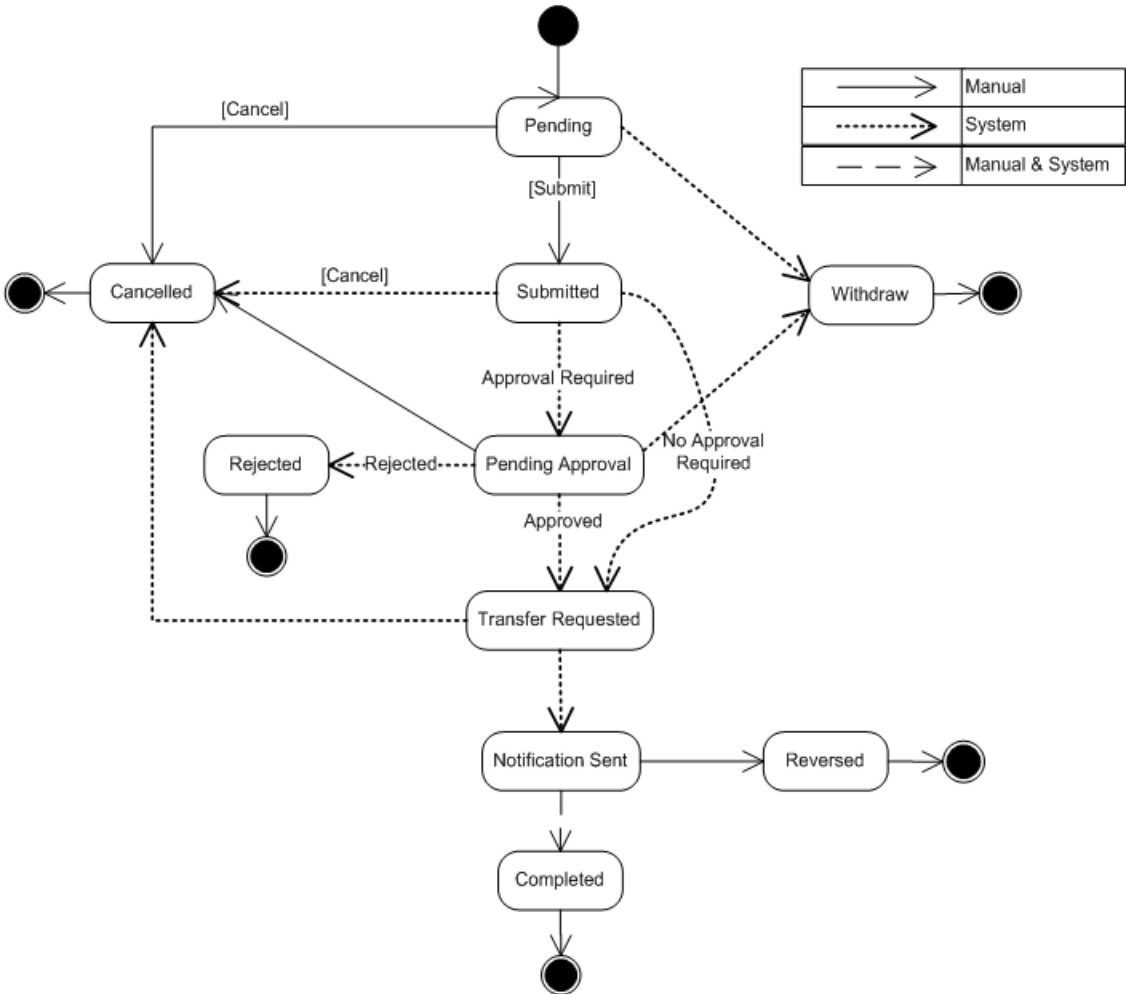


- Account Level parameters:
  - Product Group
  - Overdue Amount
  - Outstanding Amount
  - Day past due
  - Asset classification code
  - Accrual status
  - Set-off exclusion date (see description for this in case life section. If no value is present in this field, it should be considered as current business date)
  - Last set-off date
  - Default Notice sent Y/N
- Customer Level parameters (only for primary customer for the account):
  - Customer warning indicators
  - Customer Type
  - Customer Class
  - VIP Flag
- Event Manager Configuration is also required to "withdraw" the ROSO case, if payment is received or PTP is taken for the account. Follow-up should be captured on account to indicate a PTP being taken. Event will be triggered on capture of follow-up.
- Rules have to be set up in Rule engine for validation of target accounts. Following parameters are used for validation:
  - Target account Product Class
  - Target account Product Group
  - Target account Product Code
  - Target account Balance
- Following lookups should be maintained in the system:
  - List of conflicting case categories
  - Offset days for each target account based on reason code
  - Offset days for each set-off cancel Reason

## 6.4 Case Life Cycle

This section describes the Case Life Cycle details.

Figure 6–2 Case Life Cycle



6.4.1 Pending

This section describes the details of the Pending status.

Enter Processing

Table 6–3 Status: Pending - Enter Processing Algorithm

Sr. No.	Algorithm	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	Validation Failure Option = FAIL_CASE_CREATION (Fail case creation) Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters) Cancel Reason Char Type = Configured characteristic type for cancel reason.

Sr. No.	Algorithm	Description	Parameters
			Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.
2	C1-CHKCUST	Check customer eligibility	<p>Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner, then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or</p> <p>PRIMARY (If ownership type parameter is set to primary, then system would call the rule engine to check for primary customers eligibility)</p> <p>Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false.</p> <p>Validation Failure Option = FAIL_CASE_CREATION (Fail case creation)</p> <p>Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters)</p> <p>Cancel Reason Char Type = Configured characteristic type for cancel reason.</p> <p>Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.</p>
3	C1-CHKCNT	Check customer contacts for the account	<p>Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process.</p> <p>Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success.</p> <p>Contact Class 1 = Contact class</p> <p>Contact Class 2 = Contact class</p> <p>Contact Class 3 = Contact class</p> <p>Contact Class 4 = Contact class</p> <p>Contact Class 5 = Contact class</p> <p>Validation Failure Option = FAIL_CASE_CREATION (Fail case creation) or</p> <p>Validation Failure Transition Status = Transition status. Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters)</p> <p>Cancel Reason Char Type = Configured characteristic type for cancel reason.</p> <p>Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.</p>
4	C1-GETTRGT	Get Target Accounts	Validation Failure Transition Status = T_TRANSITION_STATUS (Transition case to next specified status). Case status should be transitioned to the specified status. Set given char value for the given char type (as defined in parameters)

Sr. No.	Algorithm	Description	Parameters
			<p>Cancel Reason Char Type = Configured characteristic type for cancel reason.</p> <p>Cancel Reason Char Value = Cancel reason value to set in configured characteristic type.</p> <p>Casa Account Type Identifier List = Comma separated CASA account identifiers (for example, CASA, CS, CSA).</p> <p>Td Account Type Identifier List = Comma separated Term Deposit account identifiers (for example, TD, TRD)</p> <p>Casa Account Exclude Status List = Comma separated CASA account status to be excluded while fetching account (for example, Closed, Unclaimed, WrittenOff, Inactive)</p> <p>Td Account Exclude Status List = Comma separated Term Deposit account status to be excluded while fetching account (for example, Closed, DebitBlock)</p> <p>Exclude Blocked Td Account = Flag to exclude blocked Term Deposit account.</p> <p>Exclude Blocked Deposit = Flag to exclude blocked Deposit's.</p>

### No Activity Monitoring

**Table 6–4 Status: Pending - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
1	ROSO No Activity Level 1			
2	ROSO No Activity Level 2			

### Exit Processing

**Table 6–5 Status: Pending - Exit Processing Algorithm**

Sr. No.	Algorithm	Description	Parameters
1	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ROSO No Activity Level 1</li> <li>■ To-Do Type 2 = ROSO No Activity Level 2</li> <li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### Transitions

**Table 6–6 Status: Pending - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	SUBMITTED	User				Y	Y
2	CANCELLED	User				N	N
3	WITHDRAWN	System	Managed by Event Manager			N	N

## 6.4.2 SUBMITTED - Submitted

This section describes the details of the Submitted status.

### Enter Processing

**Table 6–7 Status: Submitted - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	<ul style="list-style-type: none"> <li>■ Validation Failure Option = TRANSITION_STATUS (Transition Case Status)</li> <li>■ Validation Failure Transition Status = CANCELLED</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Delinquent Account Not Eligible</li> </ul>
2	C1-CHKCUST	Check customer eligibility	<ul style="list-style-type: none"> <li>■ Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or PRIMARY (If ownership type parameter is set to primary then system would call the rule engine to check for primary customers eligibility)</li> <li>■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false.</li> <li>■ Validation Failure Option = Transition Case Status</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Customer Not Eligible</li> </ul>
3	C1-CHKCNT	Check customer contacts for the account	<ul style="list-style-type: none"> <li>■ Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process.</li> </ul>

Sr. No.	Algorithm Type	Description	Parameters
			<ul style="list-style-type: none"> <li>■ Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success.</li> <li>■ Contact Class 1 = Contact class</li> <li>■ Contact Class 2 = Contact class</li> <li>■ Contact Class 3 = Contact class</li> <li>■ Contact Class 4 = Contact class</li> <li>■ Contact Class 5 = Contact class</li> <li>■ Validation Failure Option = Transition Case Status</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Delinquent Account Not Eligible</li> </ul>
4	C1-REVALTRGT	Revalidate Target Account	<ul style="list-style-type: none"> <li>■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false.</li> <li>■ Minimum residual amount = Minimum residual amount that cannot be debited from account.</li> <li>■ Excess Debit Option = ADJUST_DEBIT_AMOUNTS (if excess debit option is ADJUST_DEBIT_AMOUNTS then debit amount would be adjusted) or CANCEL_SETOFF (if excess debit option is CANCEL_SETOFF then case would be moved to cancel status and cancel reason char updated)</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Target Accounts Not Eligible</li> <li>■ Casa Account Type Identifier List = Comma separated CASA account identifiers (for example, CASA, CS, CSA).</li> <li>■ Td Account Type Identifier List = Comma separated Term Deposit account identifiers (for example, TD, TRD)</li> </ul>
5	C1-ROSOAPPR	Approval check for set-off	<ul style="list-style-type: none"> <li>■ Asset classification code = Asset classification code value (for example, Impaired asset code)</li> <li>■ Accrual status Flag = Accrual status Flag Y/N For example, Non accrual (N)</li> <li>■ Total Debit Amount Threshold = Total Debit Amount Threshold (Sum of Debit Amounts for all target accounts &gt;= Specified threshold, then create work item and transition</li> </ul>

Sr. No.	Algorithm Type	Description	Parameters
			case to approval required status) <ul style="list-style-type: none"> <li>■ Approval Required Status = PENDINGAPPR</li> <li>■ No Approval Status = TRANSFERREQ</li> </ul>

### Transitions

**Table 6–8 Status: Effected Possession - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	PENDINGAPPR	System	Managed by enter processing algorithm			Y	Y
2	TRANSFERREQ	System	Managed by enter processing algorithm			Y	N
3	CANCELLED	System	Managed by enter processing algorithm			N	N

### 6.4.3 PENDINGAPPR - Pending Approval

This section describes the details of the Pending Approval status.

#### Approval Requirements

**Table 6–9 Status: Pending Approval - Approval Requirements**

Sr. No.	Approval Parameters	If Approved	If Rejected
1	<ul style="list-style-type: none"> <li>■ Asset classification code</li> <li>■ Accrual status Flag</li> <li>■ Total Debit Amount</li> </ul>	Transition case to 'Transfer Requested' status	Transition case to 'Rejected' status

#### No Activity Monitoring

**Table 6–10 Status: Pending Approval - No Activity Monitoring**

Days	To-Do	Reallocate	Worklist	Change Status
1	ROSO No Activity Level 1			
2	ROSO No Activity Level 2			

## Exit Processing

**Table 6–11 Status: Pending Approval - Exit Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-ABORTAPP	Abort ROSO approval work item	<ul style="list-style-type: none"> <li>■ Composite Name = com.ofss.fc.workflow.process.ROSOProcessForApproval</li> <li>■ Instance Title = ROSO_CASE_</li> <li>■ Case Status Exclusion List = TRANSFERREQ,REJECTED</li> </ul>
2	C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ROSO No Activity Level 1</li> <li>■ To-Do Type 2 = ROSO No Activity Level 2</li> <li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

## Transitions

**Table 6–12 Status: Pending Approval - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	TRANSFERREQ	System	Based on approval request outcome			N	Y
2	REJECTED	System	Based on approval request outcome			N	N
3	CANCELLED	User				N	N
4	WITHDRAWN	System	Managed by Event Manager			N	N

### 6.4.4 TRANSFERREQ - Transfer Requested

This section describes the details of the Transfer Requested status.

#### Enter Processing



**Table 6–13 Status: Transfer Requested - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-EXCLCASE	Check current cases on account for exclusion	<ul style="list-style-type: none"> <li>■ Validation Failure Option = TRANSITION_STATUS (Transition Case Status)</li> <li>■ Validation Failure Transition Status = CANCELLED Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Delinquent Account Not Eligible</li> </ul>
2	C1-CHKCUST	Check customer eligibility	<ul style="list-style-type: none"> <li>■ Ownership Type = FINANCIAL_OWNER (If ownership type parameter is set to financial owner then system would get all financially responsible customers for the account. For each customer, system would call the rule engine to check for customer eligibility) or</li> <li>■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false.</li> <li>■ Validation Failure Option = Transition Case Status</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Customer Not Eligible</li> </ul>
3	C1-CHKCNT	Check customer contacts for the account	<ul style="list-style-type: none"> <li>■ Contact Days = Number of contact days. Process will check number of "successful" contacts with the customer during specified days inclusive of current date. Contact should belong to one of the five contact class defined as parameters to this process.</li> <li>■ Minimum contact threshold = Minimum contact threshold. If number of contacts is less than a minimum specified value then validation will fail else success.</li> <li>■ Contact Class 1 = Contact class</li> <li>■ Contact Class 2 = Contact class</li> <li>■ Contact Class 3 = Contact class</li> <li>■ Contact Class 4 = Contact class</li> <li>■ Contact Class 5 = Contact class</li> <li>■ Validation Failure Option = Transition Case Status</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Delinquent Account Not Eligible</li> </ul>

Sr. No.	Algorithm Type	Description	Parameters
4	C1-REVALTRGT	Revalidate Target Account	<ul style="list-style-type: none"> <li>■ Rule ID = To be defined as per configuration. Rule should return output validation status in fact 'SuccessOrFailure'; possible values are true or false.</li> <li>■ Minimum residual amount = Minimum residual amount that cannot be debited from account.</li> <li>■ Excess Debit Option = ADJUST_DEBIT_AMOUNTS (if excess debit option is ADJUST_DEBIT_AMOUNTS then debit amount would be adjusted) or CANCEL_SETOFF (if excess debit option is CANCEL_SETOFF then case would be moved to cancel status and cancel reason char updated)</li> <li>■ Validation Failure Transition Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Target Accounts Not Eligible</li> <li>■ Casa Account Type Identifier List = Comma separated CASA account identifiers (e.g. for example, CASA, CS, CSA).</li> <li>■ Td Account Type Identifier List = Comma separated Term Deposit account identifiers (e.g. for example, TD, TRD)</li> </ul>
5	C1-FUNDTRFR	Execute Funds Transfer	<ul style="list-style-type: none"> <li>■ Execution Success Status = NOTIFY (Notification Sent)</li> <li>■ Execution Failure Status = Cancelled</li> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Cancel Reason Char Value = Transfer Failed</li> <li>■ Successful Fund Transfer Transaction Status = 0</li> </ul>

### Transitions

**Table 6–14 Status: Transfer Requested - Transitions**

Sr. No.	Next Status	Transition Type	Algorithm	Algorithm Type	Parameters	Validate Follow-up	Use as Default
1	NOTIFY	System				N	Y
2	CANCELLED	System				N	N

### 6.4.5 NOTIFY - Notification Sent

This section describes the details of the Notification Sent status.

#### Monitoring

**Table 6–15 Status: Notification Sent - Monitoring**

Sr. No.	Algorithm Type	Description	Parameters
1	CS-MONITOR	Algorithm for Monitoring after N days	<ul style="list-style-type: none"> <li>■ <b>Seq:</b> 10 <b>Parameter Name:</b> Next Status <b>Value:</b> COMPLETED</li> <li>■ <b>Seq:</b> 20 <b>Parameter Name:</b> Work List <b>Value:</b> -</li> <li>■ <b>Seq:</b> 30 <b>Parameter Name:</b> Reallocate Switch <b>Value:</b> -</li> <li>■ <b>Seq:</b> 40 <b>Parameter Name:</b> To Do Type <b>Value:</b> -</li> <li>■ <b>Seq:</b> 50 <b>Parameter Name:</b> No Of Days <b>Value:</b> 1</li> </ul>

**Enter Processing****Table 6–16 Status: Notification Sent - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CCCREATE	Generate Customer Contact	<ul style="list-style-type: none"> <li>■ Contact Type = &lt;&lt;To be defined based on letters configuration&gt;&gt;</li> <li>■ Customer Contact Class = &lt;&lt; Customer Contact Class value&gt;&gt;</li> <li>■ Preferred Contact Method = &lt;&lt; Preferred Contact Method &gt;&gt;</li> </ul>

**Transitions****Table 6–17 Status: Settlement - Transitions**

Sr. No.	Next Status	Transition Type	Validate Follow-up	Use as Default
1	COMPLETED	System and User	N	Y
2	REVERSED	User	N	N

**Exit Processing**

**Table 6–18 Status: Settlement - Exit Processing Algorithm**

Sr. No.	Algorithm	Algorithm Type	Description	Parameters
1		C1-CLSTODO	Close To-do's linked to the case	<ul style="list-style-type: none"> <li>■ To-Do Type 1 = ROSO Completion Failed</li> <li>■ To-Do Type 2 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 3 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 4 = &lt;&lt;Blank&gt;&gt;</li> <li>■ To-Do Type 5 = &lt;&lt;Blank&gt;&gt;</li> </ul>

### 6.4.6 COMPLETED - Completed

This section describes the details of the Completed status.

#### Enter Processing

**Table 6–19 Status: Completed - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-REVROSO	GRReverse set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	<ul style="list-style-type: none"> <li>■ Cancel Reason Char Type = &lt;Blank&gt;</li> <li>■ Reason code = Reversed</li> <li>■ Default Offset = Number of days to be added to set-off exclusion date.</li> </ul>

### 6.4.7 REJECTED - Rejected

This section describes the details of the Rejected status.

#### Enter Processing

**Table 6–20 Status: Rejected - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	<ul style="list-style-type: none"> <li>■ Cancel Reason Char Type = &lt;Blank&gt;</li> <li>■ Reason code = Rejected</li> <li>■ Default Offset = Number of days to be added to set-off exclusion date.</li> </ul>

### 6.4.8 CANCELLED - Cancelled

This section describes the details of the Cancelled status.

#### Enter Processing

**Table 6–21 Status: Cancelled - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	<ul style="list-style-type: none"> <li>■ Cancel Reason Char Type = Cancel Reason</li> <li>■ Reason code = &lt;Blank&gt;</li> <li>■ Default Offset = Number of days to be added to set-off exclusion date.</li> </ul>

### 6.4.9 WITHDRAWN - Withdrawn

This section describes the details of the Withdrawn status.

#### Enter Processing

**Table 6–22 Status: Withdrawn - Enter Processing Algorithm**

Sr. No.	Algorithm Type	Description	Parameters
1	C1-CANROSO	Cancel Set-off	None
2	C1-EXCLROSO	Update set-off exclusion date	<ul style="list-style-type: none"> <li>■ Cancel Reason Char Type = &lt;Blank&gt;</li> <li>■ Reason code = Withdrawn</li> <li>■ Default Offset = Number of days to be added to set-off exclusion date.</li> </ul>

#### Feature Configuration

**Table 6–23 Feature Configuration**

Feature Name	Description
C1-STORC	Right to Set-off offset days based on reason code.
C1-STOCR	Right to Set-off offset days based on cancel reason char.
C1-ROSO	Right to Set-off constants. It holds valid constant value for TD and CASA account types, GL distribution code.

#### Lookups

**Table 6–24 Lookups**

Feature Name	Description
STOR_OPT_TYP_FLG	Options for Right to Set-off offset days based on reason code.
STOC_OPT_TYP_FLG	Options for Right to Set-off offset days based on cancel reason char.
SET_OFF_STATUS_FLG	Set off status flag

Feature Name	Description
ROSO_CONFLICT_CASE_CATEGORY	List of conflicting case categories
ROSO_OPT_TYP_FLG	Options for Right to Set-off constants.

## 6.5 Ledger Account Creation

Ledger account is created for Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. It is used to transfer funds from Term Deposit account to delinquent Term Loan account. First, the funds are transferred from TD to Ledger account and then from Ledger to Loans account.

Following are the steps to create Ledger account for Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery ROSO process:

1. Log on to the application and open the screen **Product Ledger Summary (Fast path: PLS008)**.
2. Create Ledger account with Product Ledger Level as Node. Enter the following values:

**Table 6–25 Create Ledger Account with Product Ledger Level as Node**

Field	Value
Ledger Account Code	2222222222 (configure account code as per requirement)
Ledger Account Description	Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Miscellaneous Ledger
Product Ledger Level	Node
Product Ledger Category	Liability
Product Ledger Type:	Internal PL
Product Ledger Subtype	Normal

3. Create Ledger account with Product Ledger Level as Leaf. Enter the following values:

**Table 6–26 Create Ledger account with Product Ledger Level as Leaf**

Field	Value
Ledger Account Code	4444444444 (configure account code as per requirement)
Ledger Account Description	Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Ledger account for ROSO
Product Ledger Level	Leaf
Product Ledger Type:	Internal PL

Field	Value
Product Ledger Subtype	Normal
Parent Ledger Code	2222222222 (Enter account code configured in step 2)

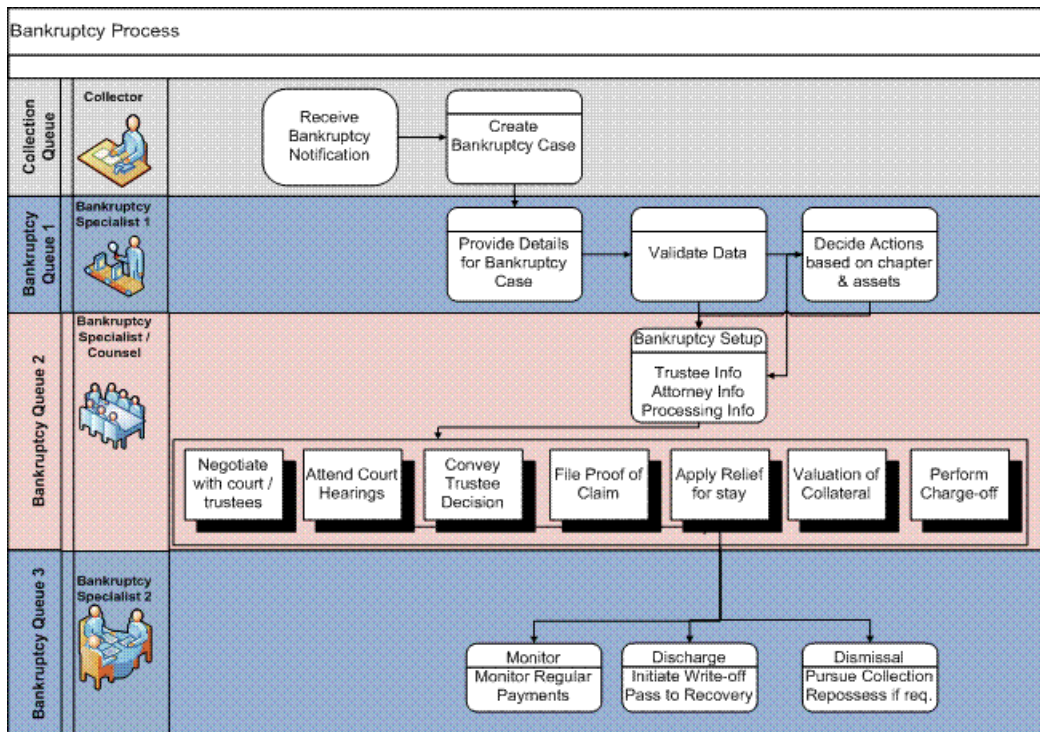
4. Set Ledger account with Product Level Leaf created in **Step 3** in feature configuration C1-ROSO against property GL Distribution Code.

# 7 Bankruptcy Process

This chapter describes the Bankruptcy proceedings. Bankruptcy is a legal status of a person or other entity that cannot repay the debts it owes to creditors. In most jurisdictions, bankruptcy is imposed by a court order, often initiated by the debtor. The primary purpose of bankruptcy is to give a debtor a fresh start through which some debts can be paid, restructured, or discharged.

