Corporate Term Deposit User Manual
Oracle Banking Digital Experience
Patchset Release 21.1.1.0.0

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Corporate Term Deposit User Manual

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1. Preface

1.1 <u>Intended Audience</u>

This document is intended for the following audience*:*

- Customers
- Partners

1.2 <u>Documentation Accessibility</u>

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

1.3 <u>Access to Oracle Support</u>

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

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

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

1.4 <u>Structure</u>

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

1.5 <u>Related Information Sources</u>

For more information on Oracle Banking Digital Experience Patchset Release 21.1.1.0.0, refer to the following documents:

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

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2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
✔	Pre integrated Host interface available.
✖	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.8.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
1	Overview	✔	✔
2	New Deposit	✔	✔
3	**New Deposit (Maturity Instruction)**		
	With Maturity Instruction as Close on maturity	✔	✔
	With Maturity Instruction as Renew Interest and Principal	✔	✔
	With Maturity Instruction as Renew Principal and Pay Out the Interest	✔	✔
	With Maturity Instruction as Renew Special Amount and Pay Out the remaining amount	✖	✔
4	**New Deposit (Payout Instruction)**		
	With payout instructions - Pay to own account	✔	✔
	With payout instructions - Pay to internal account	✖	✔
	With payout instructions - Pay to domestic bank account	✖	✖
	With payout instructions - Pay to international bank account	✖	✖

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Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.8.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
5	Deposit Details	✓	✓
6	Deposit Details - Nickname updation	NH	NH
7	**Edit Maturity Instruction**		
	With Maturity Instruction as Close on maturity	✓	✓
	With Maturity Instruction as Renew Interest And Principal	✓	✓
	With Maturity Instruction as Renew Principal and Pay Out the Interest	✓	✓
	With Maturity Instruction as Renew Special Amount and Pay Out the remaining amount	✗	✓
8	**Edit Payout Instruction**		
	With payout instructions - Pay to own account	✓	✓
	With payout instructions - Pay to internal account	✗	✓
	With payout instructions - Pay to domestic bank account	✗	✗
	With payout instructions - Pay to international bank account	✗	✗
9	Top Up	✗	✓
10	Redemption to own account	✓	✓
11	Redemption to internal account	✗	✓
12	Redemption to domestic account	✗	✗
13	Redemption to international account	✗	✗
14	View Statement	✓	✓
15	View Statement - Request Statement	✗	✓

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| Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.8.0.0.0	Oracle FLEXCUBE Universal Banking 14.4.0.0.0
16	View Statement - Pre-Generated Statement	✘	✔

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3. Term Deposit

Term Deposit is a type of investment where the money is invested at financial institutions for a fixed period of time on which an agreed amount of interest is earned. Unlike regular saving account, interest earned in term deposit is higher. Application enables users to open and manage Term Deposits through its entire life cycle.

The transactions available under the Term Deposit module:

- Overview
- Deposit Details
- New Deposit
- Edit Maturity Instruction
- Top up
- Redemption
- View Statement
- Request Statement
- Term Deposit Calculator

Features Supported In Application
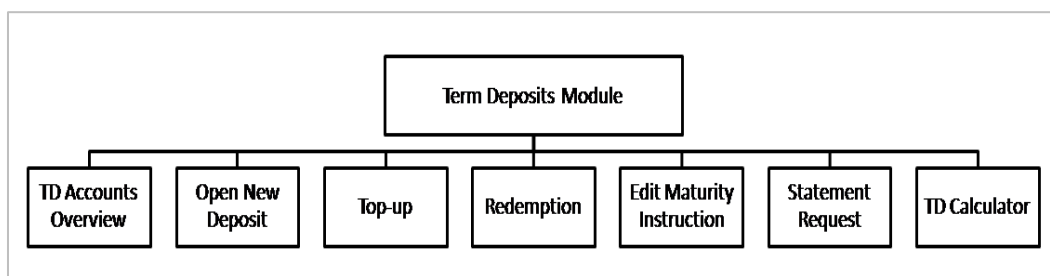
Pre-Requisites

Maintenances have to be performed for accounts of the Primary Party & the Linked Parties, that the user needs to access either for enquiries or transactions.

- Party preference is maintained (primary and linked parties)
- Corporate users are created.
- Transaction and account access is provided to corporate user (primary and linked parties)
- Approval rule set up for corporate user to perform the actions
- Transaction limits are assigned to user to perform the transaction

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4. Term Deposit Accounts Overview

The Term Deposit overview page displays an overview of the customer's holdings with the bank as well as links to various transactions offered to the customer. Term Deposit overview can be accessed via Deposit Overview menu in the application.

The screen allows the user to manage the deposit effectively and efficiently by giving him a holistic view of the Term Deposits that he has access to.

Below are the components of the term deposit overview screen:

- Term Deposits Accounts Overview and Current Position
- Quick Links: New Deposit, Top Up, Redemption, Edit Maturity Instruction, and Request Statement
- Term Deposits Accounts Summary
- Term Deposits Calculator

How to reach here:

Toggle Menu > Accounts > Term Deposits > Overview

Term Deposit Accounts Overview

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Dashboard Overview

Term Deposit Accounts Overview

This section displays the following details:

- Total Accounts: Total number of all active Term Deposits.
- Net Balance: Sum of net Balance of all active Term Deposits.

Current Position

This section displays the current position of the deposit accounts.

Quick Links

This section is a quick way to launch Term Deposit transactions viz.,

- New Deposit
- Top Up
- Redemption
- Request Statement
- Edit Maturity Instruction,

Term Deposit Accounts Summary

It displays the list of term deposits, and provides a summary of the accounts.