- When a debtor files for bankruptcy, an automatic stay is imposed to prevent creditors from continuing to pursue collection of the debt owed to them by that debtor. It prohibits creditors from attempting to collect a debt after the date of bankruptcy filing - that is, their collection efforts are stayed or stopped.
- After borrower files the bankruptcy petition, the court mails a notice to all the creditors listed in the bankruptcy schedules. This usually takes a couple of weeks. However there are various other ways by which Collector can receive information about bankruptcy. It can be a notice from borrower's attorney, notice from borrower or simple verbal confirmation from borrower.
- Once a creditor becomes aware of a filing for bankruptcy protection, it must immediately stop all collection efforts. If a creditor continues to use collection tactics, once informed of the bankruptcy, it may be liable for court sanctions and attorney fees for this conduct.
- In case the debts are discharged, bank or collection agency has to charge-off the debts.
- In case the debts are not discharged, bank or collection agency can continue the collection efforts just like any other normal collection case.

Figure 7-1 Bankruptcy Process

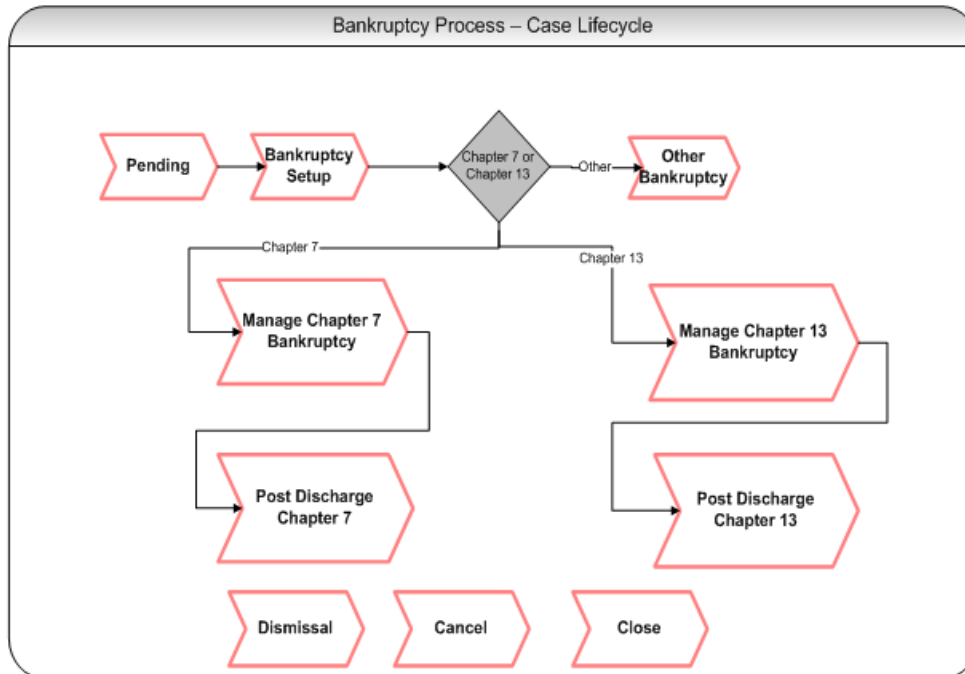




## 7.1 Process Flow

The following diagram describes the process flow of the Bankruptcy proceedings.

**Figure 7–2 Process Flow for Bankruptcy Process**



## 7.2 Bankruptcy Initiation

Collector may receive communication from debtor or debtor's attorney informing about bankruptcy filing. Collector will provide minimum information required for creation of bankruptcy case based on which, System will create bankruptcy case with the provided data.

In specific cases, Bankruptcy Specialist may receive communication from debtor or debtor's attorney informing about bankruptcy filing. In such cases, bankruptcy specialist will provide minimum information required for creation of bankruptcy case. Bankruptcy specialist uploads notice of bankruptcy filing (if available). System will create bankruptcy case with the provided data.

1. User will select a host and then manually provide unique identifier for the borrower (Party ID) and joint borrower (if any) who has filed bankruptcy. System will search for the party in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.

If party is present in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery with at least one account with active contract, system should fetch all the party details. System should fetch and associate all accounts in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery irrespective of its host.

(It should be configurable if accounts are to be fetched based on enterprise id or party id)

If party is not present in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery with an active account, system will check at if party needs to be pulled in Oracle Banking

Enterprise Collections and Oracle Banking Enterprise Recovery. If party is not to be pulled system should show an information message to the user Party not present in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery. Bankruptcy case cannot be initiated. Else system should attempt to pull the party from the specified host.

(Interfaces like Banko / Pacer provides case and docket information in an online call. The end state should allow receiving the information from interfaces like Banko / Pacer and then triggering the Event Manager to create a Bankruptcy case with the help of information provided by these interfaces. However this can be done once an interface to Banko / Pacer are integrated with Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery).

2. If there are any existing bankruptcy cases running on the borrower, the case details will be displayed in the case grid. If there are any inactive or closed bankruptcy cases, they will also be displayed in the case grid. '+' button of case grid should be enabled only when there are no active bankruptcy case on the customer.
3. System will display Borrower's Name against the Party Name field.
4. System will check if an active Bankruptcy case exists for the borrower /joint borrower or risk indicator of Bankruptcy is already set. If either is true, it will terminate the case creation and display error message to the user Bankruptcy Case is already running on the Borrower. Please refer to the created Bankruptcy Case.
5. Any accounts that are delinquent would already be in collections. If the user wants to manage any non-delinquent accounts, user will force the account(s) into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery from the host by using Fetch Non-Delinquent Account screen.
6. System will ensure all the mandatory fields are captured. If any of the mandatory field is missing, system will prompt with the error message for that respective field.
  - Debtor's Name on petition (Will be displayed on entry of Party ID)
  - Date Filed
  - Case number

These are mandatory fields which user must provide for Bankruptcy case creation. However if information is available, user can provide information for below fields.

- District
- Chapter
- Borrower attorney legal firm name
- Borrower attorney address
- Borrower attorney name
- Borrower attorney phone number

These are optional fields which user can provide if available.

Once mandatory information is provided by the user, Bankruptcy case will be created in PENDING status and will be assigned to a bankruptcy queue and to a bankruptcy specialist user.

7. System will remove account review dates for all the associated accounts. This will ensure that accounts will not be sent to strategy monitor for strategy review.

8. System will put all existing active strategies on delinquent accounts on hold or close. This will be done as per Cross Strategy Action Matrix configuration.

## 7.3 Case Life Cycle

This section describes the Case Life Cycle details.

### 7.3.1 Pending

This is initial status of bankruptcy case. User (Bankruptcy Specialist/Collector) can search the bankruptcy case using the search mode with help of party id or case id or can pick the case from the case list using the list mode. This will set the case in context. Only mandatory fields would have been captured while creating the case.

However, if any other information is available, then Bankruptcy Specialist can provide the field information in various sections of the case panel.

**Table 7–1 Status: Pending**

Actor	System and User
<b>Description</b>	<p>This is Initial status of Bankruptcy Case.</p> <ol style="list-style-type: none"> <li>1. User (Bankruptcy Specialist/Collector) can search the bankruptcy case using the search mode with help of party id or case id or can pick the case from the case list using the list mode. This will set the case in context.</li> <li>2. User can pull any non delinquent accounts from offline host manually by using Fetch Non-Delinquent Account screen. This is optional activity.</li> <li>3. User can provide any additional information and can upload bankruptcy notice (if it is available).</li> <li>4. User will capture the action results (Plan Next Action Date) and System will transition the case to BANKRUPTCY SETUP status.</li> <li>5. If at any point of time, bankruptcy case is dismissed by the bankruptcy court, user should provide Date of Dismissal.</li> </ol> <p>On entering of the Date of Dismissal, User will capture the action results (Dismissal Received) and System will transition the case to DISMISSAL status.</p> <ol style="list-style-type: none"> <li>6. If at any point of time, bankruptcy case is cancelled due to any reason such invalid details of bankruptcy were provided or customer was found solvent or bankruptcy case was not accepted by the court, User will capture the action results (Cancel Bankruptcy) and System will transition the case to CANCEL BANKRUPTCY status.</li> </ol> <p>Below system activities will be done when the case is in Pending status:</p> <ol style="list-style-type: none"> <li>1. Check if a Bankruptcy Case already exists for the customer.</li> <li>2. Pull all the non delinquent accounts of the customer into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.</li> <li>3. Associate all accounts where the customer is primary owner to the case.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Set customer level Bankruptcy Switch.</li> <li>5. Remove Review dates of associated accounts.</li> <li>6. Take action on account level cases based on Cross Strategy Action Matrix.</li> <li>7. Exclude the associated accounts from Dialer.</li> </ol>
<b>Modify Association</b>	Yes

**Enter Processing Algorithm:****Table 7–2 Status: Pending - Enter Processing Algorithm**

Sr.No	Algorithm	Algorithm Type	Description	Parameters
1	CM-CKSPLCASE	C1-CHKSPCASE	Validate if Bankruptcy case is already present on the customer.	<ul style="list-style-type: none"> <li>■ Case Category: Bankruptcy</li> <li>■ Case Type: C1- Bankruptcy</li> </ul>
2	CM-ASSCUSTJB	C1-ASSCUSTJB	Validate if bankruptcy case is already present on the customer.	<ul style="list-style-type: none"> <li>■ Case Category : Bankruptcy Case</li> <li>■ Type : C1-Bankruptcy</li> </ul>
3	CM-SETDPD	C1-SETDPD	Set DPD and Outstanding amount to all associated accounts.	<ul style="list-style-type: none"> <li>■ Bankruptcy case Type : C1-BNKPTCY</li> </ul>
4	CM-PULLNDACC	C1-PULLNDACC	Pull all the non delinquent accounts of the customer that are not yet in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.	
5	CM-ASSOACCT	C1-ASSCATACC	Associate all accounts which are in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery and where the customer is the primary owner to the case.	
6	CM-UPDRVWDT	C1-UPDRVWDT	Remove the review dates of associated accounts.	<ul style="list-style-type: none"> <li>■ Update Type: Remove Review Date</li> <li>■ Days Offset: NA</li> <li>■ Override Flag: NA</li> </ul>
7	CM_BKSW_Y	C1-CUSTSW	Bankruptcy Switch set to Y	<ul style="list-style-type: none"> <li>■ Customer Level Switch Name : BANKRUPT_SW</li> <li>■ Switch Value : Y</li> </ul>

Sr.No	Algorithm	Algorithm Type	Description	Parameters
8	CM-EXCACCDLR	C1-EXCACCDLR	Exclude Associated Accounts from Dialer.	<ul style="list-style-type: none"> <li>■ C1-ExcludeAccountsfromDialer</li> </ul>
9	CM-ALLOCBKCT	C1-ALLOCQUE	Queue Allocation algorithm For Bankruptcy Process	Queue Code : BKTCY_VER

### 7.3.2 Bankruptcy Setup

This is interim status of bankruptcy case. Bankruptcy User (Bankruptcy Specialist/Collector) can search the bankruptcy case using the search mode with help of party id or case id or can pick the case from the case list using the list mode. This will set the case in context. User will:

- Contact debtor's attorney (if required) for bankruptcy information.
- Contact trustees (if required) for bankruptcy information.
- Determine date & location of 341 hearing.
- Evaluate bankruptcy case based on type and assets for further course of actions.

Bankruptcy specialist will analyze the bankruptcy case considering the chapter of bankruptcy that is, Chapter 7 or Chapter 13 and accounts considered in the bankruptcy. Case will be moved for further course of action in lifecycle.

#### Status: Bankruptcy Setup

#### Actor:

System and User

#### Description:

This is Interim status of Bankruptcy Case.

1. User (Bankruptcy Specialist/Collector) can search the bankruptcy case using the search mode with help of party id or case id or can pick the case from the case list using the list mode. This will set the case in context.
2. User can contact debtor's attorney information and provide details (if not already provided) such as
  - Borrower attorney legal firm name
  - Borrower attorney legal firm address
  - Borrower attorney name
  - Borrower attorney phone number
3. User can provide additional trustee information (if not already provided) such as
  - Trustee Information - Name
  - Trustee Information - Phone
  - Trustee Information - Fax
  - Trustee Information - Email

- 
- Trustee Point of Contact Information - Name
  - Trustee Point of Contact Information - Phone
  - Trustee Point of Contact Information - Fax
  - Trustee Point of Contact Information - Email
  - Date assigned to legal counsel
  - Legal Counsel
  - Contact Person
  - Date of 341 Hearing
  - Location of 341 Hearing
  - Additional Details for 341 Hearing
  - Market Value of Collateral
  - Date of market value assessment
4. User will upload the necessary documents related to bankruptcy case. These documents are typically received from debtor's counsel or counsel representing the lender or trustee communications. User will upload the documents under Inbound Documents tab.
  5. Once mandatory information is provided by the user, system will set the Bankruptcy risk indicator on borrower.

System will check the valuation of all the collaterals associated with accounts. If the valuation date of any collateral is more than 180 days, systems will create a case level task for valuation of such collaterals associated with accounts.

6. User will provide Date of Market Valuation and Total Market Valuation based on the valuation reports. Total Market valuation will have sum of all collateral values.
7. User will analyze bankruptcy chapter, assets under consideration (if any) and will transition the case to respective status.
  - If Bankruptcy chapter is 7 then case should be moved to MANAGE CHAPTER 7 BANKRUPTCY status.
  - If Bankruptcy chapter is 13 then case should be moved to MANAGE CHAPTER 13 BANKRUPTCY status.
  - If Bankruptcy Chapter = Chapter other than 7 or 13 then case should be moved to OTHER BANKRUPTCY status.

User will capture the action results and System will transition the case to the respective status based on follow up.

8. If any point of time, bankruptcy case is discharged by the bankruptcy court, user should provide Discharge Date.

User will upload the discharge notice. User will capture the action results (Discharge Received) and depending on the chapter and assets will transition the case to one of the discharge status (POST DISCHARGE CHAPTER 7, POST DISCHARGE CHAPTER 13).

9. If any point of time, bankruptcy case is dismissed by the bankruptcy court, user should provide Date of

Dismissal.

User will upload the dismissal notice. User will capture the action results (Dismissal Received) and will transition the case to DISMISSAL status.

10. If at any point of time, bankruptcy case is cancelled due to any reason such invalid details of bankruptcy were provided or customer was found solvent or bankruptcy case was not accepted by the court, User will capture the action results (Cancel Bankruptcy and capture cancellation reason in result) and will transition the case to CANCEL BANKRUPTCY status.
11. Below system activities will be done when the case is in this status.
  - Associate all additional accounts where the customer is primary owner to the case.
  - Remove Review dates of associated accounts.
  - Set Bankruptcy Warning Indicator in Host (or Create Administration Task).

#### Modify Association:

No

#### Enter Processing Algorithm:

**Table 7-3 Status: Bankruptcy Setup - Enter Processing Algorithm**

Sr.No	Algorithm	Algorithm Type	Description	Parameters
1	CM-INICLTVAL	C1-INICLTVAL	Initiate Collateral Valuation for all collaterals whose last valuation was done 'X' days before	<ul style="list-style-type: none"> <li>■ Valuation Expiry Date : 60</li> <li>■ Collateral Valuation Task : C1-TC-CV</li> <li>■ Administration Queue : CASAJ</li> <li>■ Exclude Collateral Types</li> <li>■ Validation Date : POSTING DATE</li> </ul>
2	CM_CII_STUP	C1-CONINFOIN	Metro 2 Reporting - Consumer Information Indicator (Bankruptcy Setup)	<ul style="list-style-type: none"> <li>■ Chapte 7 CII Code : A</li> <li>■ Chapte 11 CII Code : B</li> <li>■ Chapte 12 CII Code : C</li> <li>■ Chapte 13 CII Code : D</li> <li>■ Other CII Code : Z</li> </ul>

Sr.No	Algorithm	Algorithm Type	Description	Parameters
3	CM_BK_SET	C1-UPDWARN	Update warning indicator for the customer	<ul style="list-style-type: none"> <li>■ Association Type : A</li> <li>■ Warning Indicator Type : Notice Of Banruptcy</li> <li>■ Update Type : S</li> </ul>

#### Monitoring Algorithm:

*Table 7-4 Status: Bankruptcy Setup - Monitoring Algorithm*

Sr.No	Algorithm	Algorithm Type	Description	Parameters
1	CM-MTR341HRG	C1-MTR341HRG	Monitor and Alert Bankruptcy Specialist for 341 Hearing Date.	<ul style="list-style-type: none"> <li>■ Validation Date : SYSTEM DATE</li> </ul>

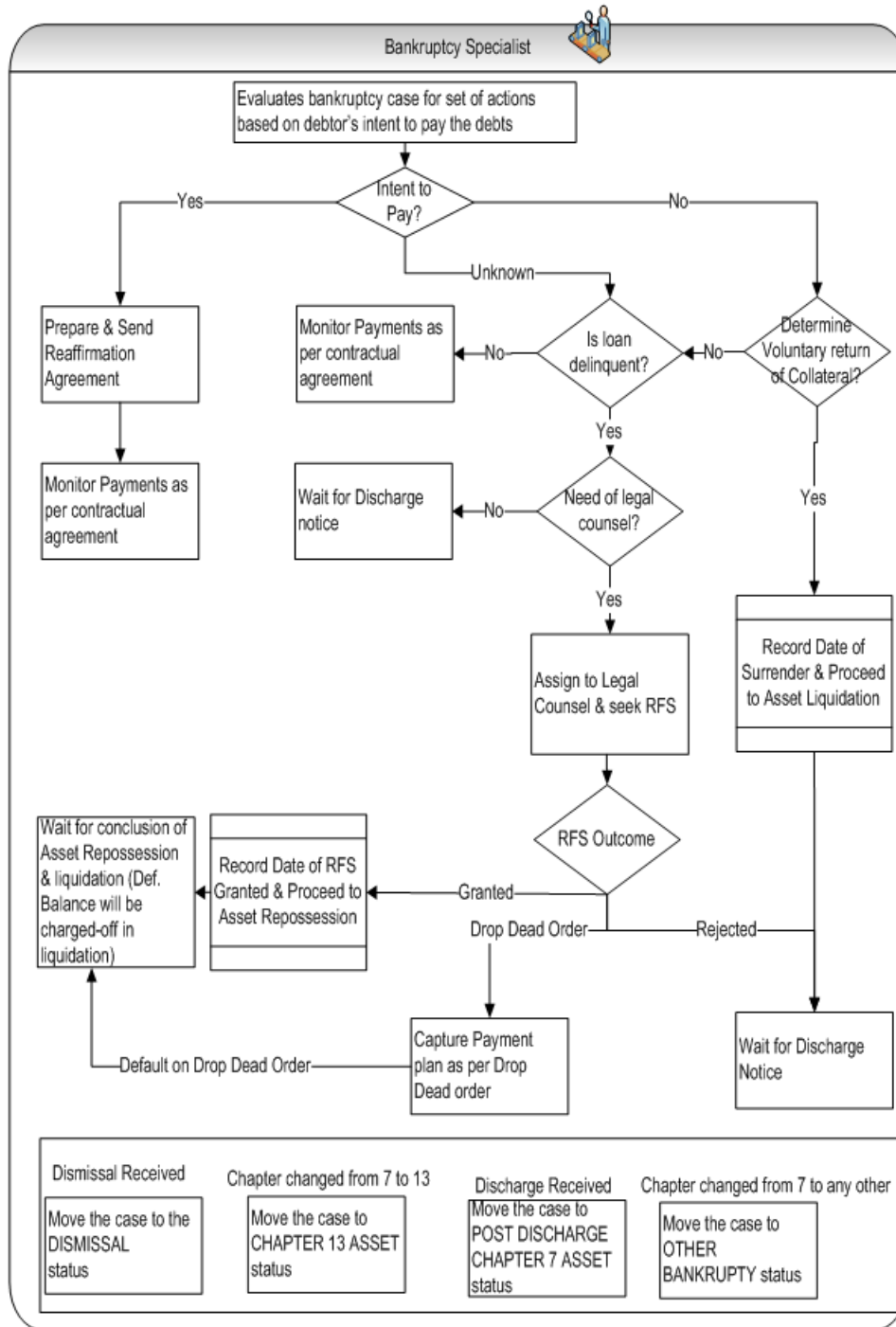
### 7.3.3 Manage Chapter 7 Bankruptcy

This is interim status of bankruptcy case. Bankruptcy specialist works on the assigned case.

Depending on the follow-up, case is moved for further course of action in lifecycle.



Figure 7–3 Manage Chapter 7 Bankruptcy



**Status: Manage Chapter 7 Bankruptcy**

**Actor:**

System and User

**Description**

This is Interim status of Bankruptcy Case.

User will perform following set of actions for each of the account(s)

- On click of Manage Account Icon user will go to **Reaffirmation** stop.
- User should select Customer Intention.
- User should decide if Reaffirmation Agreement is Prepared and sent.

If No is selected, disable all the fields in the panel. Reaffirmation Outcome should be defaulted to Reaffirmation Agreement Not Applicable.

If Yes is selected, User will click Create Task button. System will create a task for Prepare and Send Reaffirmation Agreement for the associated account. User should prepare and send the documents required for reaffirmation agreement to the debtor or debtor's attorney. User should mark the task as completed only after debtor or debtor's attorney has accepted the reaffirmation agreement and sent it back to lender.

Till the reaffirmation agreement is sent back by the debtor or debtor's attorney, Reaffirmation Outcome can be selected as Wait for Reaffirmation Agreement.

After debtor or debtor's attorney accepts the reaffirmation agreement (directly or via bankruptcy court or trustee), user will provide Date Reaffirmation Agreement Received.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–5 Reaffirmation Outcome**

Outcome	Condition on which user will choose outcome	Enable Next Button
Wait for Reaffirmation Agreement	When documentation is being completed and user is yet to receive the reaffirmation agreement.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement Prepared and Sent</li> <li>• Date Reaffirmation Agreement Sent (only when Reaffirmation Agreement Prepared and Sent is ticked)</li> </ul>
Monitor Contractual Payments	When user has accepted the reaffirmation agreement and has provided the date affirmation agreements received.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement Prepared and Sent</li> <li>• Date Reaffirmation Agreement Sent (only when Reaffirmation Agreement Prepared and Sent is ticked)</li> <li>• Date Reaffirmation Agreement Received</li> </ul>
Reaffirmation Agreement Not Applicable	When user has decided that debtor is not willing for reaffirmation.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement Prepared and Sent</li> </ul>
Reaffirmation	When debtor has defaulted on the repayment of the debt.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement</li> </ul>

Outcome	Condition on which user will choose outcome	Enable Next Button
Agreement Broken		Prepared and Sent <ul style="list-style-type: none"> <li>• Date Reaffirmation Agreement Received</li> </ul>
Reaffirmation Agreement Broken-File RFS	When debtor has defaulted on the repayment of the debt and user has decided to file relief from stay.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement Prepared and Sent</li> <li>• Date Reaffirmation Agreement Received</li> </ul>
Reaffirmation Agreement Rescinded	When debtor has refused to honor the reaffirmation agreement and decided to not make any payment as per reaffirmation agreement.	<ul style="list-style-type: none"> <li>• Reaffirmation Agreement Prepared and Sent</li> <li>• Date Reaffirmation Agreement Sent (only when Reaffirmation Agreement Prepared and Sent is ticked)</li> <li>• Date Reaffirmation Agreement Received</li> <li>• Date Reaffirmation Agreement Rescinded</li> <li>• Reaffirmation Agreement Rescinded</li> </ul>

User can provide remarks if any and will click Save button.

- On Click of Next button user will go to **Collateral Return** stop.

User should decide if debtor is ready for Voluntary Surrender of Collateral.

If No is selected, then Collateral Return Outcome should be defaulted to Proceed to Filing relief from Stay.

If Yes is selected, User will click Create Task button. System will create a task for Voluntary Return of Collateral for the associated account only. User should carry out the activities related to voluntary return of collaterals. User should mark the task as completed only after voluntary return activities are completed.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–6 Collateral Return Outcome**

Collateral Return Outcome	Condition on which user will choose outcome	Mandatory Fields
Proceed to	When Voluntary Surrender is selected as	<ul style="list-style-type: none"> <li>• Voluntary Surrender of</li> </ul>

Collateral Return Outcome	Condition on which user will choose outcome	Mandatory Fields
Repossession	Yes and Date of surrender is recorded.	Collateral <ul style="list-style-type: none"> <li>• Date of collateral surrender</li> </ul>
Proceed to Filing Relief From Stay	When Voluntary Surrender is selected as No and user decides to file relief from stay.	<ul style="list-style-type: none"> <li>• Voluntary Surrender of Collateral</li> </ul>
Wait for Discharge Notice	Voluntary Surrender is selected as No and user decides not to file relief from stay.	<ul style="list-style-type: none"> <li>• Voluntary Surrender of Collateral</li> </ul>

User can provide remarks if any and will click Save button.

- On Click of Next button user will go to **Relief from Stay** stop.

User will capture the legal counsel details (if not captured already) at the case level and will check Legal Counsel Details Captured? checkbox.

User will tick the documents which are submitted to legal counsel for filling relief from stay and check Documents for Relief From stay Prepared? checkbox.

After the documents are sent to counsel, User will tick the Required Documents Sent to Counsel? checkbox.

System will create a task for File Relief from Stay for the associated account. User should prepare and send the documents required for relief from stay to the legal counsel. User should mark the task as completed only after legal counsel has confirmed that relief from stay has been filed and Date Relief from Stay Requested is filled.

After counsel confirms that Relief from stay has been filed with bankruptcy court or trustee, user will provide Date Relief from stay Requested.

After counsel confirms for next hearing date for Relief from stay, user will provide Next Hearing Date for relief from stay.

After counsel confirms that Proof of claim has been granted or rejected or drop dead order is received, user will provide Date Relief From Stay Outcome.

User will select outcome (mandatory) depending on condition as mentioned in the following table.

**Table 7-7 Relief From Stay Outcome**

Relief From Stay Outcome	Condition on which user will choose outcome	Mandatory Fields
RFS-In Progress	When documentation is being completed or counsel is yet to file.	<ul style="list-style-type: none"> <li>• Lender's Counsel Details Captured?</li> <li>• Documents for Relief from Stay prepared?</li> </ul>

Relief From Stay Outcome	Condition on which user will choose outcome	Mandatory Fields
		<ul style="list-style-type: none"> <li>Required Documents Sent to Counsel?</li> </ul>
RFS Outcome-Waiting	When user is waiting for outcome of relief from stay.	<ul style="list-style-type: none"> <li>Lender's Counsel Details Captured?</li> <li>Documents for Relief from Stay prepared?</li> <li>Required Documents Sent to Counsel?</li> <li>Date Relief from stay Requested</li> </ul>
RFS Outcome-Granted	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has granted the relief.	<ul style="list-style-type: none"> <li>Lender's Counsel Details Captured?</li> <li>Documents for Relief from Stay prepared?</li> <li>Required Documents Sent to Counsel?</li> <li>Date Relief from stay Requested</li> <li>Date Relief from Stay Outcome</li> </ul>
RFS Outcome-Rejected	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has rejected the relief. User should check if RFS needs to be filed again by validating the documents which were originally submitted.	<ul style="list-style-type: none"> <li>Lender's Counsel Details Captured?</li> <li>Documents for Relief from Stay prepared?</li> <li>Required Documents Sent to Counsel?</li> <li>Date Relief from stay Requested</li> <li>Date Relief from Stay Outcome</li> </ul>
RFS Outcome-Drop Dead Order	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has ordered drop dead order.	<ul style="list-style-type: none"> <li>Lender's Counsel Details Captured?</li> <li>Documents for Relief from Stay prepared?</li> </ul>

Relief From Stay Outcome	Condition on which user will choose outcome	Mandatory Fields
		<ul style="list-style-type: none"> <li>• Required Documents Sent to Counsel?</li> <li>• Date Relief from stay Requested</li> <li>• Date Relief from Stay Outcome</li> </ul>

User can provide remarks if any and will click Save button.

- On Click of Next button user will go to **Drop Dead Order stop**.

User should decide if Drop Dead Order Received.

If No is selected, then Drop Dead Order Outcome should be defaulted to Wait for Drop Dead Order.

If Yes is selected, User will click Create Task button. System will create a task for Capture Drop Dead Order Plan for the associated account. User should capture the drop dead order plan in PTP tab along with dates and amount for every repayment. User should mark the task as completed only after drop dead plan is captured.

User will provide Date of Receiving Drop Dead Order as per the drop dead order.

Once the drop dead order plan is captured, user will tick the Drop Dead Order Plan Captured? checkbox.

After counsel confirms that Relief from stay has been filed with bankruptcy court or trustee, user will provide Date Relief from stay Requested.

After counsel confirms for next hearing date for Relief from stay, user will provide Next Hearing Date for relief from stay.

System would display the Days Past Plan calculated as days past due after debtor has defaulted on the drop dead order plan as captured in PTP tab.

User will select outcome (mandatory) depending on condition as mentioned in the following table.

**Table 7–8 Drop Dead Order Outcome**

Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
Waiting for Drop Dead Order	When user is yet to receive the drop dead order.	<ul style="list-style-type: none"> <li>• Drop Dead Order Received</li> </ul>
Monitor Repayment as Drop Dead	When user has provided the necessary details and provides Date of Receiving Drop Dead Order and court or trustee has issued the drop dead order. User should capture the repayment plan as per the drop dead order using PTP tab.	<ul style="list-style-type: none"> <li>• Drop Dead Order Received</li> <li>• Date of Receiving Drop Dead Order</li> <li>• Drop Dead Plan Captured?</li> </ul>

Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
Repossession-Drop Dead Broken	When has defaulted on the drop dead plan.	<ul style="list-style-type: none"> <li>Drop Dead Order Received</li> <li>Date of Receiving Drop Dead Order</li> <li>Drop Dead Plan Captured?</li> </ul>

User can provide remarks if any and will click Save button.

- On Click of Next button user will go to **Repossession** stop.

User will click Create Task button. System will create a task for Repossession of Collaterals for the associated account. User should mark the task as completed only after repossession and liquidation of collaterals is completed.

User can view the collateral information using the existing Collateral taskflow.

Initiate Liquidation button will create an asset liquidation case for the selected collateral.

Once collateral Repossession is complete, User will provide Total Liquidation Amount as collected after liquidation.

System will display the Shortfall Amount calculated as Total Outstanding Amount less the Total Liquidation Amount.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–9 Repossession Outcome**

Repossession Outcome	Condition on which user will choose outcome	Mandatory Fields
Repossession in Progress	When repossession is in progress and yet to be completed.	<ul style="list-style-type: none"> <li>None</li> </ul>
Repossession Completed	When repossession and liquidation is in completed. User should be navigated to Charge off Activities stop.	<ul style="list-style-type: none"> <li>Total Liquidation Amount</li> </ul>

User can provide remarks if any and will click Save button.

- On click of next button user will go to **Pre-Closure Activities** stop.

User should decide if Charge-off Completed.

If No is selected, then Outcome should be defaulted to Waiting for Charge-off Completion.

If Yes is selected, User will click Create Task button. System will create a task for Pre-Closure Activities for the associated account. User should charge-off the associated account. User should mark the task as completed only after charge-off is completed.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–10 Outcome**

Outcome	Condition on which user will choose outcome	Mandatory Fields
Waiting for Discharge	When charge off is completed and waiting for discharge notice.	<ul style="list-style-type: none"> <li>• Charge-off Completed</li> </ul>
Waiting for Charge-off Completion	When charge-off is yet to be completed.	<ul style="list-style-type: none"> <li>• Charge-off Completed</li> </ul>

User can provide remarks if any and will click Save button.

- If any point of time, bankruptcy case is discharged by the bankruptcy court, user should provide Discharge Date.

User will upload the discharge notice. User will capture the action results (Discharge Received) and will transition the case to POST DISCHARGE CHAPTER 7 status.

- If any point of time, bankruptcy case is dismissed by the bankruptcy court, user should provide Date of Dismissal.

User will upload the dismissal notice. User will capture the action results (Dismissal Received) and will transition the case to DISMISSAL status.

- If bankruptcy specialist becomes aware that borrower has changed the chapter under which bankruptcy was originally filed, for this example, From Chapter 7 to Chapter 13, bankruptcy specialist should capture the date of conversion and the new chapter (in the action result) to which it is converted.
  - If Chapter is changed from 7 to 13, case should be moved to MANGE CHAPTER 13 BANKRUPTCY. Chapter in Bankruptcy case should be changed to Chapter 13. Change of chapter must be logged in the system.
  - If Chapter is changed from 7 to any other chapter, case should be moved to OTHER BANKRUPTCY status.
- Below system activities will be done when the case is in this status.
  - Monitor account for initiating Charge Off
  - Monitor account for delinquency
  - Monitor Confirmed Plan
  - Monitor 341 Hearing

**Modify Association:**

No

**Monitoring Algorithm:**

**Table 7–11 Status: Manage Chapter 7 Bankruptcy - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM-MTRCRGDQY	C1-MTRCRGDQY	Monitor if any of the associated account need to be charged off and monitor	<ul style="list-style-type: none"> <li>■ Monitor Delinquency : N</li> <li>■ Monitor Charge-off : Y</li> </ul>



Sr.No.	Algorithm	Algorithm Type	Description	Parameters
			delinquency	<ul style="list-style-type: none"> <li>■ Charged off Threshold DPD : 15</li> <li>■ Secured Accounts : Y</li> <li>■ Validation date : POSTING DATE</li> </ul>
2	CM-MTR341HRG	C1-MTR341HRG	Notify the Bankruptcy Specialist on 341 Hearing	<ul style="list-style-type: none"> <li>■ Validation date : SYSTEM DATE</li> <li>■ Accounts: No</li> </ul>
3	CM-MTRPYMPLN	C1-MTRPYMPLN	Monitor if the payment plan on any of the associated accounts is Broken for more than x days	<ul style="list-style-type: none"> <li>■ PTP Type: Drop Dead Order</li> <li>■ Days Since PTP Broken: 1</li> <li>■ Validation date: SYSTEM DATE</li> </ul>
4	CM-MTRHRNGDT	C1-MTRHRNGDT	Notify the Bankruptcy Specialist on RFS Hearing Date	<ul style="list-style-type: none"> <li>■ Validation date : SYSTEM DATE</li> </ul>

**Table 7–12 Status: Manage Chapter 7 Bankruptcy - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_CII_STUP	C1-CONINFOIN	Metro 2 Reporting - Consumer Information Indicator (Bankruptcy Setup )	<ul style="list-style-type: none"> <li>■ Chapter 7 CII Code : A</li> <li>■ Chapter 11 CII Code : B</li> <li>■ Chapter 12 CII Code : C</li> <li>■ Chapter 13 CII Code : D</li> <li>■ Other CII Code : Z</li> </ul>
2		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ SET</li> <li>■ 7-Bankruptcy Chapter 7</li> </ul>
3		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ RESET</li> <li>■ 11-Bankruptcy Chapter 11, 13-Bankruptcy Chapter 13, 28-Chapter 13 Repossession</li> </ul>

### 7.3.4 Post Discharge Chapter 7

This is interim status of bankruptcy case. Bankruptcy specialist works on the assigned case.

If collateral is in the possession of the debtor and the debtor is current with contractual payments, user will continue monitoring for timely payments.

If the debtor ever fails to pay the contractual payments seek legal advice on recovery of the collateral.

Proceed with instructions to recover the collateral.

Depending on the follow-up, case is moved for further course of action in lifecycle.

#### Status: Post Discharge Chapter 7

##### Actor:

System and User

##### Description:

This is interim status of Bankruptcy Case.

1. User will check if all the accounts are paid off or charged off then, User will capture the action results (Close Bankruptcy Case) and will transition the case to CLOSED status.
2. Below system activities will be done when the case is in this status
  - a. Monitor account for Delinquency
  - b. Monitor Asset Liquidation Progress

##### Modify Association

No

##### Monitoring Algorithm:

**Table 7–13 Status: Post Discharge Chapter 7 - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM-MTRCRGDQY	C1-MTRCRGDQY	Monitor if any of the associated account need to be charged off and monitor delinquency	<ul style="list-style-type: none"> <li>■ Monitor Delinquency : N</li> <li>■ Monitor Charge Off : Y</li> <li>■ Charged Off Threshold DPD : 15</li> <li>■ Secured Accounts : Y</li> <li>■ Validation Date : POSTING DATE</li> </ul>

**Table 7–14 Status: Post Discharge Chapter 7 - Enter Processing Algorithm**

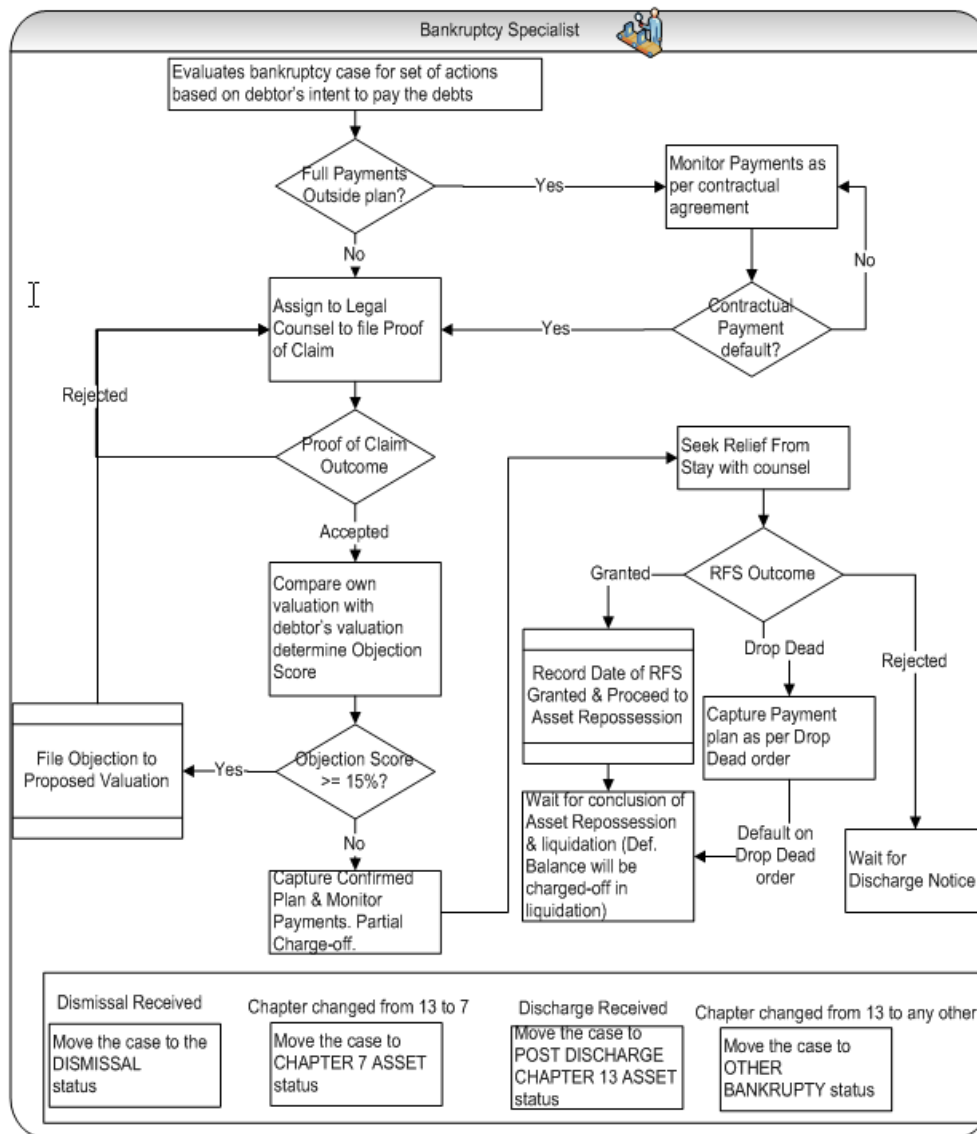
Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_CII_DSCHR	C1-CONINFOIN	Metro 2 Reporting - Consumer	<ul style="list-style-type: none"> <li>■ Chapter 7 CII Code : E</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
			Information Indicator (Bankruptcy Setup )	<ul style="list-style-type: none"> <li>■ Chapter 11 CII Code : F</li> <li>■ Chapter 12 CII Code : G</li> <li>■ Chapter 13 CII Code : H</li> <li>■ Other CII Code : Z</li> </ul>

### 7.3.5 Manage Chapter 13 Bankruptcy

This is interim status of bankruptcy case. Bankruptcy specialist works on the assigned case.

Figure 7–4 Manage Chapter 13 Bankruptcy



Status: Manage Chapter 13 Bankruptcy

**Actor:**

System and User

**Description:**

This is Interim status of Bankruptcy Case.

1. User will perform following set of actions for each of the account(s).
2. User will go to **Proof of Claim** stop.

User should select Customer Intention.

Then User should decide if Proof of Claim is required.

If No is selected, disable all the fields in the panel. Proof of Claim Outcome should be defaulted to Proof of Claim Not Required.

If Yes is selected, User will click Create Task button. System will create a task for File Proof of Claim for the associated account. User should prepare and send the documents required for proof of claim to the legal counsel. User should mark the task as completed only after legal counsel has confirmed that proof of claim has been filed and Date of Proof of claim Requested is filled.

User will capture the legal counsel details (if not captured already) at the case level and will check Legal Counsel Details Captured? checkbox.

User will tick the documents which are submitted to legal counsel for filling proof of claim and check Documents Needed for Proof of Claim checkbox.

After the documents are sent to counsel, User will tick the Required Documents Sent to Counsel? checkbox.

After counsel confirms that Proof of claim has been filed with bankruptcy court or trustee, user will provide Date PoC Request Sent to Counsel.

After counsel confirms that Proof of claim has been accepted or rejected, user will provide Date PoC Filed.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–15 Proof of Claim Outcome**

<b>Proof of Claim Outcome</b>	<b>Condition on which user will choose outcome</b>	<b>Mandatory Fields</b>
Proof of Claim in Progress	When documentation is being completed and Proof of Claim is not yet filed.	<ul style="list-style-type: none"> <li>■ Proof of Claim Required?</li> </ul>
Proof of Claim Not Required	When user decides proof of claim is not required.	<ul style="list-style-type: none"> <li>■ Proof of Claim Required?</li> </ul>
Proof of Claim Requested	When user has provided the necessary details and provides Date PoC Request Sent to Counsel?	<ul style="list-style-type: none"> <li>■ Proof of Claim Required?</li> <li>■ Lender's Counsel Details Captured?</li> </ul>

Proof of Claim Outcome	Condition on which user will choose outcome	Mandatory Fields
		<ul style="list-style-type: none"> <li>■ Documents Needed for proof of claim.</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date PoC Request Sent to Counsel.</li> </ul>
Proof of Claim Filed	When user has provided the necessary details and provides Date PoC Filed and trustee or court has conveyed decision about the proof of claim.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>

User can provide remarks if any and will click Save button.

3. On click of Next button user will go to **Debtor's Proposed Plan** stop.

User should decide if Proposed Plan Received.

If No is selected, then Debtor's Plan Outcome should be defaulted to Waiting for Proposed Plan.

If Yes is selected, User will click Create Task button. System will create a task for Valuation of Collateral(s) for the associated account only if valuation present in the system are older than 180 days. User should carry out the valuation of collaterals. User should mark the task as completed only after valuation is completed.

User will provide Date of Debtor's Collateral Valuation as informed by the debtor or debtor's attorney or trustee.

User will provide Debtor's Collateral Valuation as informed by the debtor or debtor's attorney or trustee.

User will provide Date of Lender's Collateral Valuation as obtained from the valuation tasks.

User will provide Lender's Collateral Valuation as obtained from the valuation tasks.

System would display the Cram Down Amount, Objection Score, and allow user to enter Cramdown Interest Rate.

Cram Down Amount = Total Market Valuation less Debtor's Total Amount of Proposed Plan.

Objection score is percentage value of Cram Down Amount / Outstanding Amount.

(For this example, On debt with outstanding amount of 20000, including principle, interest, charges, and Lender's valuation is 17,000 whereas Debtor's valuation is 13,000.

Cram Down Amount is 17000 less 13000 = 4000

Hence objection score is 4000/20000= 20%)

User will compare the objection score with threshold objection score.

The threshold objection score (for this example, 15%) should be configurable parameter. It should be present as Threshold for Objection Score in Bankruptcy in Feature Configuration set up.

User can view the Collateral(s) associated account with help of Collateral taskflow.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–16 Debtor's Plan Outcome**

Debtor's Plan Outcome	Condition on which user will choose outcome	Mandatory Fields
Waiting for Proposed Plan	When user is waiting for proposed plan.	<ul style="list-style-type: none"> <li>■ Proposed Plan Received</li> </ul>
Proposed Plan Accepted	When user accepts the proposed plan.	<ul style="list-style-type: none"> <li>■ All except Cramdown Interest Rate &amp; remarks</li> </ul>
Proposed Plan Objected	When user does not want to accept the proposed plan since objection score is greater than threshold percentage.	<ul style="list-style-type: none"> <li>■ All except Cramdown Interest Rate &amp; remarks</li> </ul>

User can provide remarks if any and will click Save button.

4. On click of Next button user will go to **Confirmed Plan** stop. User should decide if Confirmed Plan Received.

If No is selected, then Confirmed Plan Outcome should be defaulted to Waiting for Confirmed Plan.

If Yes is selected, User will click Create Task button. System will create a task for Capture Confirmed Plan for the associated account. User should capture the confirmed plan for the outcome in PTP tab along with dates and amount for every repayment. User should mark the task as completed only after confirmed plan is captured.

User will provide Last Payment Date in Confirmed Plan as per the confirmed plan.

User will provide Total Payment in Confirmed Plan as per the confirmed plan.

User will tick Confirmed Plan Captured? checkbox after the plan is captured.

System would display the Deficient Balance after confirmed plan and Days after confirmed plan.

Deficient Balance after confirmed plan = Total Outstanding Amount less Total Repayment in confirmed plan.

Days After confirmed plan are calculated as days past due after debtor has defaulted on the confirmed plan as captured in PTP tab.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–17 Confirmed Plan Outcome**

Confirmed Plan Outcome	Condition on which user will choose outcome	Mandatory Fields
Monitor Confirmed	When user has accepted the confirmed plan and	<ul style="list-style-type: none"> <li>■ All except</li> </ul>

Confirmed Plan Outcome	Condition on which user will choose outcome	Mandatory Fields
Plan	debtor has promised to make payments as per confirmed plan.	remarks
File RFS	When user decides to file relief from stay. This decision is manually taken by the user.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>
Confirmed Plan Broken	When user notes that debtor has defaulted on the confirmed plan or has violated the payment terms of confirmed plan.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>
Waiting for Confirmed Plan	When Waiting for Confirmed Plan.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>
Confirmed Plan Kept	When debtor has made all the payments as per the confirmed plan.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>
Confirmed Plan-Charge off	When user decides to charge-off remaining amount of account since repayment in confirmed plan is insignificant.	<ul style="list-style-type: none"> <li>■ All except remarks</li> </ul>
Monitor Contractual Payment	When user wants system to monitor the contractual payments from the customer.	<ul style="list-style-type: none"> <li>■ NA</li> </ul>

User can provide remarks if any and will click Save button.

5. On Click of Next button user will go to **Collateral Return** stop.

User should decide if debtor is ready for Voluntary Surrender of Collateral.

If No is selected, then Collateral Return Outcome should be defaulted to Proceed to Filing relief from Stay.

If Yes is selected, User will click Create Task button. System will create a task for Voluntary Return of Collateral for the associated account only. User should carry out the activities related to voluntary return of collaterals. User should mark the task as completed only after voluntary return activities are completed.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–18 Collateral Return Outcome**

Collateral Return Outcome	Condition on which user will choose outcome	Mandatory Fields
Proceed to Repossession	When Voluntary Surrender is selected as Yes and Date of surrender is recorded.	<ul style="list-style-type: none"> <li>■ Voluntary Surrender of Collateral</li> <li>■ Date of collateral surrender</li> </ul>
Proceed to Filing Relief	When Voluntary Surrender is selected as No	<ul style="list-style-type: none"> <li>■ Voluntary</li> </ul>

Collateral Return Outcome	Condition on which user will choose outcome	Mandatory Fields
From Stay	and user decides to file relief from stay.	Surrender of Collateral
Wait for Discharge Notice	Voluntary Surrender is selected as No and user decides not to file relief from stay.	<ul style="list-style-type: none"> <li>■ Voluntary Surrender of Collateral</li> </ul>

User can provide remarks if any and will click Save button.

6. On click of Next button user will go to **Relief from Stay** stop.

User will capture the legal counsel details (if not captured already) at the case level and will check Legal Counsel Details Captured? checkbox.

User will tick the documents which are submitted to legal counsel for filling relief from stay and check Documents for Relief From stay Prepared? checkbox.

After the documents are sent to counsel, User will tick the Required Documents Sent to Counsel? checkbox.

System will create a task for File Relief from Stay for the associated account. User should prepare and send the documents required for relief from stay to the legal counsel. User should mark the task as completed only after legal counsel has confirmed that relief from stay has been filed and Date Relief from Stay Requested is filled..

After counsel confirms that Relief from stay has been filed with bankruptcy court or trustee, user will provide Date Relief from stay Requested.

After counsel confirms for next hearing date for Relief from stay, user will provide Next Hearing Date for relief from stay.

After counsel confirms that Proof of claim has been granted or rejected or drop dead order is received, user will provide Date Relief From Stay Outcome.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–19 Relief From Stay Outcome**

Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
RFS-In Progress	When documentation is being completed or counsel is yet to file.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent</li> </ul>



Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
		to Counsel?
RFS Outcome-Waiting	When user is waiting for outcome of relief from stay.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date Relief from stay Requested</li> </ul>
RFS Outcome-Granted	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has granted the relief.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date Relief from stay Requested</li> <li>■ Date Relief from Stay Outcome</li> </ul>
RFS Outcome-Rejected	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has rejected the relief. User should check if RFS needs to be filed again by validating the documents which were originally submitted.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date Relief from</li> </ul>

Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
		stay Requested <ul style="list-style-type: none"> <li>■ Date Relief from Stay Outcome</li> </ul>
RFS Outcome-Drop Dead Order	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has ordered drop dead order.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date Relief from stay Requested</li> <li>■ Date Relief from Stay Outcome</li> </ul>
RFS Outcome-Rejected-Confirmed Plan	When user has provided the necessary details and provides Date Relief from Stay Outcome and court or trustee has rejected the relief and user decides to go back to Confirmed Plan.	<ul style="list-style-type: none"> <li>■ Lender's Counsel Details Captured?</li> <li>■ Documents for Relief from Stay prepared?</li> <li>■ Required Documents Sent to Counsel?</li> <li>■ Date Relief from stay Requested</li> <li>■ Date Relief from Stay Outcome</li> </ul>

User can provide remarks if any and will click Save button.

7. On click of Next button user will go to **Drop Dead Order** stop.

User should decide if Drop Dead Order Received.

If No is selected, then Drop Dead Order Outcome should be defaulted to Wait for Drop Dead Order.

If Yes is selected, User will click Create Task button. System will create a task for Capture Drop Dead Order Plan for the associated account. User should capture the drop dead order plan in PTP tab along

with dates and amount for every repayment. User should mark the task as completed only after drop dead plan is captured.

User will provide Date of Receiving Drop Dead Order as per the drop dead order.

Once the drop dead order plan is captured, user will tick the Drop Dead Order Plan Captured? checkbox.

System would display the Days Past Plan calculated as days past due after debtor has defaulted on the drop dead order plan as captured in PTP tab.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–20 Drop Dead Order Outcome**

Drop Dead Order Outcome	Condition on which user will choose outcome	Mandatory Fields
Waiting for Drop Dead Order	When user is yet to receive the drop dead order.	<ul style="list-style-type: none"> <li>■ Drop Dead Order Received</li> </ul>
Monitor Repayment as Drop Dead	When user has provided the necessary details and provides Date of Receiving Drop Dead Order and court or trustee has issued the drop dead order. User should capture the repayment plan as per the drop dead order using PTP tab.	<ul style="list-style-type: none"> <li>■ Drop Dead Order Received</li> <li>■ Date of Receiving Drop Dead Order</li> <li>■ Drop Dead Plan Captured?</li> </ul>
Drop Dead Broken - Repossession	When has defaulted on the drop dead plan.	<ul style="list-style-type: none"> <li>■ Drop Dead Order Received</li> <li>■ Date of Receiving Drop Dead Order</li> <li>■ Drop Dead Plan Captured?</li> </ul>

User can provide remarks if any and will click Save button.

8. On click of Next button user will go to **Repossession** stop.

User will click Create Task button. System will create a task for Repossession of Collaterals for the associated account. User should mark the task as completed only after repossession and liquidation of collaterals is completed.

User can view the collateral information using the existing Collateral taskflow.

Initiate Liquidation button will create an asset liquidation case for the selected collateral.

Once collateral liquidation is complete, User will provide Total Liquidation Amount as collected after liquidation.

System will display the Shortfall Amount calculated as Total Outstanding Amount less the Total Liquidation Amount.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–21 Repossession Outcome**

Repossession Outcome	Condition on which user will choose outcome	Mandatory Fields
Repossession in Progress	When repossession is in progress and yet to be completed.	<ul style="list-style-type: none"> <li>■ None</li> </ul>
Repossession Completed	When repossession and liquidation is in completed. User should be navigated to 'Pre-Closure Activities' stop.	<ul style="list-style-type: none"> <li>■ Total Liquidation Amount</li> </ul>

User can provide remarks if any and will click Save button.

9. On click of Next button user will go to **Pre-Closure Activities** stop.

User should decide if Charge-off Completed.

If No is selected, then Outcome should be defaulted to Waiting for Charge-off Completion.

If Yes is selected, User will click Create Task button. System will create a task for Pre-Closure Activities for the associated account. User should charge-off the associated account. User should mark the task as completed only after charge-off is completed.

User will select outcome (mandatory) depending on condition as mentioned in the following table:

**Table 7–22 Outcome**

Repossession Outcome	Condition on which user will choose outcome	Mandatory Fields
Waiting for Discharge	When charge off is completed and waiting for discharge notice.	<ul style="list-style-type: none"> <li>■ Charge-off Completed</li> </ul>
Waiting for Charge-off Completion	When charge-off is yet to be completed.	<ul style="list-style-type: none"> <li>■ Charge-off Completed</li> </ul>

User can provide remarks if any and will click Save button.

10. If at any point of time, bankruptcy case is discharged by the bankruptcy court, user should provide Discharge Date.

User will upload the discharge notice. User will capture the action results (Discharge Received) and will transition the case to POST DISCHARGE CHAPTER 13 status.

11. If at any point of time, bankruptcy case is dismissed by the bankruptcy court, user should provide Date of Dismissal.

User will upload the dismissal notice. User will capture the action results (Dismissal Received) and will transition the case to DISMISSAL status.

12. If bankruptcy specialist becomes aware that borrower has changed the chapter under which bankruptcy was originally filed, for this example, From Chapter 13 to Chapter 7, bankruptcy specialist should capture the date of conversion and the new chapter (in the action result) to which it is converted.
  - If Chapter is changed from 13 to 7, case should be moved to MANAGE CHAPTER 7 BANKRUPTCY. Chapter in Bankruptcy case should be changed to Chapter 7. Change of chapter must be logged in the system.
  - If Chapter is changed from 13 to any other chapter, case should be moved to OTHER BANKRUPTCY status.
13. Below system activities will be done when the case is in this status
  - Monitor account for initiating Charge Off
  - Monitor account for Delinquency
  - Monitor Confirmed Plan if exist
  - Monitor Drop Dead Order if exist.
  - Monitor 341 Hearing
  - Monitor Asset Liquidation Progress

**Modify Association:**

No

**Enter Processing Algorithm:****Table 7–23 Manage Chapter 13 Bankruptcy - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM-CIIPSTDIS	C1-CIIPSTDIS	Metro 2 Reporting - Consumer Information Indicator Chapter 13 Post Discharge	<ul style="list-style-type: none"> <li>■ No Confirmed Plan CII Code : Q</li> <li>■ Chapter 12 CII Code : G</li> <li>■ Chapter 13 CII Code : H</li> </ul>
2	CM-CRTATP	C1-CRTATP	Create Pay Plan for a Bankruptcy Case	<ul style="list-style-type: none"> <li>■</li> </ul>
3		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ SET</li> <li>■ 13-Bankruptcy Chapter 13</li> </ul>
4		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ RESET</li> <li>■ 11-Bankruptcy Chapter 11, 7-Bankruptcy Chapter 7, 31-Chapter 7 Reaffirmed</li> </ul>

**Exit Processing Algorithm:**

**Table 7–24 Manage Chapter 13 Bankruptcy - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM-CLDATP	C1-CLDATP	Close Arrearage Pay Plan for a Bankruptcy Case	■

**Monitoring Algorithm:****Table 7–25 Status: Manage Chapter 13 Bankruptcy - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM-MTRCRGDQY	C1-MTRCRGDQY	Monitor if any of the associated account need to be charged off and monitor delinquency	<ul style="list-style-type: none"> <li>■ Monitor Delinquency : N</li> <li>■ Monitor Charge-off : Y</li> <li>■ Charged off Threshold DPD : 15</li> <li>■ Secured Accounts : Y</li> <li>■ Validation Date : POSTING DATE</li> </ul>
2	CM-MTRPYMPLN	C1-MTRPYMPLN	Monitor if the payment plan on any of the associated accounts is Broken for more than x days	<ul style="list-style-type: none"> <li>■ PTP Type: PTPC</li> <li>■ Days Since PTP Broken: 3</li> <li>■ Validation Date : SYTEM DATE</li> </ul>
3	CM-MTR341HRG	C1-MTR341HRG	Notify the Bankruptcy Specialist on 341 Hearing	<ul style="list-style-type: none"> <li>■ Validation date : SYSTEM DATE</li> </ul>
4	CM-MTRHRNGDT	C1-MTRHRNGDT	Notify the Bankruptcy Specialist on RFS Hearing Date	<ul style="list-style-type: none"> <li>■ Validation date : SYSTEM DATE</li> </ul>
5	CM-MTRARPLNT	C1-MTRARPLNT	Notify the Bankruptcy Specialist for Arrearage Overdue Amount and Overdue Days	<ul style="list-style-type: none"> <li>■ Arrearage Plan Threshold Days : 1</li> <li>■ Arrearage Plan Threshold Amount : 100</li> <li>■ Confirmed Plan Threshold days : 2</li> <li>■ Confirmed Plan Threshold Amount : 200</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>Notification date Type : POSTING DATE</li> </ul>

### 7.3.6 Post Discharge Chapter 13

This is interim status of bankruptcy case. Bankruptcy specialist works on the assigned case.

- Receipt of a discharge on a Chapter 13 indicates all payments on secured debt have been paid and debtor has fulfilled their Bankruptcy 13 obligations. It means that all unsecured debt is discharged or forgiven.
- Charge off the remaining balance, if the loan is still open.
- Recovery Specialist will place account in NFR status and cease all recovery activity.
- Proceed with instructions to recover the collateral.

Depending on the follow-up, case is moved for further course of action in lifecycle.

#### Status: Post Discharge Chapter 13

##### Actor:

System and User

##### Description:

This is final status of Bankruptcy Case

- User will check if all the accounts are paid off or charged off then, User will capture the action results (Close Bankruptcy Case) and will transition the case to CLOSED status.

**Table 7–26 Status: Post Discharge Chapter 13 Bankruptcy - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	-	C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>Set</li> <li>13-Bankruptcy Chapter 13</li> </ul>

**Table 7–27 Status: Post Discharge Chapter 13 Bankruptcy - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_CII_DSCHR	C1-CONINFOIN	Metro 2 Reporting - Consumer Information Indicator (Bankruptcy Setup )	<ul style="list-style-type: none"> <li>Chapter 7 CII Code : A</li> <li>Chapter 11 CII Code : B</li> <li>Chapter 12 CII Code : C</li> <li>Chapter 13 CII Code : D</li> <li>Other CII Code : Z</li> </ul>

User can provide remarks if any and will click save button.

**Modify Association:**

Yes

**7.3.7 Other Bankruptcy**

This is interim status of bankruptcy case. Bankruptcy specialist will take all the actions related to such cases outside the Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery system.

**Table 7–28 Status: Other Bankruptcy**

<b>Actor</b>	System and User
<b>Description</b>	<p>This is interim status of Bankruptcy Case.</p> <ol style="list-style-type: none"> <li>1. User will carry out the activities in an off-line manner.</li> <li>2. User will capture the action results (Close Bankruptcy Case) and will transition the case to CLOSED status after the off-line activities are over.</li> </ol>
<b>Modify Association</b>	No

**Table 7–29 Status: Other Bankruptcy - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_CII_STUP	C1-CONINFOIN	Metro 2 Reporting - Consumer Information Indicator (Bankruptcy Setup )	<ul style="list-style-type: none"> <li>■ Chapter 7 CII Code : A</li> <li>■ Chapter 11 CII Code : B</li> <li>■ Chapter 12 CII Code : C</li> <li>■ Chapter 13 CII Code : D</li> <li>■ Other CII Code : Z</li> </ul>

**7.3.8 Dismissal**

This is final status of bankruptcy case. Bankruptcy specialist works on the assigned case. Bankruptcy Specialist:

- Notes the receipt of the dismissal notice.
- Recalls the account from external counsel and advises them of the dismissal if they are not aware.
- Removes any reference to the Bankruptcy in the Notes.

**Table 7–30 Status: Dismissal**

<b>Actor</b>	System and User
<b>Description</b>	<p>This is interim status of Bankruptcy Case.</p> <ol style="list-style-type: none"> <li>1. User will upload the Dismissal Notice if not uploaded already.</li> <li>2. User will inform external counsel and advises them of the dismissal if they are not aware.</li> <li>3. System will remove the Bankruptcy warning indicator at party level.</li> </ol>



	<p>4. System will set Review Date on associated account(s).</p> <p>5. This will be the final status.</p> <p>Below system activities will be done when the case is in this status:</p> <ol style="list-style-type: none"> <li>1. Reset the Customer Level Bankruptcy Switch.</li> <li>2. Reset the Bankruptcy Risk indicator.</li> <li>3. Set the review dates for accounts to current business date.</li> </ol>
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 7–31 Status: Dismissal - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_BK_RESET	CC1-UPDWARN	Remove Bankruptcy Warning Indicator	<ul style="list-style-type: none"> <li>■ Association Type : A</li> <li>■ Warning Indicator Type = Notice of Bankruptcy</li> <li>■ Update Type : R</li> </ul>
2	CM-BRUPTSW_N	C1-CUSTSW	Update bankrupt case switch to N	<ul style="list-style-type: none"> <li>■ Customer Level Switch name : BANKRUPTC_SW</li> <li>■ Switch Value : N</li> </ul>
3	CM-UPDRVSET	C1-UPDRVWDT	Update (Set) Review date Algorithm accounts.	<ul style="list-style-type: none"> <li>■ Update Type: Set Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: NA</li> </ul>
4	CM_CII_DISMS	C1-CONINFOIN	Metro 2 Reporting - Consumer Information Indicator (Bankruptcy Setup )	<ul style="list-style-type: none"> <li>■ Chapter 7 CII Code: E</li> <li>■ Chapter 11 CII Code: F</li> <li>■ Chapter 12 CII Code: G</li> <li>■ Chapter 13 CII Code: H</li> <li>■ Other CII Code:Z</li> </ul>
5	CM-CFOSEP	C1-CFOSEP	Metro 2 Reporting - Marking Account as Close	
6		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ RESET</li> <li>■ 7-Bankruptcy Chapter 7, 11-Bankruptcy Chapter 11, 13-Bankruptcy</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				Chapter 13, 28-Chapter 13 Repossession, 31-Chapter 7 Reaffirmed, 70-Bankruptcy Chapter 11 Discharged, 70-Bankruptcy Chapter 12 Discharged, 70-Bankruptcy Chapter 13 Discharged

### 7.3.9 Cancel Bankruptcy

This is final status of bankruptcy case. Bankruptcy specialist works on the assigned case.

- Bankruptcy Specialist will cancel the bankruptcy case if:
- Bankruptcy details provided by borrower are not valid.
- Bankruptcy details provided by borrower are erroneous or invalid.
- Customer was found solvent.
- Bankruptcy case was not accepted by the bankruptcy court.

**Table 7–32 Status: Cancel Bankruptcy**

Actor	System and User
<b>Description</b>	<p>This is final status.</p> <p>The case will be transitioned from any status to this status due to any of the following:</p> <ol style="list-style-type: none"> <li>1. User will capture the action results (Cancel Bankruptcy).</li> <li>2. System will remove the Bankruptcy warning indicator at party level.</li> <li>3. System will set Review Date on associated account(s).</li> <li>4. This will be the final status.</li> </ol> <p>Below system activities will be done when the case is in this status:</p> <ol style="list-style-type: none"> <li>1. Reset the Customer Level Bankruptcy Switch.</li> <li>2. Reset the Bankruptcy Risk indicator.</li> <li>3. Set the review dates for accounts to current business date.</li> </ol>
<b>Modify Association</b>	No

**Enter Processing Algorithm:**

**Table 7–33 Status: Cancel - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_BK_RESET	C1-UPDWARN	Remove Bankruptcy Warning Indicator	<ul style="list-style-type: none"> <li>■ Association Type : A</li> <li>■ Warning Indicator Type : NoticeOfBankruptcy</li> <li>■ Update Type : R</li> </ul>
2	CM-BRUPTSW_N	C1-CUSTSW	Update bankrupt case switch to N	<ul style="list-style-type: none"> <li>■ Customer Level Switch name : BANKRUPTC_SW</li> <li>■ Switch Value : N</li> </ul>
3	CM-UPDRVSET	C1-UPDRVWDT	Update (Set) Review date Algorithm accounts.	<ul style="list-style-type: none"> <li>■ Update Type: Set Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: Yes</li> </ul>
4	CM-CFOSEP	C1-CFOSEP	Metro 2 Reporting - Marking Account as Close	
5		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ RESET</li> <li>■ 7-Bankruptcy Chapter 7, 11-Bankruptcy Chapter 11, 13-Bankruptcy Chapter 13, 28-Chapter 13 Repossession, 31-Chapter 7 Reaffirmed, 70-Bankruptcy Chapter 12 Discharged, 70-Bankruptcy Chapter 12 Discharged, 70-Bankruptcy Chapter 13 Discharged</li> </ul>

### 7.3.10 Closed

This is final status of bankruptcy case. Bankruptcy specialist works on the assigned case. System will:

- Remove the bankruptcy warning indicator
- Removes any reference to the Bankruptcy in the Notes

**Table 7–34 Status: Closed**

<b>Actor</b>	System and User
<b>Description</b>	<p>This is final status.</p> <ol style="list-style-type: none"> <li>1. System will remove the Bankruptcy warning indicator at party level.</li> </ol>

	<ol style="list-style-type: none"> <li>2. System will set Review Date on associated account(s).</li> <li>3. This will be the final status.</li> </ol> <p>Below system activities will be done when the case is in this status:</p> <ol style="list-style-type: none"> <li>1. Reset the Customer Level Bankruptcy Switch.</li> <li>2. Reset the Bankruptcy Risk indicator.</li> <li>3. Set the review dates for accounts to current business date.</li> </ol>
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 7–35 Status: Closed - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
1	CM_BK_RESET	C1-UPDWARN	Remove Bankruptcy Warning Indicator	<ul style="list-style-type: none"> <li>■ Association Type : A</li> <li>■ Warning Indicator Type : Notice Of Bankruptcy</li> <li>■ Update Type : R</li> </ul>
2	CM-BRUPTSW_N	C1-CUSTSW	Update bankrupt case switch to N	<ul style="list-style-type: none"> <li>■ Customer Level Switch name : BANKRUPTC_SW</li> <li>■ Switch Value : N</li> </ul>
3	CM-UPDRVSET	C1-UPDRVWDT	Update (Set) Review date Algorithm accounts.	<ul style="list-style-type: none"> <li>■ Update Type: Set Review Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: Yes</li> </ul>
4	CM-CFOSEP	C1-CFOSEP	Metro 2 Reporting - Marking Account as Close	
5		C1-SETWI	Set or Reset Account level Warning Indicator for Bankruptcy	<ul style="list-style-type: none"> <li>■ RESET</li> <li>■ 7-Bankruptcy Chapter 7, 11-Bankruptcy Chapter 11, 13-Bankruptcy Chapter 13, 28-Chapter 13 Repossession, 31-Chapter 7 Reaffirmed, 70-Bankruptcy Chapter 11 Discharged, 70-Bankruptcy Chapter 12 Discharged, 70-Bankruptcy Chapter 13 Discharged</li> </ul>

### 7.3.11 Features

Day Zero Setup for Mandatory/Hidden/Locked fields on Application Form. The Configuration is available in the CI\_CASE\_ST\_PROC\_FLD.sql script.

CI\_COLLATERAL\_CASETYPE table needs to be updated to define which case type to be created on click of the Initiate Repossession button.

Bankruptcy PTP Types are required to have separate tolerance limit which will be separate from other PTP types. For this in Collection Admin > P > PTP Type screen – New Field for Tolerance Days is present to be configured for Bankruptcy PTP Types.

#### Feature Configuration:

**Table 7–36 Feature Configuration**

Feature Name	Description
C1-CHPCODE	<ul style="list-style-type: none"> <li>a. Bankruptcy Case Type and its related status to be mentioned.</li> <li>b. Arrearage Pay plan Queue &amp; Task Code to be mentioned</li> </ul>
C1-PTPT	<ul style="list-style-type: none"> <li>a. Promise to pay Type Code used for Bankruptcy Process to be mentioned.</li> <li>b. Cram down Interest Rate Tolerance limit to be mentioned.</li> <li>c. Algorithm Code to set Risk Indicators based on train stop outcome to be mentioned. ( Algo Type C1-SETORI)</li> <li>d. New Case Type to be created from Initiate Repossession button to be mentioned.</li> </ul>

# 8 Early Collections Case

This chapter provides details of the early collections case.

## 8.1 Process Summary

The Early Collections case type will be a sample product shipped case type available to implement the early collections process in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.

With minimal changes in the factory shipped Early Collections Case Type, implementation team should be able to implement multiple Early Collections Case Types for different products and customer risk groups.

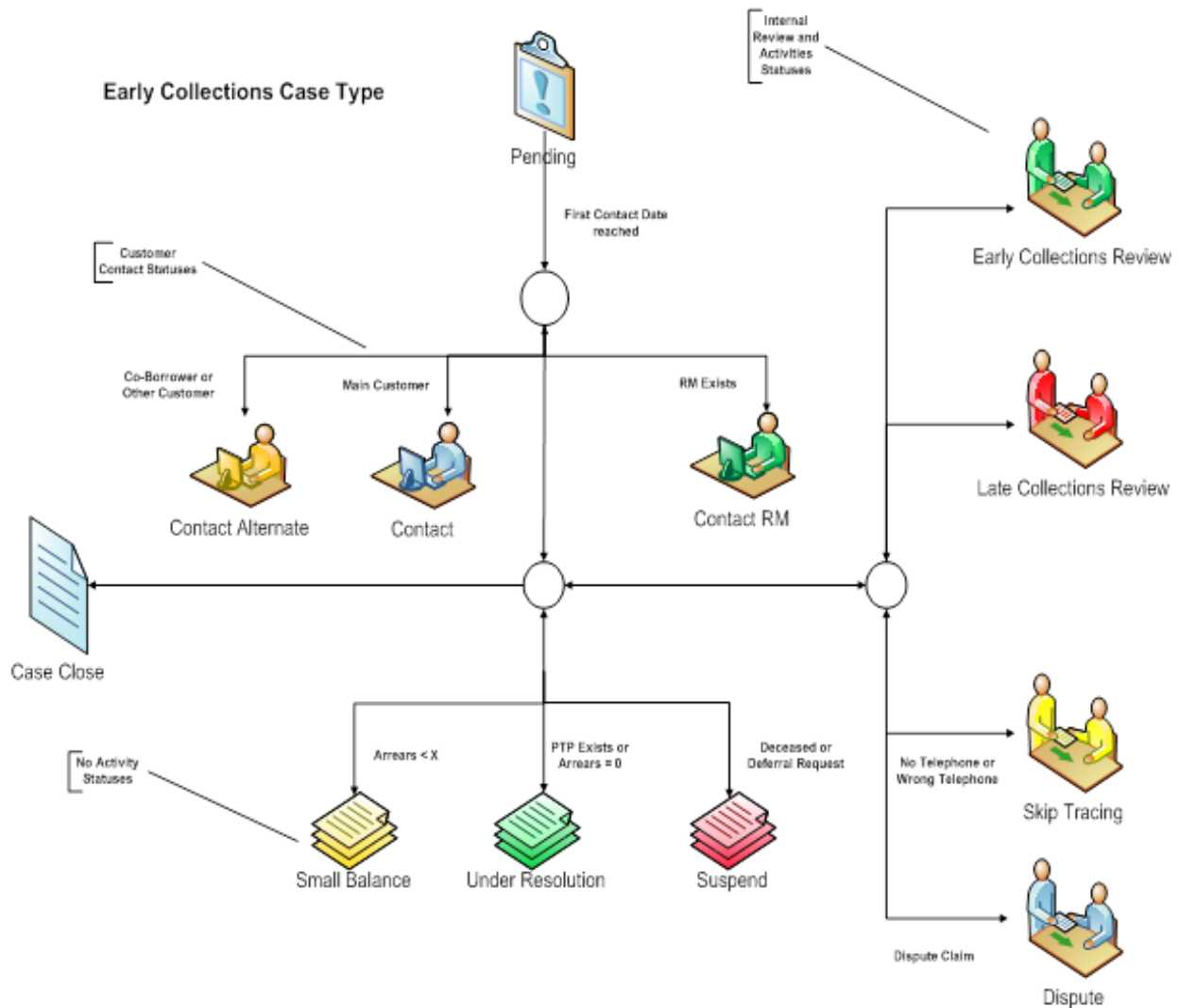
The Early Collections Case will cover the regular Customer Contact Management, Supervisor Reviews, Transfer to Late Collections, Risk Reducing Measures, Skip Tracing, Manage Disputes and Suspensions.

The Early Collections process will also come with factory shipped Actions and Results that will be available to the collectors for recording the call outcomes and other activities done by the collector.

## 8.2 Process Flow

The below diagram depicts the proposed product shipped Early Collections Case Type:

Figure 8–1 Process Flow for Early Collections Case



## 8.3 Roles and Responsibility

This section describes the roles and responsibilities involved in Early Collections Case.

Table 8–1 Roles and Responsibilities

Sr.No	Role	Responsibilities
1	Collector	Follows up with the customer for overdue amount and records the call outcomes and promise to pays in the system. Refers the case to his supervisor for review or further action.
2	Early Collections Supervisor	Works on cases referred by collectors and Late Collections Team and takes appropriate actions.
3	Late Collections Team	Reviews the cases referred for transfer to late collections.
4	Skip Tracing Team	Manages the cases where in the customer cannot be reached

Sr.No	Role	Responsibilities
		on the contact number provided.
5	Dispute Management Team	Handles the cases where a dispute has been claimed by the customer.

## 8.4 Case Life Cycle

This section describes the Case Life Cycle details.

### 8.4.1 Pending

*Table 8–2 Status: Pending*

Actor	System and Collector
Description	<p>Case is always initiated in this status. It signifies the "initial wait" period before initiating Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery follow-up.</p> <p>Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery follow-up will start at on the predefined DPD, DIA or Day's in Case. Product Hold functionality should be used to further hold the collection activities if required.</p> <p>Cross Strategy Action Matrix will be called to check the impact on existing cases on the account if any.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Call to Cross Strategy Action Matrix for appropriate action on the existing cases on the account.</li> <li>■ Transition to Contact Status on First Contact Date of the Case</li> <li>■ Transition to Small Balance Status if Overdue Amount &lt; X (As specified in the configuration)</li> <li>■ Transition to Skip Trace Status if Customer has No Telephone Number</li> <li>■ Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> </ul>
Modify Association	No

#### Enter Processing Algorithm:

*Table 8–3 Status: Pending - Enter Processing Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECISTITN	C1-ECISTITN	Transition to Skip Trace Status	<ul style="list-style-type: none"> <li>■ Contact Points</li> <li>■ Skip Tracing Status</li> </ul>
20	C1-CSETRANS	C1-CSETRANS	Transition to Suspension status if Cease and Desist = Y	<ul style="list-style-type: none"> <li>■ Suspension State</li> </ul>



**Table 8–4 Status: Pending - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>■ Account Risk Indicators</li> <li>■ Party Risk Indicators - Suspend</li> <li>■ Party Risk Indicators - Contact Alternate</li> <li>■ Suspended Status</li> <li>■ Contact Alternate Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristic Types (Suspend Reason, Alternate contact Reason)</li> </ul>
20	C1-ECTTURS	C1-ECTTURS	Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCSB	C1-ECRCSB	Transition to Small Balance Status	<ul style="list-style-type: none"> <li>■ Small Balance Threshold</li> <li>■ Small Balance Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
40	C1-ECIC	C1-ECIC	Transition to Contact Status	<ul style="list-style-type: none"> <li>■ First Contact Calculation Parameter: (DPD, DIA and Days since Case Start)</li> <li>■ Number of Days for First Contact</li> <li>■ Contact RM Status</li> <li>■ Contact Alternate Status</li> <li>■ Contact Status</li> <li>■ Immediate Transition if Direct Debit: Yes/No</li> </ul>

## 8.4.2 Contact

Table 8–5 Status: Contact

<b>Actor</b>	System and Collector
<b>Description</b>	<p>This status indicates that customer needs to be contacted for a follow-up. Account may be sent to the Dialer for contact.</p> <p>Collector will capture the call outcome in the system. Transition rules will evaluate transition to other statuses.</p> <p>Contact Intensity is decided in this status. All calls are scheduled as per the Contact Intensity Configuration.</p> <p>Facility for Contact Cap Validation should be provided in this status.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Put case on Hold if Contact Cap has reached.</li> <li>■ Schedule Next Call for the case.</li> <li>■ Transition to Small Balance Status if Overdue Amount &lt; X (As specified in the configuration)</li> <li>■ Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> <li>■ Transition to Skip Trace Status if X number of consecutive failed contact attempts.</li> </ul>
<b>Modify Association</b>	No

### Enter Processing Algorithm:

Table 8–6 Status: Pending - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>■ Account Risk Indicators</li> <li>■ Party Risk Indicators - Suspend</li> <li>■ Party Risk Indicators - Contact Alternate</li> <li>■ Suspended Status</li> <li>■ Contact Alternate Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristic Types (Suspend Reason, Alternate contact Reason)</li> </ul>
20	C1-ECTTURS	C1-ECTTURS	Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCSB	C1-ECRCSB	Transition to Small Balance Status	<ul style="list-style-type: none"> <li>Small Balance Threshold</li> <li>Small Balance Status</li> <li>Use Overdue Amount = Yes/No</li> </ul>
40	C1-ECISTITN	C1-ECISTITN	Transition to Skip Trace Status	<ul style="list-style-type: none"> <li>Consecutive Failed Contacts (X)</li> <li>Skip Tracing Status</li> <li>Contact Methods</li> </ul>
50	C1-ECVCC	C1-ECVCC	Validate Contact Cap	<ul style="list-style-type: none"> <li>Contact Cap</li> <li>Contact Cap Duration (X)</li> <li>Contact Hold Days (Y)</li> <li>Contact Methods</li> <li>Hold Reason</li> </ul>
60	C1-ECDCI	C1-ECDCI	Determine Contact Intensity	<ul style="list-style-type: none"> <li>Contact Intensity Rule</li> </ul>
70	C1-ECSC	C1-ECSC	Schedule Next Call	<ul style="list-style-type: none"> <li>Contact Intensity</li> <li>Contact Methods</li> </ul>

### 8.4.3 Contact Alternate

Table 8–7 Status: Contact Alternate

Actor	System and Collector
<b>Description</b>	<p>This status indicates that Main holder of the account cannot be contacted for some reason.</p> <p>This will allow contacting other holders of the account.</p> <p>In this status system should capture and send the alternate contact information to the dialer.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>Put case on Hold if Contact Cap has reached.</li> <li>Schedule Next Call for the case.</li> <li>Transition to Small Balance Status if Overdue Amount &lt; X (As specified in the configuration)</li> <li>Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Transition to Skip Trace Status if X number of consecutive failed contact attempts.</li> </ul>
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 8–8 Status: Contact Alternate - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>■ Account Risk Indicators</li> <li>■ Party Risk Indicators - Suspend</li> <li>■ Party Risk Indicators - Contact Alternate</li> <li>■ Suspended Status</li> <li>■ Contact Alternate Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristic Types (Suspend Reason, Alternate contact Reason)</li> </ul>
20	C1-ECTTURS	C1-ECTTURS	Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCSB	AC1-ECRCSB	Transition to Small Balance Status	<ul style="list-style-type: none"> <li>■ Small Balance Threshold</li> <li>■ Small Balance Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
40	C1-ECISTITN	C1-ECISTITN	Transition to Skip Trace Status	<ul style="list-style-type: none"> <li>■ Consecutive Failed Contacts (X)</li> <li>■ Skip Tracing Status</li> <li>■ Contact Methods</li> </ul>
50	C1-ECVCC	C1-ECVCC	Validate Contact Cap	<ul style="list-style-type: none"> <li>■ Contact Cap</li> <li>■ Contact Cap Duration (X)</li> <li>■ Contact Hold Days (Y)</li> <li>■ Contact Methods</li> <li>■ Hold Reason</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
60	C1-ECDCI	C1-ECDCI	Determine Contact Intensity	<ul style="list-style-type: none"> <li>Contact Intensity Rule</li> </ul>
70	C1-ECSC	C1-ECSC	Schedule Next Call	<ul style="list-style-type: none"> <li>Contact Intensity</li> <li>Contact Methods</li> </ul>

### 8.4.4 Contact RM

Table 8–9 Status: Contact RM

Actor	System and RM
<b>Description</b>	<p>This status indicates that RM exists for the account. The follow up for the account needs to be done by the RM.</p> <p>The case in this status will be allocated to the RM or it can be allocated to normal early collectors who would call the RM and register the RM's follow up details in the system.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>Put case on Hold if Contact Cap has reached.</li> <li>Schedule Next Call for the case.</li> <li>Transition to Small Balance Status if Overdue Amount &lt; X (As specified in the configuration)</li> <li>Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> <li>Transition to Skip Trace Status if X number of consecutive failed contact attempts.</li> </ul>
<b>Modify Association</b>	No

Table 8–10 Contact RM - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>Account Risk Indicators</li> <li>Party Risk Indicators - Suspend</li> <li>Party Risk Indicators - Contact Alternate</li> <li>Suspended Status</li> <li>Contact Alternate Status</li> <li>Task Type</li> <li>Queue</li> <li>Characteristic Types</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				(Suspend Reason, Alternate contact Reason)
20	C1-ECTTURS	C1-ECTTURS	Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCSB	C1-ECRCSB	Transition to Small Balance Status	<ul style="list-style-type: none"> <li>■ Small Balance Threshold</li> <li>■ Small Balance Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
40	C1-ECISTITN	C1-ECISTITN	Transition to Skip Trace Status	<ul style="list-style-type: none"> <li>■ Consecutive Failed Contacts (X)</li> <li>■ Skip Tracing Status</li> <li>■ Contact Methods</li> </ul>
50	C1-ECVCC	C1-ECVCC	Validate Contact Cap	<ul style="list-style-type: none"> <li>■ Contact Cap</li> <li>■ Contact Cap Duration (X)</li> <li>■ Contact Hold Days (Y)</li> <li>■ Contact Methods</li> <li>■ Hold Reason</li> </ul>
60	C1-ECDICI	C1-ECDICI	Determine Contact Intensity	<ul style="list-style-type: none"> <li>■ Contact Intensity Rule</li> </ul>
70	C1-ECSC	C1-ECSC	Schedule Next Call	<ul style="list-style-type: none"> <li>■ Contact Intensity</li> <li>■ Contact Methods</li> </ul>

### 8.4.5 Under Resolution

**Table 8–11 Status: Under Resolution**

<b>Actor</b>	System and Collector
<b>Description</b>	<p>This indicates that a Promise to Pay exists for the account OR payment has been received and funds are under clearing. So Arrear amount may not be zero, but the net arrear position that is arrears minus un cleared funds is zero.</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Transition to Small Balance Status if Overdue Amount &lt; X (As specified in the configuration).</li> <li>■ Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> </ul>

	<ul style="list-style-type: none"> <li>Transition to Contact Statuses based on PTP Status and Net Arrear on the account.</li> </ul>
<b>Modify Association</b>	No

Table 8–12 Status: Under Resolution - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>Account Risk Indicators</li> <li>Party Risk Indicators - Suspend</li> <li>Party Risk Indicators - Contact Alternate</li> <li>Suspended Status</li> <li>Contact Alternate Status</li> <li>Task Type</li> <li>Queue</li> <li>Characteristic Types (Suspend Reason, Alternate contact Reason)</li> </ul>
20	C1-ECRCSB	C1-ECRCSB	Transition to Small Balance Status	<ul style="list-style-type: none"> <li>Small Balance Threshold</li> <li>Small Balance Status</li> <li>Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCFUR	C1-ECRCFUR	Transition to Contact Status	<ul style="list-style-type: none"> <li>Contact Status</li> <li>Contact RM Status</li> <li>Contact Alt Status</li> <li>Use Overdue Amount = Yes/No</li> </ul>

### 8.4.6 Small Balance

Table 8–13 Status: Small Balance

<b>Actor</b>	System and Collector
<b>Description</b>	<p>Case will be parked into this status if net arrear amount (Arrear - Unclear funds) is less than specified threshold amount.</p> <p>There will be no bank initiated activities on these accounts for follow-up. Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>Transition to Under Resolution Status if Active PTP or Net Arrear</li> </ul>

	<p>Amount = 0.</p> <ul style="list-style-type: none"> <li>■ Transition to Suspended if Specific Warning Indicator has been added on Customer or Account.</li> <li>■ Transition to Contact Statuses if Overdue Amount &gt; Small Balance Threshold.</li> </ul>
<b>Modify Association</b>	No

**Table 8–14 Status: Small Balance - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ECTTSS	Transition to Suspended Status	<ul style="list-style-type: none"> <li>■ Account Risk Indicators</li> <li>■ Party Risk Indicators - Suspend</li> <li>■ Party Risk Indicators - Contact Alternate</li> <li>■ Suspended Status</li> <li>■ Contact Alternate Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristic Types (Suspend Reason, Alternate contact Reason)</li> </ul>
20	C1-ECTTURS	C1-ECTTURS	Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Overdue Amount = Yes/No</li> </ul>
30	C1-ECRCSB	C1-ECRCSB	Resume Contact from Small Balance Status	<ul style="list-style-type: none"> <li>■ Contact Status</li> <li>■ Contact RM Status</li> <li>■ Contact Alt Status</li> <li>■ Use Overdue Amount = Yes/No</li> <li>■ Small Balance Threshold</li> </ul>

### 8.4.7 Suspended

**Table 8–15 Status: Suspended**

<b>Actor</b>	System and Collector
<b>Description</b>	This indicates that Early collections operations have been suspended for temporary period.



	The Suspension Reason can be Possible Bankruptcy, Deceased, Hardship Relief Request, Deferral Request from Customer, Imprisonment etc. Below system activities will be done when the case is in this status: Task creation if case is in Suspended status for more than X days.
<b>Modify Association</b>	No

### 8.4.8 Early Collections Review

*Table 8–16 Status: Early Collections Review*

<b>Actor</b>	System and Early Collections Review Team
<b>Description</b>	This status indicates that case needs to be reviewed by a supervisor/manager in the Early Collections team. It will be mandatory to attach a review reason. Supervisor reviews the case and can manually transition to other applicable status in lifecycle.
<b>Modify Association</b>	No

### 8.4.9 Late Collections Review

*Table 8–17 Status: Late Collections Review*

<b>Actor</b>	System and Late Collections Team
<b>Description</b>	This status indicates that case needs to be reviewed by a collector / supervisor in Late collections team. It will be mandatory to attach a review reason. Late Collections Team reviews the case and either manually pushes back to Early Collections Review OR close the early collections case and manually initiate a Late Collections case. Below system activities will be done when the case is in this status: Task creation if case is in Suspended status for more than X days.
<b>Modify Association</b>	No

### 8.4.10 Skip Trace

*Table 8–18 Status: Skip Trace*

<b>Actor</b>	System and Skip Trace Team
<b>Description</b>	Case would come to this status after "X" consecutive failed attempts. Case will also come in this status if the customer has no telephone number. Collectors will review the account and customer information. If customer is traced, details will be updated and case can be manually transitioned to other status in lifecycle to resume regular Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery activities. Below system activities will be done when the case is in this status: Task creation if case is in Suspended status for more than X days.
<b>Modify Association</b>	No

## 8.4.11 Dispute

*Table 8–19 Status: Dispute*

<b>Actor</b>	System and Dispute Handling Team
<b>Description</b>	<p>Customer has filed an official complaint with the bank or some Government Agency.</p> <p>The case will remain in this status as long as the dispute is resolved, before normal collection activities resume.</p> <p>The case will be allocated to Dispute Resolution Team.</p> <p>Below system activities will be done when the case is in this status: Task creation if case is in Suspended status for more than X days.</p>
<b>Modify Association</b>	No

*Table 8–20 Status: Dispute - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-DISMON	C1-DISMON	Monitoring Algorithm For Dispute Resolved to exit from Dispute Status	<ul style="list-style-type: none"> <li>■ Validation Date</li> <li>■ No Of Grace Days</li> <li>■ Contact Status</li> <li>■ Contact RM Status</li> <li>■ Contact Alternate Status</li> </ul>

## 8.4.12 Closed

*Table 8–21 Status: Closed*

<b>Actor</b>	System
<b>Description</b>	Case is closed when account is cured or account is moved to another Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery strategy. For example, Late Collections, Recoveries.
<b>Modify Association</b>	No



# 9 Asset Repossession and Liquidation

This chapter provides information on the asset repossession case. It is applicable for US localization.

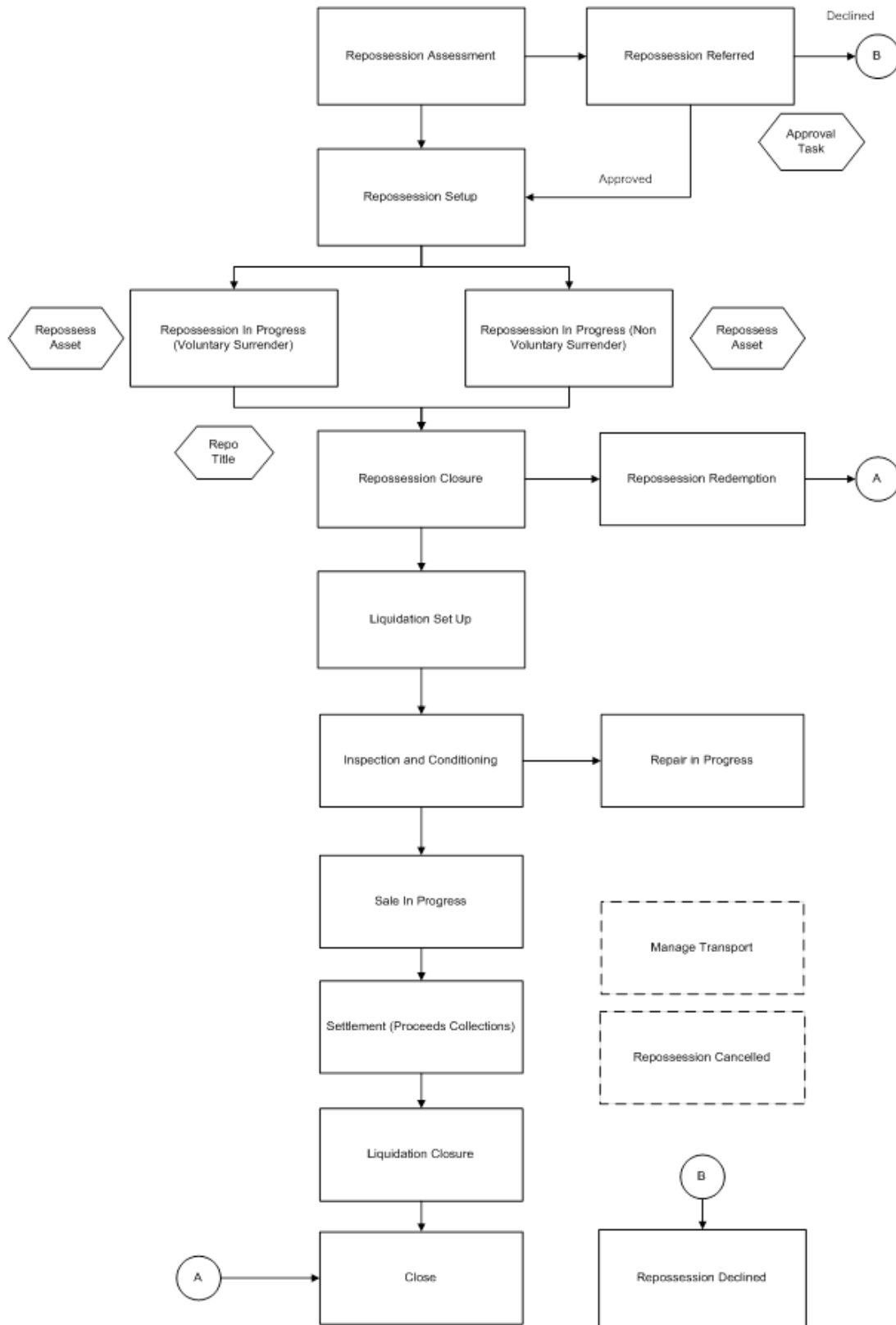
## 9.1 Process Summary

Asset Repossession and Liquidation process is an account level case. It manages the repossession and liquidation of one collateral associated to the account. If an account has two collaterals, then two different cases will be created to manage the repossession and liquidation of the collaterals.

## 9.2 Process Flow

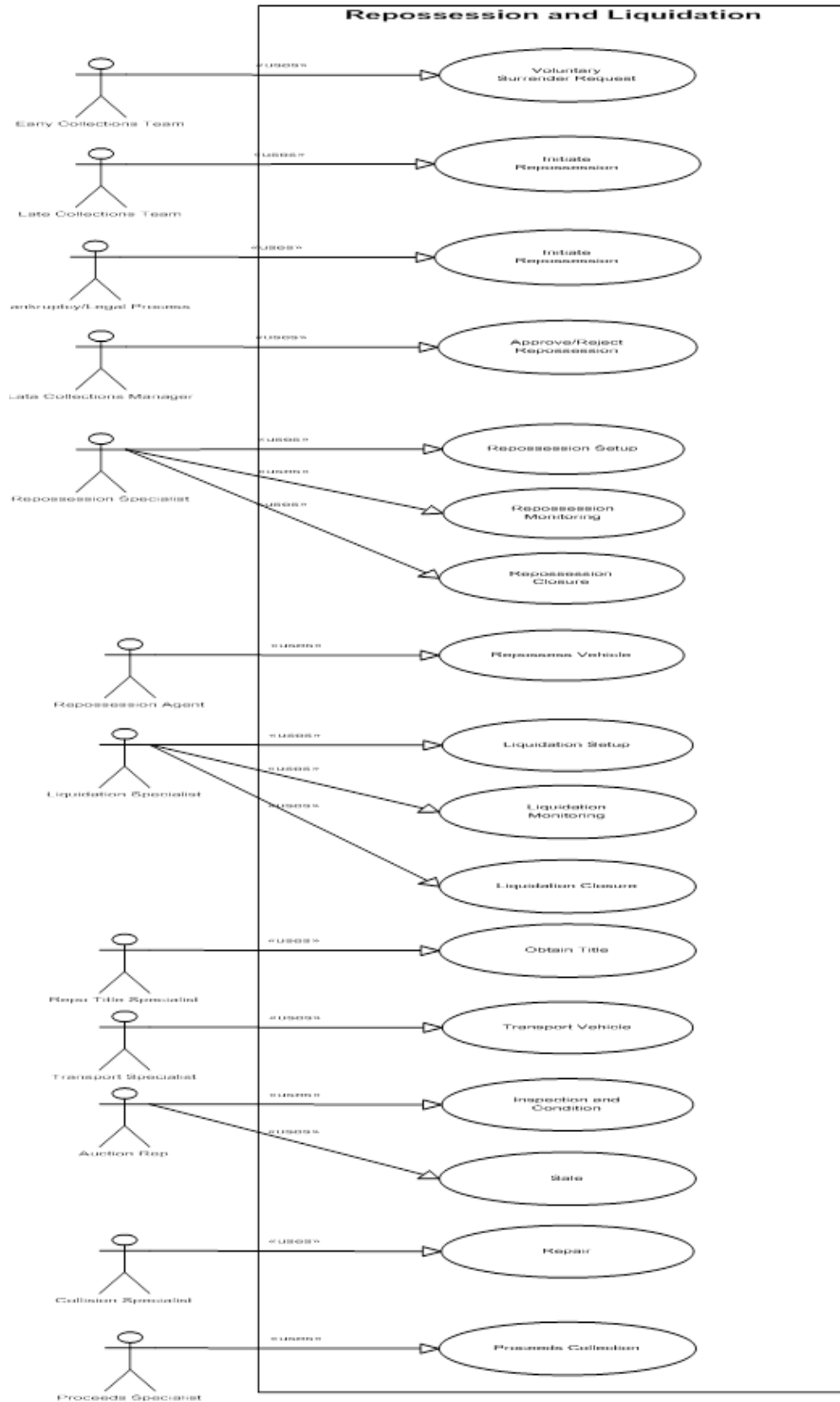
The below diagram depicts the process flow for Asset Repossession and Liquidation.

Figure 9–1 Asset Repossession Process Flow



The below diagram depicts the roles and responsibilities involved in Asset Repossession and Liquidation.

Figure 9–2 Roles and Responsibilities



## 9.3 Roles and Responsibility

This section describes the roles and responsibilities involved in Asset Repossession and Liquidation.

**Table 9–1 Roles and Responsibilities**

Sr.No	Role	Responsibilities
1	Early Collection Team	Raises Voluntary Surrender request.
2	Late Collections Team	Initiates Repossession case.
3	Bankruptcy/Legal Process	Initiates Repossession case.
4	Late Collection Manager	Approves or rejects Repossession request.
5	Repossession Specialist	Involved in Repossession setup, monitoring and closure.
6	Repossession Agent	Repossesses vehicles.
7	Liquidation Specialist	Involved in Liquidation setup, monitoring and closure.
8	Transport Specialist	Manages the transportation of vehicles.
9	Auction Specialist	Inspects the vehicle's condition and decides to put for sale.
10	Collision Specialist	Involved in Repairing management of vehicles.
11	Proceeds Specialist	Moves proceeds for collection.

## 9.4 Case Life Cycle

This section describes the Case Life Cycle details. A repossession case can be initiated from multiple sources:

- It can be initiated manually from case panel in a Late Collections Process.
- It can be initiated manually after customer requests for voluntary surrender.
- It can be initiated as part of the other processes like Legal and Bankruptcy process.

During the case initiation, the system/user has to provide below inputs for successful creation of Repossession case:

- Collateral to be repossessed
- Repossession reason

If case is being created manually on case panel, user will have to input these two fields before case creation. Case Creation will fail, if any of these values are not entered.

If case is being created from bankruptcy process, then the bankruptcy process needs to pass these fields for Repossession initiation.

### 9.4.1 Repossession Assessment

Case is created in this status. Repossession specialist will enter the additional collateral information required for the repossession. The specialist will also enter the estimated realization amount and initiate the repossession approval.



**Table 9–2 Status: Repossession Assessment**

Actor	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Collateral Validation: Verify that the collateral code provided as input is associated with the account and has not been sold already. The collateral belongs to one of the collateral type supported by the process.</li> <li>■ Validate that no other active repossession case is present on the collateral.</li> <li>■ Associate all accounts that are in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery that share the same collateral.</li> <li>■ Associate all customers who are the financial owners on the associated accounts.</li> <li>■ Validate that No Active Bankruptcy case on the associated customers if Repossession Reason &lt;&gt; Bankruptcy.</li> <li>■ SCRA Check: No active service in last nine months for the associated customers.</li> <li>■ Validate that demand letter and acceleration letters have been sent already.</li> <li>■ Cross Strategy Action Matrix will be referred to hold/close the cases on the associated accounts.</li> <li>■ Remove review dates on the associated accounts.</li> <li>■ When the Repossession Assessment is complete and Demand and Acceleration letters have been sent and expired case will move to Repossession Referred status.</li> </ul> <p>Repossession Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Validate bank's security interest in the collateral. Action Result: Validate Security Interest.</li> <li>■ Repossession Specialist will upload the collateral registration documents and other supporting documents in the repossession case.</li> <li>■ Update the additional collateral information that has been not provided in the host but is known to the repossession specialist. Action Result: Review Collateral Information.</li> <li>■ Fetch Valuation of the Collateral from pre-configured sources like KBB, NADA etc.</li> <li>■ Fill the Repossession Assessment form. Action Result: Repossession Assessment.</li> <li>■ If Security Interest is not valid, Repossession Specialist will cancel the repossession case. Action Result: Cancel Repossession.</li> </ul>
<b>Modify Association</b>	Yes

**Enter Validation Algorithm:**

**Table 9–3 Status: Repossession Assessment - Enter Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-VALDCOLL	C1-VALDCOLL	Verify that the collateral code provided as input is associated with the account and has not been sold already. The collateral belongs to one of the collateral type supported by the process.	<ul style="list-style-type: none"> <li>■ Collateral Type</li> <li>■ Collateral Category</li> </ul>
20	C1-VALIDDLAL	C1-VALIDDLAL	Validate that Demand letter and Acceleration letters have been sent on the account	<ul style="list-style-type: none"> <li>■ Demand letter code</li> <li>■ Acceleration letter code</li> <li>■ X Days</li> </ul>

**Enter Processing Algorithm:****Table 9–4 Status: Repossession Assessment - Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-ECTTSS	C1-ARSACCTS	Account Association for Repossession case	
20	C1-ASSOCUST	C1-ASSOCUST	Customer Association for Repossession case	
30	C1-CHKBKPTCY	C1-CHKBKPTCY	Bankruptcy Check for associated customers	<ul style="list-style-type: none"> <li>■ Bankruptcy Repossession Reason: Bankruptcy</li> </ul>
40	C1-BLOCKREPO	C1-BLOCKREPO	Active Military Service Check	<ul style="list-style-type: none"> <li>■ Repossession Block Period for Service Members = 270 days</li> </ul>
50	C1-CSAMENTST	C1-CSAMENTST	Cross Strategy Action Matrix	<ul style="list-style-type: none"> <li>■ Check Status = No</li> </ul>
60	C1-UPDRVWDT	C1-UPDRVWDT	Remove the review dates of associated accounts	<ul style="list-style-type: none"> <li>■ Update Type: Remove Review Date</li> <li>■ Days Offset: NA</li> <li>■ Override Flag: NA</li> </ul>

**Table 9–5 Status: Repossession Assessment - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-VALIDDLAL	C1-VALIDDLAL	Validate the Demand Letter and Acceleration Letter Expiry Date	<ul style="list-style-type: none"> <li>■ DL Template Code:</li> <li>■ AL Template Code:</li> </ul>

### 9.4.2 Repossession Referred

This status will manage the supervisor approval for the Repossession of vehicle.

**Table 9–6 Status: Repossession Referred**

Actor	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Verify if the case qualifies for auto-approval. If yes move the case ahead for assigning a repossession agent else create an approval task for the supervisor of the repossession queue.</li> <li>■ If Supervisor approves the task the case will move ahead for repossession vendor assignment.</li> <li>■ If Supervisor declines the task the case will move into Repossession Declined Status.</li> </ul> <p>Repossession Supervisor will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Repossession Supervisor will access the approval task from his task list, navigate to the case panel and review the assessment form.</li> <li>■ Based on his assessment Repossession Supervisor will either approve or decline the Repossession by selecting appropriate result. Action Result: Repossession Approval.</li> </ul>

#### Enter Processing Algorithm:

**Table 9–7 Status: Repossession Referred - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-REPOAPRV	C1-REPOAPRV	Auto- Approval check for Repossession	<ul style="list-style-type: none"> <li>■ Auto Approval Rule</li> <li>■ Approved Status: Repossession Setup</li> <li>■ Approval Task Type:</li> <li>■ :Queue</li> </ul>

### 9.4.3 Repossession Setup

Case will land in this status when repossession is auto-approved by the system or manually approved by the Supervisor. Repossession Specialist will do the necessary activities to initiate the physical repossession of the vehicle.

**Table 9–8 Status: Repossession Setup**

Actor	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Repossession Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Repossession Specialist will select the Repossession Vendor in the Vendor Assignment Panel.</li> <li>■ Repossession Specialist will upload the documents that will be required for carrying out the physical repossession. For example, in case of Voluntary Repossession the customer signed Voluntary Repossession Letter will be needed.</li> <li>■ Once the setup activities are complete Repossession Specialist with record that Repossession Setup is complete. Action Result: Repossession Setup.</li> </ul>

#### 9.4.4 Repossession in Progress (Voluntary Surrender)

The actual repossession of the vehicle will happen in this status. A task will be created for the Repossession Vendor selected in the Repossession Setup status. The Repo Specialist will interact with repossession vendor and monitor the progress of the Repossession. Once repossession activity is complete, the Repossession vendor will provide details of repossession activity in the task.

**Table 9–9 Status: Repossession in Progress (Voluntary Surrender)**

Actor	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Create Voluntary Surrender Repossession Task and assign it to the Repossession Vendor.</li> <li>■ Create a notification for the Repossession Specialist when the repossession task is complete.</li> </ul> <p>Repossession Vendor will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Repossession Vendor will access the task and check the Vehicle Details.</li> <li>■ Repossession Vendor will perform the physical repossession and update the repossession details in the task.</li> </ul> <p>Repossession Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Repossession Specialist will monitor the progress of the task after regular intervals. Action: Repossession Progress.</li> <li>■ When the Repossession is complete Repossession Specialist will assign the Repossession Title Agency based on the Repossessed From State and Repossessed From Address.</li> </ul>

	<ul style="list-style-type: none"> <li>Repossession Specialist will review the other repossession details and mark the Repossession as complete. Action: Repossession Progress.</li> </ul>
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**Enter Processing Algorithm:****Table 9–10 Status: Repossession in Progress (Voluntary Surrender) - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-AUTOTASKC	C1-AUTOTASKC	Automatic task creation for Vendor	<ul style="list-style-type: none"> <li>Service Type: Repossession</li> <li>Task Type:</li> <li>Queue Code:</li> </ul>
20	C1-REPOASAL	C1-REPOASAL	Send Email Assignment to Repossession Vendor	<ul style="list-style-type: none"> <li>Template code:</li> <li>Service Type:</li> </ul>

**Exit Validation Algorithm:****Table 9–11 Status: Repossession in Progress (Voluntary Surrender) - Exit Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-VALTASKEK	C1-VALTASKEK	Validate if Repossession Task have been completed	<ul style="list-style-type: none"> <li>Task Type: Repossession (Voluntary Surrender)</li> </ul>

**9.4.5 Repossession in Progress**

The actual repossession of the vehicle will happen in this status. A task will be created for the Repossession Vendor selected in the Repossession Setup status. The Repo Specialist will interact with repossession vendor and monitor the progress of the Repossession. Once repossession activity is complete, the Repossession vendor will provide details of repossession activity in the task.

**Table 9–12 Status: Repossession in Progress**

Actor	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>Create a normal Repossession Task and assign it to the Repossession Vendor.</li> <li>Create a notification for the Repossession Specialist when the repossession task is complete.</li> </ul> <p>Repossession Vendor will perform the following activities:</p> <ul style="list-style-type: none"> <li>Repossession Vendor will access the task and check the Vehicle Details.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Repossession Vendor will perform the physical repossession and update the repossession details in the task.</li> </ul> <p>Repossession Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Repossession Specialist will monitor the progress of the task after regular intervals. Action: Repossession Progress.</li> <li>■ When the Repossession is complete Repossession Specialist will assign the Repossession Title Agency based on the Repossessed From State and Repossessed From Address.</li> <li>■ Repossession Specialist will review the other repossession details and mark the Repossession as complete. Action: Repossession Progress.</li> </ul>
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**Enter Processing Algorithm:****Table 9–13 Status: Repossession in Progress - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-AUTOTASKC	C1-AUTOTASKC	Automatic task creation for Vendor	<ul style="list-style-type: none"> <li>■ Service Type: Repossession</li> <li>■ Task Type:</li> <li>■ Queue Code:</li> </ul>
20	C1-REPOASAL	C1-REPOASAL	Send Email Assignment to Repossession Vendor	<ul style="list-style-type: none"> <li>■ Template code:</li> <li>■ Service Type:</li> </ul>

**Monitoring Algorithm:****Table 9–14 Status: Repossession in Progress - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-NOTRSTSK	C1-NOTRSTSK	Notify on Task completion of case level task	

**Exit Validation Algorithm:****Table 9–15 Status: Repossession in Progress - Exit Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-VALTASKEK	C1-VALTASKEK	Validate if Repossession Task have been completed	<ul style="list-style-type: none"> <li>■ Task Type: Repossession (Voluntary Surrender)</li> </ul>

### 9.4.6 Repossession Closure

In the Repossession Closure status, the case will wait for the customer to redeem his collateral. If the customer requests for redemption the case is moved to Redemption status. After the Redemption clear date, liquidation of the vehicle will be initiated.

**Table 9–16 Status: Repossession Closure**

Actor	System and User
<p><b>Description</b></p>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Redemption Letters will be sent on all the associated accounts.</li> <li>■ On Redemption Clear date the case will be moved to Liquidation Setup Status.</li> <li>■ Automatic task creation for Repo Agent Vendor.</li> </ul> <p>Repossession Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ If Repo Agent is not going to transport the vehicle to the auction location, Repo Specialist will assign the case to the Transport Specialist to manage the transport of the vehicle. He will enter the transport request details. Action Result: Liquidation Setup Actions.</li> <li>■ Repossession Specialist will confirm that the vehicle is at Sale location. Action Result: Liquidation Setup Actions.</li> <li>■ Repossession Specialist will initiate payments to the Repo Agency. Action Result: Manage Payments.</li> <li>■ If any personal property is found Repossession Specialist will co-ordinate the return of the Personal Property. Action Result: Manage Personal Property.</li> </ul> <p>Redemption Actions: (Action Result: Manage Redemption)</p> <ul style="list-style-type: none"> <li>■ Repossession Specialist might override the Redemption Clear Date if needed.</li> <li>■ If customer requests for Redemption repossession specialist will recalculate the Redemption Amount based on fees incurred for Repossession and Liquidation Setup.</li> <li>■ Repossession Specialist will get a customer information sheet filled by the customer, will verify the Liability and Collision Insurance and finally collect the Redemption amount from the customer.</li> <li>■ Repossession Specialist will then record that redemption has been complete.</li> </ul> <p>Repo Title Agency will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Access the documents shared by the bank which includes the Contract documents, Repossession Affidavit etc.</li> <li>■ Get the Repo Title in the name of the bank and upload the title document in the task.</li> </ul>

**Enter Processing Algorithm:****Table 9–17 Status: Repossession Closure - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-REDEMPTR	C1-REDEMPTR	Send Redemption Letters on all associated accounts	<ul style="list-style-type: none"> <li>■ Template Code:</li> </ul>
20	C1-AUTOTASKC	C1-AUTOTASKC	Automatic task creation for Vendor	<ul style="list-style-type: none"> <li>■ Service Type: Repossession Title</li> <li>■ Task Type:</li> <li>■ Queue Code:</li> </ul>

**Monitoring Algorithm:****Table 9–18 Status: Repossession Closure - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-REDCLRDT	C1-REDCLRDT	Automatic movement to Liquidation Setup status when Redemption clear date is reached	Liquidation Setup Status:

**9.4.7 Redemption Complete**

Case will move into this status when redemption is complete and wait for the redemption proceeds to be applied on the account.

**Table 9–19 Status: Redemption Complete**

<b>Actor</b>	System and User
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Validate that any open tasks like Repossession Title, Bill of Lading are closed.</li> <li>■ When outstanding amount of all the associated accounts becomes zero the case will be moved to closed status.</li> </ul>

**Monitoring Algorithm:****Table 9–20 Status: Redemption Complete - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_AR_OUTSZR	C1-REDEPROC	Close the repossession case when outstanding amount of all associated accounts = 0	Closed Status:



**Enter Processing Algorithm:****Table 9–21 Status Redemption Complete - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_RMDP_SW	UDT_COL_LQDD	Algorithm to mark Redemption Period is Over for Collateral	Closed Status:

**Enter Validation Algorithm:****Table 9–22 Status: Redemption Complete - Enter Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-VALTASKCM	C1-VALTASKCM	Validate Task Completion (Case Closure)	<ul style="list-style-type: none"> <li>■ Tasks: Repossession Title, Generate Bill Of Lading, Manage Transport</li> </ul>

**9.4.8 Manage Transport**

Case will move into this status when transport is needed for the repossessed vehicle.

**Table 9–23 Status: Manage Transport**

<b>Actor</b>	Transport Specialist
<b>Description</b>	<p>Transport Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Search for all cases allocated to him and that need to be transported from Point A to Point B. Generate Bill of Lading outside the system and Update the Bill of Lading # and Expected delivery date on the case. Action Result: Manage Transport.</li> <li>■ Follow up with the transport agency if vehicle has not reached by expected delivery date. Action Result: Manage Transport.</li> <li>■ Once the vehicle reaches the auction or the destination Transport Specialist will update the Stock Number and Actual delivery date and record that transport has been complete. For this he will search the cases based on Stock Number. Action Result: Manage Transport.</li> </ul>

**9.4.9 Liquidation Setup**

Case will enter in this status when Redemption Clear Date has reached.

**Table 9–24 Status: Liquidation Setup**

<b>Actor</b>	Liquidation Specialist
<b>Description</b>	<p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ System will initiate the cancellation of insurances like Accident and Health Insurances, Credit Life Insurances and Extended Warranty.</li> </ul>

	<ul style="list-style-type: none"> <li>■ If Repo Title has been received and the vehicle is available at the Sale Location Date system will move the case to Inspection and Conditioning Status.</li> </ul> <p>Liquidation Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Liquidation Specialist will follow up with the Repo Title Agency, if the title has not been received yet. Action Result: Liquidation Setup Actions.</li> <li>■ If the vehicle has not yet been transported to the sale location liquidation specialist will initiate transport of the vehicle. Action Result: Liquidation Setup Actions.</li> <li>■ Liquidation Specialist will initiate payments to Repo Title Agency and Transport Agency. Action Result: Manage Payments.</li> </ul>
<b>Modify Association</b>	No

**Enter Processing Algorithm:****Table 9–25 Status: Liquidation Setup - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-CREATTASK	C1-CREATTASK	Automatic task creation	Task Type: Cancel Add On Insurances and Warranty's Queue Code:

**Monitoring Algorithm:****Table 9–26 Status: Liquidation Setup - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-LIQSETCMP	C1-LIQSETCMP	Transition to next status when Repo Title has been received and Vehicle available at Sale Location date.	Next Status: Inspection and Condition

**9.4.10 Inspection and Conditioning**

Case will be in this status when Repo Title has been received and vehicle is at the Sale Location. Case will be assigned to the Auction Rep or the Sales Rep to inspect the vehicle.

**Table 9–27 Status: Inspection and Conditioning**

<b>Actor</b>	Auction Rep/ Sales Rep
<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Auction Rep/ Sales Rep will perform the following activities:</p>

	<ul style="list-style-type: none"> <li>■ Auction Rep will inspect the vehicle and fill a condition report. He will attach the condition report to the case.</li> <li>■ Auction Rep will do a valuation of the vehicle based on mileage and current condition using the system.</li> <li>■ Based on his experience Auction Rep will come up with his own valuation and the floor price.</li> <li>■ Auction Rep will list out what all conditioning and car detailing is required for the vehicle. Action Result: Sales Rep Inspection.</li> <li>■ If any repairs are required Auction Rep will list out the repairs to be carried out. Action Result: Sales Rep Inspection.</li> <li>■ Auction Rep will attach the conditioning expense in the system.</li> <li>■ Once the required conditioning and repairs are done Auction Rep will mark the case as Ready for Sale. Action Result: Sales Rep Inspection.</li> </ul>
<b>Modify Association</b>	No

### 9.4.11 Repair in Progress

The case will enter this status when Sales Rep or Auction Rep has indicated that the vehicle needs repairs before being sold.

**Table 9–28 Status: Repair in Progress**

<b>Actor</b>	Collision Specialist
<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Collision Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Collision Specialist will refer the Repair Details entered by Auction Rep and inspect the vehicle/vehicle photographs to check the damage.</li> <li>■ Collision Specialist will estimate the repair amount and if repair amount is greater than threshold amount will go ahead to claim the insurance. Action Result: Manage Repairs.</li> <li>■ Collision Specialist will initiate and monitor the repair until it is completed. Action Result: Manage Repairs.</li> </ul>
<b>Modify Association</b>	No

### 9.4.12 Sale in Progress

The sale of the vehicle will be managed in this status. The auction and Sale Attempts will be entered in the system. Post sale, the sale related information is entered in the system.

**Table 9–29 Status: Sale in Progress**

<b>Actor</b>	Sales Rep/Auction Rep
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<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Auction Rep/ Sales Rep will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Auction Rep will attend the auction and make sure the vehicles are positioned in good lanes and timing of presentment is appropriate. At the end of the auction the rep will capture the auction details in the system. If a sale has happened Auction Rep will capture the sale information in the system. Action Result: Manage Sale.</li> <li>■ In a non auction case the sales rep would collect a minimum of three bids for the vehicle and arrange the sale to the highest bidder. The Sale information will be captured in the system. Action Result: Manage Sale.</li> </ul>
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### 9.4.13 Settlement

Case is in this status once the vehicle has been sold. The Proceeds Specialist will monitor for the receipt of the proceeds. Proceeds Specialist will receive the proceeds and the Sale Invoice. Proceeds Specialist will apply the expenses and the net sale proceeds on the account.

**Table 9–30 Status: Settlement**

<b>Actor</b>	Proceeds Specialist
<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Proceed Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Proceeds Specialist will search the case with the stock number in Advanced Search.</li> <li>■ Proceeds Specialist will enter the expense details in the Fees and Charges Panel with the help of the Sale Invoice.</li> <li>■ Proceeds Specialist will apply the expenses and the Net Sale Price on the account in the host system or Recovery System.</li> <li>■ Once the Proceed Specialist completes his activities he will record the same in the system. Action Result: Manage Proceeds.</li> <li>■ For all cases allocated to the Proceeds Specialist for which the Sale proceeds have not been received the proceeds specialist will follow up with the Auction Rep and update the status in the system. Action Result: Manage Proceeds.</li> </ul>
<b>Modify Association</b>	No

### 9.4.14 Liquidation Closure

Case will be in this status once the sale is complete. In this status, the Liquidation Specialist will confirm that the proceeds have been applied on the account, charge off/write off the remaining amount, and monitor the receipt of funds from cancellation/claims of insurances.

**Table 9–31 Status: Liquidation Closure**

<b>Actor</b>	Liquidation Specialist
<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ None</li> </ul> <p>Liquidation Specialist will perform the following activities:</p> <ul style="list-style-type: none"> <li>■ Liquidation Specialist will initiate Full Charge Off/ Full Write Off tasks based on the whether the repossession case is in pre charge off or post charge off stage. Action Result: Liquidation Closure Activities.</li> <li>■ Liquidation Specialist will monitor for the receipt of refunds from Add On Insurance Cancellation and if repairs were done Insurance claim amount. Action Result: Liquidation Closure Activities.</li> <li>■ If excess amount has been received by the bank Liquidation Specialist will co-ordinate the return of excess amount to the customer. Action Result: Liquidation Closure Activities.</li> </ul>
<b>Modify Association</b>	

### 9.4.15 Closed

This is final status of Asset Repossession and Liquidation case. Case will enter into this status when the vehicle has been sold and the proceeds have been applied on the account and closure activities have been completed. Case will also enter into this status if the customer has redeemed the vehicle.

**Table 9–32 Status: Closed**

<b>Actor</b>	System
<b>Description</b>	<p>Below system activities will be done in this status:</p> <ul style="list-style-type: none"> <li>■ Review Dates will be set on the associated accounts.</li> </ul>
<b>Modify Association</b>	No

#### Enter Processing Algorithm:

**Table 9–33 Status: Closed - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-UPDRVWDT	C1-UPDRVWDT	Remove the review dates of associated accounts	<ul style="list-style-type: none"> <li>■ Update Type: Set Review Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: NA</li> </ul>

### 9.4.16 Repossession Cancelled

This is final status of Asset Repossession and Liquidation case. Case will enter into this status when Repossession specialist decides to cancel the repossession manually. This could be due to no valid security

interest in the vehicle or customer has made recent payment that would indicate that repossession is not required.

**Table 9–34 Status: Repossession Cancelled**

<b>Actor</b>	System
<b>Description</b>	Below system activities will be done in this status: <ul style="list-style-type: none"> <li>■ Review Dates will be set on the associated accounts.</li> </ul>
<b>Modify Association</b>	No

**Enter Processing Algorithm:**

**Table 9–35 Status: Repossession Cancelled - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-UPDRVWDT	C1-UPDRVWDT	Remove the review dates of associated accounts	<ul style="list-style-type: none"> <li>■ Update Type: Set Review Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: NA</li> </ul>

### 9.4.17 Repossession Declined

This is final status of Asset Repossession and Liquidation case. Case will enter into this status when the Repossession Manager has declined the asset repossession.

**Table 9–36 Status: Repossession Declined**

<b>Actor</b>	System
<b>Description</b>	Below system activities will be done in this status: <ul style="list-style-type: none"> <li>■ Review Dates will be set on the associated accounts.</li> </ul>
<b>Modify Association</b>	No

**Enter Processing Algorithm:**

**Table 9–37 Status: Repossession Cancelled - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	C1-UPDRVWDT	C1-UPDRVWDT	Remove the review dates of associated accounts.	<ul style="list-style-type: none"> <li>■ Update Type: Set Review Date</li> <li>■ Days Offset: 0</li> <li>■ Override Flag: NA</li> </ul>

### 9.4.18 Features

Day Zero Setup for Mandatory/Hidden/Locked fields on Application Form. The Configuration is available in the CI\_CASE\_ST\_PROC\_FLD.sql script.

**Feature Configuration:**

**Table 9–38 Feature Configuration**

Feature Name	Description
C1-VHCI	■ Valuation Type for Vendors - Automatic (KBB) or Manual
C1-LQIPRO	■ Checks on Sales Rep Inspection Panel

# 10 Internal Recovery Case Life Cycle

This chapter provides information on the Internal Recovery Case Life Cycle.

## 10.1 Process Summary

The Recovery – Internal Life Cycle is a sample product shipped case type available to implement the initial follow-up on the charged off account by banks internal recovery team.

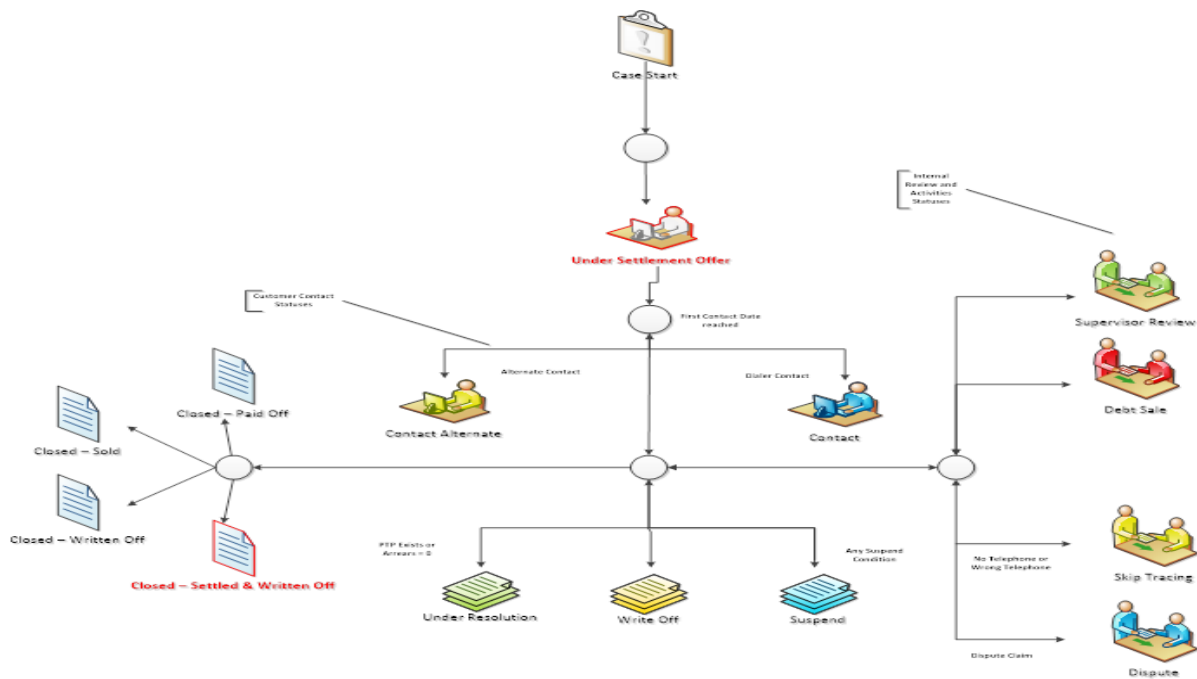
The Recovery Internal case type covers the regular Customer Contact Management, Supervisor Reviews, Risk Reducing Measures, Skip Tracing, Manage Disputes, and Suspensions.

The Recovery Internal process also comes with factory shipped actions and results that are available to the collectors for recording the call outcomes and other activities done by the collector.

## 10.2 Process Flow

The below diagram depicts the proposed product shipped Recovery Internal Case Type.

Figure 10–1 Recovery Internal Case Type Process Flow



## 10.3 Roles and Responsibility

This section describes the roles and responsibilities involved in the Recovery Internal Case Type.



**Table 10–1 Roles and Responsibilities**

Sr.No	Role	Responsibilities
1	Recovery Collector	Recovery Collector will follow up with the customer for the outstanding amount and will record the call outcomes and promise to pays in the system. He may refer the case to his supervisor for review or further action.
2	Recovery Supervisor/ Specialist	Recovery Supervisor will work on cases referred to them by the recovery collectors and will take appropriate actions.
3	Debt Sale Team	Debt Sale Team will review the cases assigned to them and manage the sale of those accounts to an external asset restructuring company.
4	Skip Tracing Team	Skip Tracing Team will manage the cases wherein the customer cannot be reached on the contact number provided.
5	Dispute Management Team	Dispute Management Team will handle the cases where a dispute has been claimed by the customer.

## 10.4 Case Life Cycle

**Figure 10–2 State Diagram**

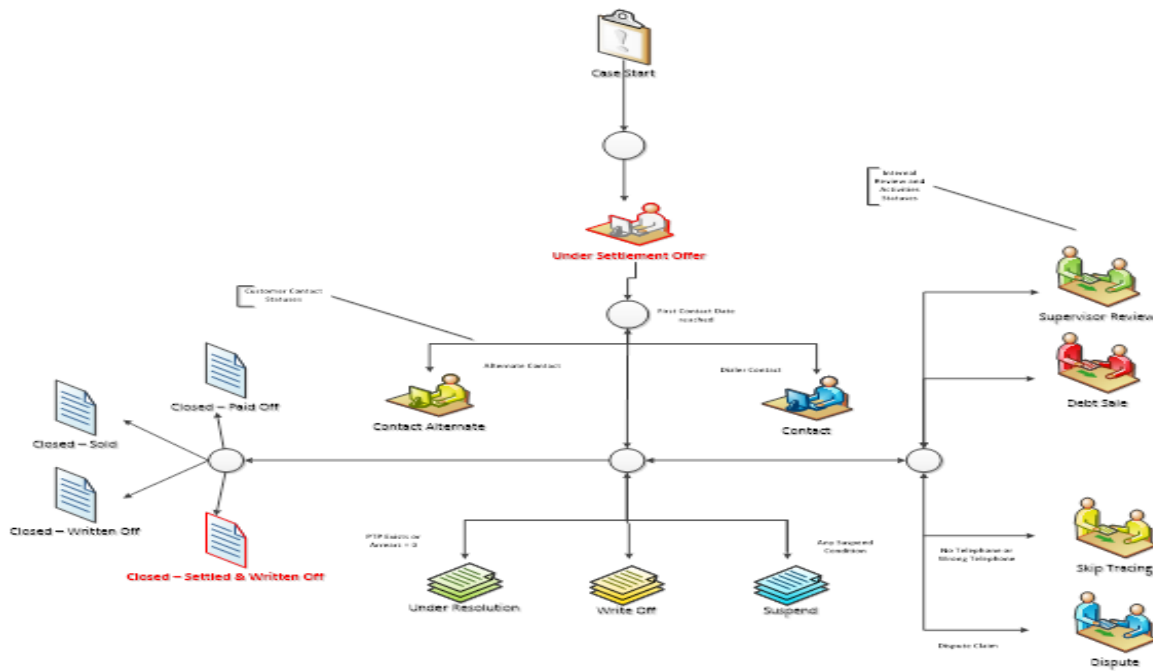


Figure 10–3 Transition Matrix

From / To	Review	Under Settlement Offer	Contact	Contact Alternate	Under Resolution	Write Off	Suspend	Supervisor Review	Debt Sale	Stop Trade	Dispose	Settle	Closed - Paid Off	Closed - Written Off	Closed - Settled & Written Off	Closed - Audit	Closed - Cancelled
Review	S	X	F	F	S	X	S	F	X	F	X	X	X	X	X	X	S
Under Settlement Offer	S	S	S	S	S	X	SF	F	X	X	F	X	X	X	X	X	S
Contact	S	S	S	F	S	X	SF	F	X	S	F	X	S	X	X	X	S
Contact Alternate	S	S	F	S	S	X	SF	F	X	S	F	X	S	X	X	X	S
Under Resolution	X	S	S	S	S	M	SF	F	X	X	F	S	S	X	X	X	S
Write Off	X	X	X	X	X	S	X	F	X	X	X	X	X	S	X	X	S
Suspend	S	X	F	F	X	X	S	F	X	X	F	X	S	X	X	X	S
Supervisor Review	F	S	F	F	X	F	F	S	F	F	F	X	S	X	X	X	S
Debt Sale	X	X	X	X	X	X	X	F	S	X	X	X	X	X	X	S	S
Stop Trade	S	S	F	F	X	X	X	F	X	S	F	X	S	X	X	X	S
Dispose	S	X	F	F	X	X	X	F	X	X	S	X	X	X	X	X	S
Settle	X	X	X	X	X	X	X	X	X	X	X	S	X	X	S	X	S
Closed - Paid Off	S	X	X	X	X	X	X	X	X	X	X	X	S	X	X	X	S
Closed - Written Off	S	X	X	X	X	X	X	X	X	X	X	X	X	S	X	X	S
Closed - Settled & Written Off	S	X	X	X	X	X	X	X	X	X	X	X	X	S	X	X	S
Closed - Debt Sale	S	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	S
Closed - Cancelled	S	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	S

Legend	
S	System Transition
F	Follow Up
M	Manual Transition
X	Not Allowed
	Initial Status
	Interim Status
	Final Status
	Not Applicable

### 10.4.1 Review

Table 10–2 Status: Review

<b>Actor</b>	System and Recovery Specialist
<b>Description</b>	<p>The internal Recovery case will start in this status. The case will be assigned to the Recovery Specialist. The Recovery specialist will review the case by referring the collections history and decide what action needs to be taken on the case. He will perform either of the following actions:</p> <ul style="list-style-type: none"> <li>Initiate contact with the customer. Action Result: Account Review.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Assign case to Skip Tracing Team. Action Result: Account Review.</li> <li>■ Assign case for Supervisor Review with appropriate Referral Reason. Action Result: Account Review.</li> </ul> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Call to Cross Strategy Action Matrix for appropriate action on the existing cases on the account.</li> <li>■ Transition to Skip Trace Status if customer has No Telephone Number.</li> <li>■ Transition to Suspend status if Specific Risk Indicator has been added on customer or account.</li> <li>■ Transition the case to Under Resolution Status if a Promise to Pay is agreed while case is in this status.</li> <li>■ Transition to Under Settlement Offer Status if Active Settlement Offer exists on the account</li> </ul>
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**Enter Processing Algorithm:****Table 10–3 Status: Review - Enter Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM_SKIPTR	C1-ECISTNTN	<p>If no contact points exists then move the case to Skip Tracing status.</p> <p>Check if one of the Contact Points as specified in the parameters exists for any of the account holder.</p> <p>If no contact point exists then move the case to Skip Tracing Status.</p> <p>Set Re-Allocation Switch = Y for the case post case transition.</p>	<ul style="list-style-type: none"> <li>■ Contact Points</li> <li>■ Skip Tracing Status</li> </ul>
20	IR_CM_CESUS	C1-CSETRANS	<p>Additional algorithm in Pending Status:</p> <p>Enter Processing to transition to Suspend Status if Cease and Desist = Y.</p>	<ul style="list-style-type: none"> <li>■ Suspension State</li> </ul>

**Monitoring Algorithm:**

Table 10–4 Status: Review - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM UNDRSO	C1-TSOF	Transition the case to Under Settlement Offer Status if Active Settlement Offer Flag is Yes	<ul style="list-style-type: none"> <li>■ Under Settlement Offer Status</li> <li>■ Reallocate Switch</li> </ul>
20	IR_CM- SCRA	C1-ACTMEMCHK	<p>This algorithm will transit the case to Suspend Status if the customer is in Active Service or dependent of a person in Active Service.</p> <p>Validate against all Financial Owners parameter will decide if check has to be done for main customer or all financial owners.</p> <p>If Validate against all Financial Owners parameter value is Y, algorithm will check active service member against all financial owners.</p>	<ul style="list-style-type: none"> <li>■ Suspend Status</li> <li>■ All Financial Owner Validation</li> <li>■ Validation Date</li> <li>■ Dependent Validation</li> <li>■ Suspend Reason Characteristics</li> </ul>
30	IR_CM- CESUS	C1-ECTTSS	Internal Recovery - Transition to suspended status based on Account and Party Warning Indicators.	<ul style="list-style-type: none"> <li>■ Account Warning Indicators</li> <li>■ Party Warning Indicators</li> <li>■ Party Level Risk Code (Contact Alternate)</li> <li>■ Contact Alternate Status</li> <li>■ Suspended Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristics Type Suspend Reason</li> </ul>
40	IR_CM- UNDRÉS	C1-TTURS	Internal Recovery - Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Outstanding Amount</li> </ul>

## 10.4.2 Under Settlement Offer

**Table 10–5 Status: Under Settlement Offer**

<b>Actor</b>	System and Collector
<b>Description</b>	<p>This indicates that a Manual/ System Settlement Offer exists for the account. Below system activities will be done when the case is in this status:</p> <ol style="list-style-type: none"> <li>1. Transition to Suspend Status if Specific Risk Indicator has been added on Customer or Account.</li> <li>2. Transition to Contact Statuses based on Settlement Offer status on the account.</li> <li>3. Transition to Under Resolution Status based on PTP capture for the Settlement.</li> </ol>

### Monitoring Algorithm:

**Table 10–6 Status: Under Settlement Offer - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_MONUS	C1-MONUS	Under Settlement Offer Status Monitor Algorithm for Settlement Expiry/Offer Acceptance Rejection	<ul style="list-style-type: none"> <li>■ Task Type</li> <li>■ Task Queue</li> <li>■ Contact Status</li> <li>■ Contact Alt Status</li> <li>■ Reallocate Switch</li> <li>■ Validation Date</li> </ul>
20	IR_CM_SUSP	C1-ECTTSS	Internal Recovery - Transition to suspended status based on Account and Party Warning Indicators	<ul style="list-style-type: none"> <li>■ Account Warning Indicators</li> <li>■ Party Warning Indicators</li> <li>■ Party Level Risk Code (Contact Alternate)</li> <li>■ Contact Alternate Status</li> <li>■ Suspended Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristics Type Suspend Reason</li> </ul>
40	IR_CM_	C1-TTURS	Internal Recovery -	<ul style="list-style-type: none"> <li>■ Under Resolution</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
	UNDRES		Transition to Under Resolution Status	Status <ul style="list-style-type: none"> <li>■ Use Outstanding Amount</li> </ul>

### 10.4.3 Contact

Table 10–7 Status: Contact

Actor	System and Collector
Description	<p>This status indicates that borrowers on the account cannot be contacted for some reason.</p> <p>This will allow contacting other authorized third parties and Attorneys.</p> <p>In this status cases are not sent to dialer and calls are managed manually. Recovery Collector will capture the call interactions. Action Result: Outbound Call Alternate.</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Put case on hold if Contact Cap has reached.</li> <li>■ Schedule next call for the case.</li> <li>■ Transition to Suspend Status if specific risk indicator has been added on customer or account.</li> <li>■ Transition to Skip Trace Status if X number of consecutive failed contact attempts.</li> <li>■ Transition to Under Settlement Offer Status if Active Settlement Offer exists on the account.</li> </ul>

#### Monitoring Algorithm :

Table 10–8 Status: Contact- Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_UNDRSO	C1-TSOF	Transition the case to Under Settlement Offer Status if Active Settlement Offer Flag is Yes	<ul style="list-style-type: none"> <li>■ Under Settlement Offer Status</li> <li>■ Reallocate Switch</li> </ul>
20	IR_CM_SUSP	C1-ECTTSS	Internal Recovery - Transition to suspended status based on Account and Party Warning Indicators	<ul style="list-style-type: none"> <li>■ Account Warning Indicators</li> <li>■ Party Warning Indicators</li> <li>■ Party Level Risk Code (Contact Alternate)</li> <li>■ Contact Alternate</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				Status <ul style="list-style-type: none"> <li>■ Suspended Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristics Type Suspend Reason</li> </ul>
30	IR_CM_UNDRES	C1-TTURS	Internal Recovery - Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Outstanding Amount</li> </ul>
40	IR_CM_SKFLD	C1-ECISTITN	Internal Recovery - Transition to Skip Trace Status on consecutive failed contacts	<ul style="list-style-type: none"> <li>■ Consecutive Failed Contacts (X)</li> <li>■ Skip Tracing Status</li> <li>■ Contact Methods</li> <li>■ Validation Date</li> </ul>
50	CM_EC_VALCAP	C1-ECVCC	Early Collections - Check if the contact cap has reached for the case.	<ul style="list-style-type: none"> <li>■ Contact Cap</li> <li>■ Contact Cap Duration (X)</li> <li>■ Contact Hold Days (Y)</li> <li>■ Contact Methods</li> <li>■ Hold Reason</li> <li>■ Validation Date</li> </ul>
60	CM_EC_CONINT	C1-ECDCI	Early Collections - Determine Contact Intensity and Contact Intensity Review Date	<ul style="list-style-type: none"> <li>■ Contact Intensity Rules</li> <li>■ Validation Date</li> </ul>
70	CM_EC_SCHCON	C1-ECSC	Early Collections - Schedule Contact for the case as per Contact Intensity.	<ul style="list-style-type: none"> <li>■ Contact Intensity</li> <li>■ Validation Date</li> </ul>

## 10.4.4 Contact Alternate

Table 10–9 Status: Contact Alternate

<b>Actor</b>	System and Recovery Collector
<b>Description</b>	<p>This status indicates that customer needs to be contacted for a follow-up. Account may be sent to the Dialer for contact.</p> <p>Contact Intensity is decided in this status. All calls are scheduled as per the Contact Intensity Configuration.</p> <p>Facility for Contact Cap Validation will be provided in this status.</p> <p>Recovery Collector will capture the call outcome in the system. Action Result: Outbound Call</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>• Put case on Hold if Contact Cap has reached.</li> <li>• Schedule next call for the case.</li> <li>• Transition to Suspend Status if specific risk indicator has been added on customer or account.</li> <li>• Transition to Skip Trace Status if X number of consecutive failed contact attempts.</li> <li>• Transition to Under Resolution if Promise to Pay is captured.</li> <li>• Transition to Under Settlement Offer Status if Active Settlement Offer exists on the account.</li> </ul>

### Monitoring Algorithm:

Table 10–10 Status: Contact Alternate - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM UNDRSO	C1-TSOF	Transition the case to Under Settlement Offer Status if Active Settlement Offer Flag is Yes	<ul style="list-style-type: none"> <li>■ Under Settlement Offer Status</li> <li>■ Reallocate Switch</li> </ul>
20	IR_CM_ SUSP	C1-ECTSS	Internal Recovery - Transition to suspended status based on Account and Party Warning Indicators	<ul style="list-style-type: none"> <li>■ Account Warning Indicators</li> <li>■ Party Warning Indicators</li> <li>■ Party Level Risk Code (Contact Alternate)</li> <li>■ Contact Alternate Status</li> <li>■ Suspended Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristics Type</li> </ul>



Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				Suspend Reason
30	IR_CM UNDRÉS	C1-TTURS	Internal Recovery - Transition to Under Resolution Status	<ul style="list-style-type: none"> <li>■ Under Resolution Status</li> <li>■ Use Outstanding Amount</li> </ul>
40	IR_CM SKFLD	C1-ECISTITN	Internal Recovery - Transition to Skip Trace Status on consecutive failed contacts	<ul style="list-style-type: none"> <li>■ Consecutive Failed Contacts (X)</li> <li>■ Skip Tracing Status</li> <li>■ Contact Methods</li> <li>■ Validation Date</li> </ul>
50	CM_EC VALCAP	C1-ECVCC	Early Collections - Check if the contact cap has reached for the case.	<ul style="list-style-type: none"> <li>■ Contact Cap</li> <li>■ Contact Cap Duration (X)</li> <li>■ Contact Hold Days (Y)</li> <li>■ Contact Methods</li> <li>■ Hold Reason</li> <li>■ Validation Date</li> </ul>
60	CM_EC CONINT	C1-ECDCI	Early Collections - Determine Contact Intensity and Contact Intensity Review Date	<ul style="list-style-type: none"> <li>■ Contact Intensity Rules</li> <li>■ Validation Date</li> </ul>
70	CM_EC SCHCON	C1-ECSC	Early Collections - Schedule Contact for the case as per Contact Intensity	<ul style="list-style-type: none"> <li>■ Contact Intensity</li> <li>■ Contact Methods</li> <li>■ Validation Date</li> </ul>

### 10.4.5 Under Resolution

**Table 10–11 Status: Under Resolution**

Actor	System
<b>Description</b>	<p>This indicates that a Promise to Pay exists for the account or payment has been received and funds are under clearing. So outstanding amount may not be zero, but the net outstanding position i.e. outstanding minus unclear funds is zero.</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Transition to Suspend Status if specific risk indicator has been added on customer or account.</li> </ul>

	<ul style="list-style-type: none"> <li>■ Transition to Contact Statuses based on PTP Status and Net Outstanding Amount on the account.</li> <li>■ Transition the Case to Settled Status and update Mark for Write off Y and set write off reason code if Last PTP Type='Final Settlement Type' and Active Settlement Status='Y'</li> </ul>
--	--

### Monitoring Algorithm:

**Table 10–12 Status: Under Resolution - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM_SUSP	C1-ECTTSS	Internal Recovery - Transition to suspended status based on Account and Party Warning Indicators	<ul style="list-style-type: none"> <li>■ Account Warning Indicators</li> <li>■ Party Warning Indicators</li> <li>■ Party Level Risk Code (Contact Alternate)</li> <li>■ Contact Alternate Status</li> <li>■ Suspended Status</li> <li>■ Task Type</li> <li>■ Queue</li> <li>■ Characteristics Type Suspend Reason</li> </ul>
20	IN_RESCONUND	C1-RCFR	Internal Recovery - Resume Contact from Under Resolution Status - Recovery	<ul style="list-style-type: none"> <li>■ Contact Status</li> <li>■ Contact All Status</li> <li>■ Supervisor Review Status</li> <li>■ Use Outstanding Amount</li> <li>■ Settled Status</li> <li>■ Write off reason code</li> </ul>
30	CM_PTPO	C1-VPTP	PTP Validation Algorithm for Settlement Offer	

## 10.4.6 Write-off

Table 10–13 Status: Write-off

<b>Actor</b>	System
<b>Description</b>	<p>Case will be parked into this status if a Write Off has been recommended by the Recovery Supervisor.</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Set 'Marked for Write Off' flag as Y</li> </ul>

### Monitoring Algorithm:

Table 10–14 Status: Write-off - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM WRTOF	C1-TOAS	Internal Recovery- Move to Closed- Written Off status when Account Status changes to Close - WriteOff.	<ul style="list-style-type: none"> <li>■ Account status</li> <li>■ Case Status</li> </ul>

## 10.4.7 Suspend

Table 10–15 Status: Suspend

<b>Actor</b>	System and Collector
<b>Description</b>	<p>This indicates that Recovery operations have been suspended for temporary period.</p> <p>The Suspension Reason can be possible Bankruptcy, Deceased, Cease and Desist etc.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Create worklist for the case if the case is in suspended status for more than 7 days</li> </ul>

## 10.4.8 Supervisor Review

Table 10–16 Status: Supervisor review

<b>Actor</b>	Recovery Supervisor
<b>Description</b>	<p>This status indicates that case needs to be reviewed by a supervisor / manager in the Recovery.</p> <p>It will be mandatory to attach a referral reason when case is sent for Supervisor Review.</p> <p>A task is created for the Supervisor team. Supervisor Accesses the case through the task and takes necessary action based on the referral reason.</p> <p>Action Result: Review Complete, Supervisor Approvals, Transfer Case</p> <p>Transition to Under Settlement Offer Status if Active Settlement Offer exists on the account.</p>

**Monitoring Algorithm:***Table 10–17 Status: Write-off - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_UNDRSO	C1-TSOF	Transition the case to Under Settlement Offer Status if Active Settlement Offer Flag is Yes	<ul style="list-style-type: none"> <li>■ Under Settlement Offer Status</li> <li>■ Reallocate Switch</li> </ul>

**10.4.9 Settled***Table 10–18 Status: Settled*

<b>Actor</b>	System
<b>Description</b>	<p>Case will be parked into this status if Settlement Plan has been completed. Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Set 'Marked for Write Off' flag as Y</li> </ul>

**Monitoring Algorithm:***Table 10–19 Status: Settled - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_CLSDSETWO	C1-TOAS	Move to Closed Settled and Written Off status when account moves to Closed Settled and WriteOff	<ul style="list-style-type: none"> <li>■ Account Status</li> <li>■ Case Status</li> </ul>

**10.4.10 Debt Sale***Table 10–20 Status: Debt Sale*

<b>Actor</b>	Debt Sale Manager
<b>Description</b>	<p>The case is parked in this status when a Debt Sale is Recommended by the Recovery Supervisor.</p> <p>The Debt Sale Manager is expected to arrange the sale of all debts assigned to him. The debt Sale Manager will use the Supervisory Actions to group and filter accounts to be sold to a specific seller and mark them as sold.</p>

**Enter Validation Algorithm:**

**Table 10–21 Status: Debt Sale- Enter Validation Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IN_CM DESLVA	C1-VDS	Internal Recovery - Validation for Debt Sale.	<ul style="list-style-type: none"> <li>■ Deceased WI</li> <li>■ Time Barred Buffer Days</li> <li>■ Active Service Days</li> <li>■ Outstanding Amount</li> <li>■ Minor Validation</li> </ul>

**Monitoring Algorithm:****Table 10–22 Status: Debt Sale - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM DEBTSL	C1-TOAS	Internal Recovery- Move to Closed-Debt Sale status when Account Status changes to Closed - Sold	<ul style="list-style-type: none"> <li>■ Account status</li> <li>■ Case Status</li> </ul>

**10.4.11 Skip Trace****Table 10–23 Status: Skip Trace**

<b>Actor</b>	Skip Trace Team
<b>Description</b>	<p>Case would come to this status after "X" consecutive failed attempts. Case will also come in this status if the customer has no telephone number. Collectors will review the account and customer information. If customer is traced, details will be updated and case can be manually transitioned to other status in lifecycle to resume regular collections activities. Action Result: Skip Trace Action. Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Task creation if case is in Skip Trace status for more than X days</li> <li>■ Transition to Under Settlement Offer Status if Active Settlement Offer exists on the account</li> </ul>

**Monitoring Algorithm:****Table 10–24 Status: Skip Trace- Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CS- MONITOR	CS-MONITOR	Algorithm for Monitoring after N days	<ul style="list-style-type: none"> <li>■ Next Status</li> <li>■ Work List</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
				<ul style="list-style-type: none"> <li>■ Reallocate Switch</li> <li>■ To Do Type</li> <li>■ No. of Days</li> </ul>
20	CM_UNDRSO	C1-TSOF	Transition the case to Under Settlement Offer Status if Active Settlement Offer Flag is Yes	<ul style="list-style-type: none"> <li>■ Under Settlement Offer Status</li> <li>■ Reallocate Switch</li> </ul>

## 10.4.12 Dispute

Table 10–25 Status: Dispute

<b>Actor</b>	Dispute Management Team
<b>Description</b>	<p>Customer has filed an official complaint with the bank or some government agency.</p> <p>The case will remain in this status as long as the dispute is resolved, before normal collection activities resume.</p> <p>The case will be allocated to Dispute Resolution Team.</p> <p>Action: Dispute Management Team</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Task creation if case is in Dispute status for more than X days. Once the Dispute is resolved the case will move out of the Dispute status 'X' days after the Dispute is Resolved.</li> </ul>

### Enter Processing Algorithm:

Table 10–26 Status : Dispute - Enter Processing Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM_SETDIS	C1-SETDISRI	Internal Recovery - Set Dispute warning indicator in Recovery.	<ul style="list-style-type: none"> <li>■ Risk Indicator Code</li> </ul>

### Monitoring Algorithm:

Table 10–27 Status: Dispute - Monitoring Algorithm

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM_DISPRES	C1-DISMON	Internal Recovery- Move case to Contact or Contact Alternate on Dispute	<ul style="list-style-type: none"> <li>■ Validation date</li> <li>■ No. of Grace Days</li> </ul>

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
			Resolution	<ul style="list-style-type: none"> <li>■ Contact Status</li> <li>■ Contact RM Status</li> <li>■ Contact Alternate Status</li> <li>■ Characteristics Code</li> <li>■ Characteristics Value</li> <li>■ Risk Indicator Code</li> </ul>
20	CS-MONITOR	CS-MONITOR	Algorithm for Monitoring after N days	<ul style="list-style-type: none"> <li>■ Next Status</li> <li>■ Work List</li> <li>■ Reallocate Switch</li> <li>■ To Do Type</li> <li>■ No. of Days</li> </ul>

### Exit Processing Algorithm

*Table 10–28 Status: Dispute - Exit Processing Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	IR_CM RSTDIS	C1-RSTDISRI	Internal Recovery - Remove Dispute warning indicator in Recovery.	<ul style="list-style-type: none"> <li>■ Risk Indicator Code</li> </ul>

### 10.4.13 Closed Written-off

*Table 10–29 Status: Closed Written-off*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is written off.

### 10.4.14 Closed Paid-off

*Table 10–30 Status: Closed Paid-off*

<b>Actor</b>	System
<b>Description</b>	Case is moved to Closed-Paid Off status when the customer pays off the entire outstanding amount. The Cure Monitor Batch in Recovery will monitor the Cure condition and close the account as well as move the case to Closed-Paid Off status when the cure condition is satisfied.

### 10.4.15 Closed Settled Written Off

*Table 10–31 Status: Closed Settled Written Off*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is written off when a settlement was applicable for the account

### 10.4.16 Closed Sold

*Table 10–32 Status: Closed Sold*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is sold to an Asset Restructuring Company.

### 10.4.17 Closed Cancelled

*Table 10–33 Status: Closed Cancelled*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is paid off or case is closed by CSAM. The Pay Off Monitor or CSAM will transition the case into this status.





# 11 External Recovery Case Life Cycle

This chapter provides information on the Recovery External Case Life Cycle case.

## 11.1 Process Summary

The Recovery – External Life Cycle is a sample product shipped case type available to manage the cases that have been assigned to the various agencies viz. Primary Agency, Secondary Agency, and Tertiary Agencies.

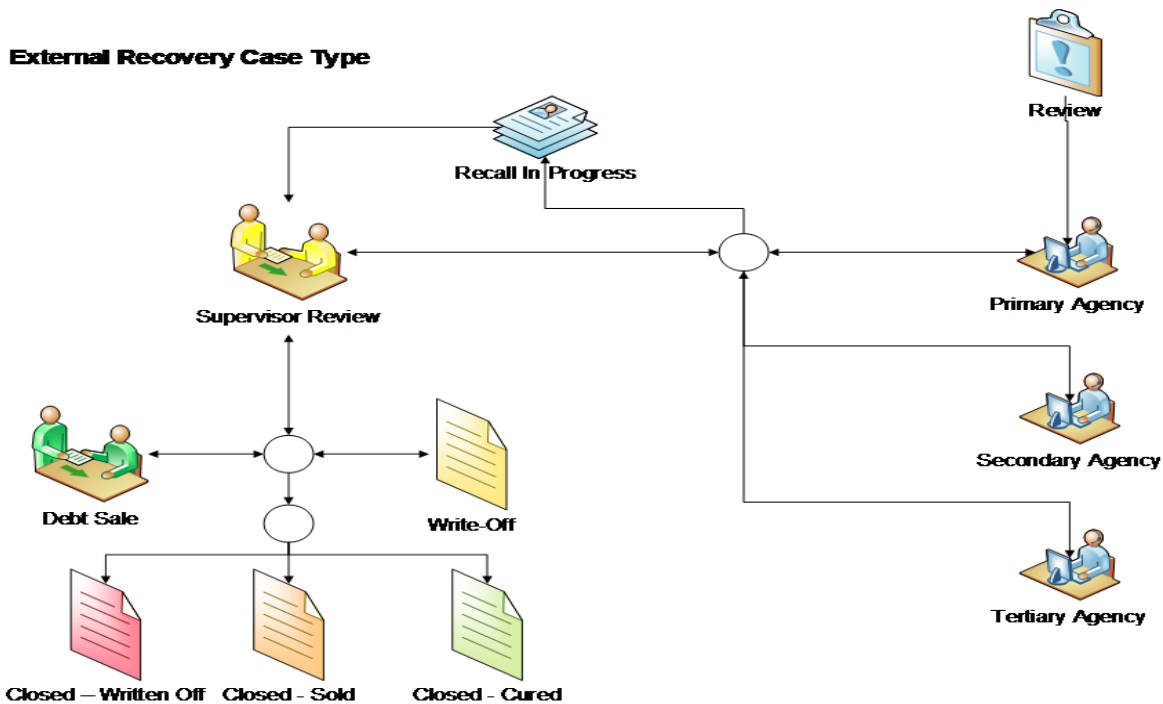
The lifecycle handles the allocation of cases to the various categories of agencies, recalling cases, managing debt sale, write off, and closure.

The Recovery External process also comes with factory shipped actions and results that is available to manage the various actions in the external recovery process.

## 11.2 Process Flow

The below diagram depicts the proposed product shipped Recovery External Case Type

Figure 11–1 Recovery External Case Type Process Flow



## 11.3 Roles and Responsibility

This section describes the roles and responsibilities involved in the Recovery External Case Type.

**Table 11–1 Roles and Responsibilities**

Sr.No	Role	Responsibilities
1	Recovery Supervisor / Specialist	Recovery Supervisor / Specialist will do the initial review of the case and decide to which agency category the case should be assigned. They will also work on the recalled case to decide if it needs to be re-assigned to an agency, moved to debt sale or write off bucket.
2	Debt Sale Team	Debt Sale Team will review the cases assigned to them and manage the sale of those accounts to an external asset restructuring company.
3	Primary Agencies	The group of agencies that get the first attempt to recover debt from the customer if the debt is not recovered by the internal recovery team.
4	Secondary Agency	Secondary Agencies will attempt to recover debt from the customer if the debt is not recovered by the primary recovery team.
5	Tertiary Agency	Tertiary Agencies will attempt to recover debt from the customer if the debt is not recovered by the secondary recovery team.

## 11.4 Case Life Cycle

**Figure 11–2 State Diagram**

### External Recovery Case Type

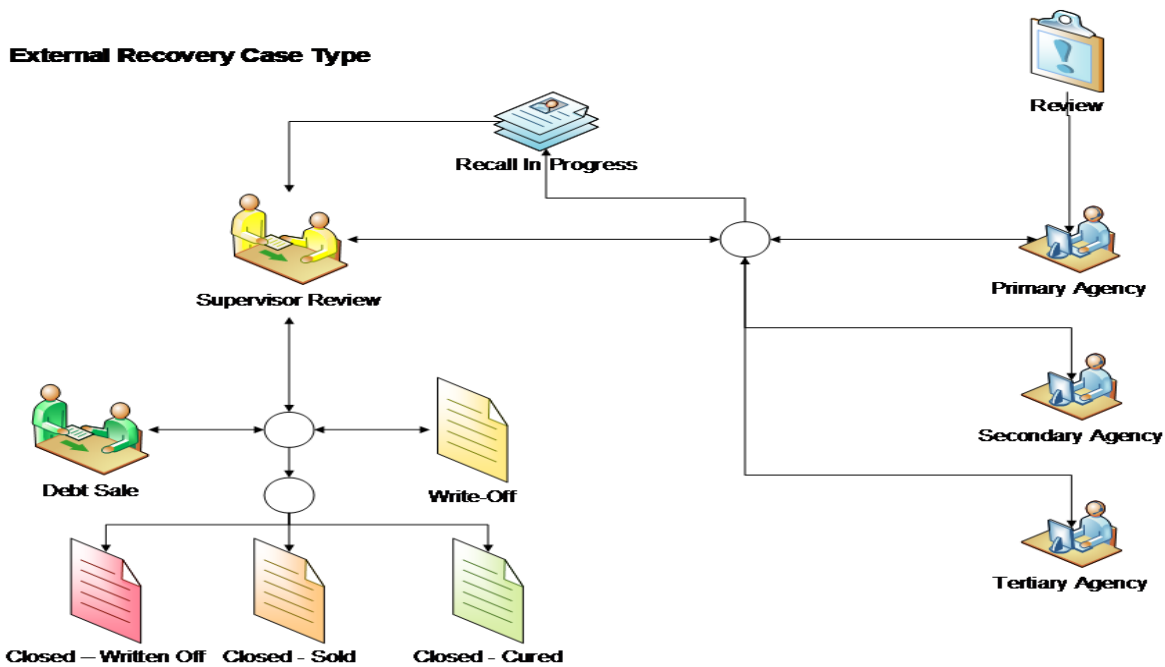


Figure 11–3 Transition Matrix

From / To	Review	Primary Agency	Secondary Agency	Tertiary Agency	Recall In Progress	Supervisor Review	Debt Sale	Write Off	Closed – Paid Off	Closed – Written Off	Closed - Sold	Closed - Cancelled
Review		F	F	F	X	F	X	X	X	X	X	S
Primary Agency	X		X	X	S,F	F	X	X	X	X	X	S
Secondary Agency	X	X		X	S,F	F	X	X	X	X	X	S
Tertiary Agency	X	X	X		S,F	F	X	X	X	X	X	S
Recall In Progress	X	X	X	X	X	S	X	X	X	X	X	S
Supervisor Review	X	F	F	F	X		F	F	S	X	X	S
Debt Sale	X	X	X	X	X	F		X	X	X	X	S
Write Off	X	X	X	X	X	F	X		X	S	X	S
Closed – Paid Off	X	X	X	X	X	X	X	X		X	X	X
Closed – Write Off	X	X	X	X	X	X	X	X	X		X	X
Closed – Debt Sale	X	X	X	X	X	X	X	X	X	X		X
Closed – Cancelled	X	X	X	X	X	X	X	X	X	X	X	

Legend	
S	System Transition
F	Follow Up
M	Manual Transition
X	Not Allowed
	Initial Status
	Interim Status
	Final Status
	Not Applicable

### 11.4.1 Review

Table 11–2 Status: Review

<b>Actor</b>	System and Recovery Specialist
<b>Description</b>	<p>The external Recovery case will start in this status. The case will be assigned to the Recovery Specialist.</p> <p>The Recovery specialist will review the case by referring the account details and the recovery history and take appropriate action on the account. Action Result: Review Case.</p> <p>The Recovery Specialist will take one of the below actions.</p>

	<ul style="list-style-type: none"> <li>■ Assign case to one of the Agency Groups (Primary, Secondary, and Tertiary). Action Result: Assign Agency</li> <li>■ Assign case to supervisor with Debt Sale or Write Off Recommendation: Refer to Supervisor</li> </ul> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>■ Call to Cross Strategy Action Matrix for appropriate action on the existing cases on the account.</li> </ul>
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## 11.4.2 Primary Agency

*Table 11–3 Status: Primary Agency*

<b>Actor</b>	<b>Primary Agency</b>
<b>Description</b>	<p>The case gets allocated to one of the primary agencies in the Primary Agency Group. The primary agency will own the follow up with the customer and will have the responsibility to recover as much debt as possible.</p> <p>The recovery system will send daily files to the agency for all the cases assigned to them.</p> <p>The primary agency will send the payment updates, demographic updates and other follow updates back to the banks recovery system.</p> <p>Action Result: Agency Follow Up</p> <p>The Supervisor of the case might also manually recall the case. Action Result: Recall Case</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Monitor the case for recall condition.</li> </ul>

### Monitoring Algorithm:

*Table 11–4 Status: Primary Agency - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_MONRCL	C1-MONRECALL	External Recovery - Monitor Recall Indicators	<ul style="list-style-type: none"> <li>■ Recall Rule</li> <li>■ Recall in Progress Status</li> </ul>
20	CM-MSOP	C1-MSOP	Monitor Settlement Offer Payments	<ul style="list-style-type: none"> <li>■ ValidationDate</li> </ul>

## 11.4.3 Secondary Agency

*Table 11–5 Status: Secondary Agency*

<b>Actor</b>	<b>Secondary Agencies</b>
<b>Description</b>	<p>The case gets allocated to one of the secondary agencies in the Secondary Agency Group.</p> <p>This happens normally when the primary agency is not able to recover the money.</p>

	<p>The secondary agency will own the follow up with the customer and will have the responsibility to recover as much debt as possible.</p> <p>The recovery system will send daily files to the agency for all the cases assigned to them.</p> <p>The secondary agency will send the payment updates, demographic updates and other follow updates back to the banks recovery system.</p> <p>Action Result: Agency Follow Up</p> <p>The supervisor of the case might also manually recall the case. Action Result: Recall Case</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>• Monitor the case for recall condition</li> </ul>
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### Monitoring Algorithm:

*Table 11–6 Status: Secondary Agency - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX MONRCL	C1-MONRECALL	External Recovery - Monitor Recall Indicators	<ul style="list-style-type: none"> <li>■ Recall Rule</li> <li>■ Recall in Progress Status</li> </ul>
20	CM- MSOP	C1-MSOP	Monitor Settlement Offer Payments	<ul style="list-style-type: none"> <li>■ ValidationDate</li> </ul>

### 11.4.4 Tertiary Agency

*Table 11–7 Status: Tertiary Agency*

<b>Actor</b>	Tertiary Agencies
<b>Description</b>	<p>The case gets allocated to one of the tertiary agency in the Tertiary Agency Group. This happens normally when the tertiary agency is not able to recover the money.</p> <p>The tertiary agency will own the follow up with the customer and will have the responsibility to recover as much debt as possible.</p> <p>The recovery system will send daily files to the agency for all the cases assigned to them.</p> <p>The Tertiary Agency will send the payment updates, demographic updates and other follow updates back to the banks recovery system. Action Result: Agency Follow Up.</p> <p>The Supervisor of the case might also manually recall the case. Action Result: Recall Case</p> <p>Below system activities will be done when the case is in this status:</p> <ul style="list-style-type: none"> <li>• Monitor the case for recall condition</li> </ul>

### Monitoring Algorithm:

**Table 11–8 Status: Tertiary Agency - Monitoring Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_MONRCL	C1-MONRECALL	External Recovery - Monitor Recall Indicators	<ul style="list-style-type: none"> <li>■ Recall Rule</li> <li>■ Recall in Progress Status</li> </ul>
20	CM-MSOP	C1-MSOP	Monitor Settlement Offer Payments	<ul style="list-style-type: none"> <li>■ ValidationDate</li> </ul>

### 11.4.5 Recall in Progress

**Table 11–9 Status: Recall In Progress**

Actor	System
<b>Description</b>	<p>Case will be in this status when the case has been recalled from the agency but not yet acknowledged by the Agency.</p> <ul style="list-style-type: none"> <li>■ At Case Assignment Level a Recall status will be maintained which will be set to <b>Recall</b> when case enters this status.</li> <li>■ All cases marked as <b>Recall</b> will be informed to the agencies.</li> <li>■ Agencies will wind up the follow up of the case and send all the case updates, demographic updates and payments to the bank.</li> <li>■ Agency will also send an acknowledgment indicating Recall Procedure complete. (via Follow Up Interface)</li> <li>■ Once this acknowledgment is received case will move to <b>Supervisor Review</b> status.</li> </ul>

### Enter Processing Algorithm:

**Table 11–10 Status: Recall In Progress - Enter Processing Algorithm**

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_INIRCL	C1-INITRECAL	External Recovery - Initiate Recall	

### 11.4.6 Supervisor Review

**Table 11–11 Status: Supervisor review**

Actor	System
<b>Description</b>	<p>Recovery Supervisory will review the various cases assigned to him via case level tasks and take one of the below appropriate actions based on the task assigned to him.</p> <p>The Recovery Supervisor will either:</p> <ul style="list-style-type: none"> <li>■ Mark the case for Write Off (Action Result: Transfer Case)</li> <li>■ Mark the case for Debt Sale (Action Result: Transfer Case)</li> </ul>

	<ul style="list-style-type: none"> <li>■ Assign it to next stage of Agencies or assign it to other agencies of same stage (Action Result: Assign Agency)</li> <li>■ Assign it to a specific agency (Re-Allocate Feature)</li> </ul>
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### 11.4.7 Debt Sale

*Table 11–12 Status: Debt Sale*

Actor	System
<b>Description</b>	<p>Case will be in this status when the case has been recalled from the agency but not yet acknowledged by the Agency.</p> <ul style="list-style-type: none"> <li>■ At Case Assignment Level a Recall status will be maintained which will be set to <b>Recall</b> when case enters this status.</li> <li>■ All cases marked as <b>Recall</b> will be informed to the agencies.</li> <li>■ Agencies will wind up the follow up of the case and send all the case updates, demographic updates and payments to the bank.</li> <li>■ Agency will also send an acknowledgment indicating Recall Procedure complete. (via Follow Up Interface)</li> <li>■ Once this acknowledgment is received case will move to <b>Supervisor Review</b> status.</li> </ul>

### Enter Processing Algorithm:

*Table 11–13 Status: Debt Sale- Enter Processing Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_DEBTSL	C1-VDS	External Recovery - Validation for Debt Sale.	<ul style="list-style-type: none"> <li>■ Deceased WI</li> <li>■ Time Barred Buffer Days</li> <li>■ Active Service Days</li> <li>■ Outstanding Amount</li> <li>■ Minor Validation</li> </ul>

### Monitoring Algorithm:

*Table 11–14 Status: Debt Sale - Monitoring Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_CLDDBT	C1-TOAS	External Recovery-Move to Closed-Debt Sale status when Account Status changes to Closed - Sold	<ul style="list-style-type: none"> <li>■ Account Status</li> <li>■ Case Status</li> </ul>



## 11.4.8 Write Off

*Table 11–15 Status: Write Off*

<b>Actor</b>	Skip Trace Team
<b>Description</b>	<p>Case will be parked into this status if a Write Off has been recommended by the Recovery Supervisor.</p> <p>Below system activities will be done when the case is in this status</p> <ul style="list-style-type: none"> <li>■ Set <b>Marked for Write Off</b> flag as Y</li> </ul>

### Monitoring Algorithm:

*Table 11–16 Status: Writer Off Algorithm*

Sr.No.	Algorithm	Algorithm Type	Description	Parameters
10	CM_EX_WRTOF	C1-TOAS	Move to Closed Settled and Written Off status when account moves to Closed Settled and WriteOff	<ul style="list-style-type: none"> <li>■ Account Status</li> <li>■ Case Status</li> </ul>
20	CM_EX_SETWO	C1-TOAS	Move to Closed Settled and Written Off status when account moves to Closed Settled and WriteOff	<ul style="list-style-type: none"> <li>■ Account Status</li> <li>■ Case Status</li> </ul>

## 11.4.9 Closed Paid-off

*Table 11–17 Status: Closed Paid-off*

<b>Actor</b>	System
<b>Description</b>	Case is moved to Closed-Paid Off status when the customer pays off the entire outstanding amount. The Cure Monitor Batch in Recovery will monitor the Cure condition and close the account as well as move the case to Closed-Paid Off status when the cure condition is satisfied.

## 11.4.10 Closed Cancelled

*Table 11–18 Status: Closed Cancelled*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is paid off or case is closed by CSAM. The Pay Off Monitor or CSAM will transition the case into this status.

### 11.4.11 Closed Sold

*Table 11–19 Status: Closed Sold*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is sold to an Asset Restructuring Company.

### 11.4.12 Closed Written-off

*Table 11–20 Status: Closed Written-off*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is written off.

### 11.4.13 Closed Settled Written-off

*Table 11–21 Status: Closed Settled Written-off*

<b>Actor</b>	System
<b>Description</b>	The case will move into this status when the account is written off when a settlement was applicable for the account



# 12 Dialer Integration Process

This chapter provides information on the Dialer Integration.

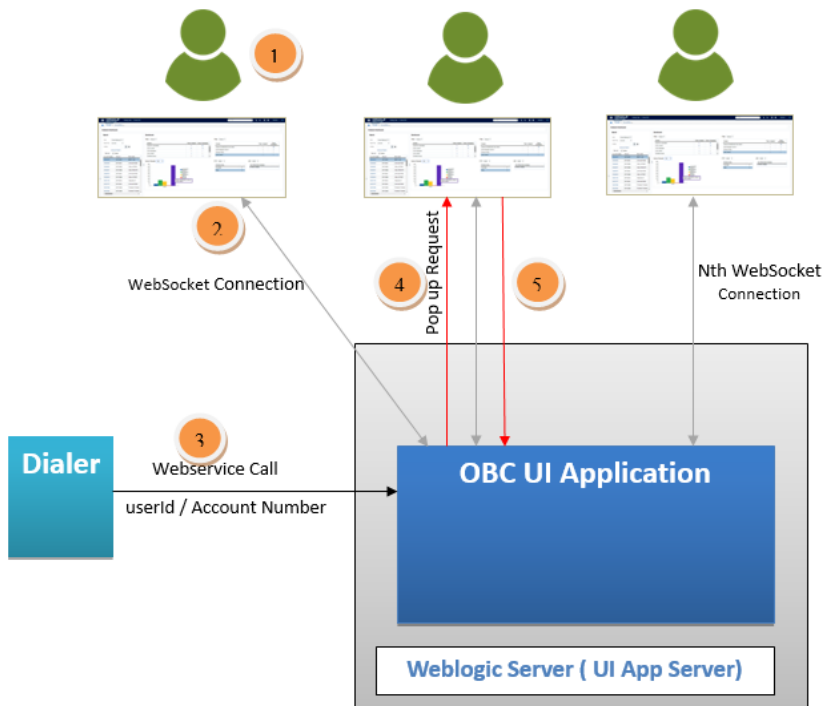
## 12.1 Process Summary

Collection Dialer processing will handle incoming request and intimate appropriate user about input account number and other details.

## 12.2 Process Flow

The below diagram depicts the proposed Dialer Integration.

*Figure 12–1 Dialer Integration Process Flow*



1. Collector accesses OBC Application.
2. Web Socket connection established with OBC UI Server.
3. Dialer System calls OBC Webservice.
4. OBC publishes popup request to respective user using established Web Socket connection.
5. OBC calls product API to refresh ADF screen.