Details includes:

- Party Name
- Term Deposit Number along with the account nickname
- Interest Rate
- Maturity Date
- Principal Balance
- Maturity Balance

The user can download the accounts summary, for his reference.

> **Note:** Click on individual Term Deposit account number to view the respective deposit details.

Term Deposit Calculator

The Term Deposit calculator gives an indication to the user about the interest which will be earned and total value of deposit at maturity. For more information, refer the Term Deposit Calculator section in this user manual.

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5. New Deposit

New Deposit page enables the customer to apply for a new term deposit. All the term deposit offerings of the bank are available for selection on this page. The customer can select any product offer in order to apply for a term deposit of choice.

While applying for a term deposit, the customer is required to identify the amount for which the deposit is to be opened and the tenure i.e. the term of the deposit. Additionally, the customer is also required to define maturity instructions and also to select the current or savings account from which funds are to be debited in order to fund the deposit.

Note: Send to Modify functionality is now supported for this transaction.

How to reach here:

Toggle Menu > Accounts > Term Deposits > New Deposit
OR
Toggle Menu > Accounts > Term Deposits > Overview > Quick Links > New Deposit

New Deposit

Look up - Bank Code

Search IFSC Code ×

IFSC Code
1

Bank Name

State

City

Search

Bank Name	Branch	Address	IFSC Code
AARBDE5W		13, VARDANANTS STR.	AARBDE5W108
AAAKUK02		SALAM STREET	AAAKUK02XXX
APACGB61001			APACGB61001
BARCLSY MUMBAI			BARCMM01XXX

Field Description

Field Name	Description
Primary Account Holder	Name of the user who is logged-in.
Deposit Details	
Source Account	Account number along with the account nickname to be debited in order to open the term deposit. The account could be either the users own Party account or any linked party account that he has access to. Application displays the Current balance of the selected source account.
Balance	On selection of a current or savings account in the **Source Account** field, the current balance of the specific account is displayed in this field.
Select Product	Term deposit products available. Products which are enabled for opening new account from digital platform will be listed in the dropdown.
Currency	Currency of the deposit. This field appears as a label (instead of List for selection) where the deposit product supports only single currency.
Deposit Amount	Principal amount of the term deposit to be opened.

System Displays the Minimum & Maximum Deposit Amount allowed

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Field Name	Description
Current Exchange Rate	Displays the currency exchange rate, if the source account currency and the deposit currency are different.
Exchange Amount	Displays the exchange amount as per the exchange rate, if the source account currency and the deposit currency are different.
Deposit Tenure	Deposit tenure of the product, either deposit period or maturity date. The options are: • Tenure • Date
Years	Years of the deposit tenure. This field appears if you select the **Tenure** option in the **Deposit Tenure** field.
Months	Months of the deposit tenure. This field appears if you select the **Tenure** option in the **Deposit Tenure** field.
Days	Days of the deposit tenure. This field appears if you select **Tenure** option from the **Deposit Tenure** field.
Date	Maturity date of the deposit. This field appears if you select **Date** option from the **Deposit Tenure** field.

Application displays the Minimum & Maximum Deposit tenure allowed.

Field Name	Description
Maturity Amount	Calculated maturity amount as per selected parameters. This field appears if you click **Calculate Maturity** link.
Interest Rate	Interest Rate applicable for the deposit product. This field appears if you click **Calculate Maturity** link.
Maturity Details	

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Field Name	Description
Maturity Instruction	Maturity instructions to be set by the user for the selected deposit account. The options are: • Close on Maturity (No Rollover) • Renew Interest and Principal • Renew Principal and Pay Out the Interest • Renew Special Amount and Pay Out the remaining amount
Roll over Amount	Special amount be rolled over. This field appears if you select **Renew Special Amount and Pay Out the Remaining Amount** option from the **Maturity Instruction** list.
Pay To	Account transfer options. The options are: • Own accounts • Internal Account • Domestic Bank Account • International Bank Account This field does not appear, if you select **Renew Principal and Interest** option from the **Maturity Instructions** list.

Own Account

This section appears for **Own Account**.

Transfer Account	Account number along with the account nickname to which the funds are to be transferred. On selection of Transfer Account, account related details get displayed like Account Holder's Name and Branch Details.

Internal Bank Account

This section appears for **Internal Account**.

Account Number	Account number to which the funds are to be transferred.
Confirm Account Number	The account number selected in the Account Number field must be entered again for confirmation.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

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Field Name	Description
Account Number	Account number to which the funds are to be transferred.
Account Name	Name of the account to which funds are to be transferred.
Bank Code	Bank code of the destination account.
Look up Bank Code	Link to help the user search for Bank Code. On verifying the Bank Code, Bank Address gets displayed based on provided Bank Code.

International Bank Account

This section appears for **International Bank Account**.

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit is redeemed.
SWIFT Code	The unique code used to identify the bank where the international account is held. On verifying the SWIFT Code, the bank details get displayed.
Look Up SWIFT Code	Search option to look for the SWIFT code of the bank of the destination account.
Beneficiary Name	Name of the account holder who will be the beneficiary of the funds once the deposit is redeemed.
Correspondence Charges	Correspondence charges of the redemption. The charges can be borne by: • Beneficiary (BEN) • Remitter (REM) • Sharing

To open a new term deposit:

1. From the **Product** list, select the appropriate option.
2. From the **Currency** list (if product is available in multiple currencies), select the currency.
3. In the **Deposit Amount** field, enter the deposit amount.
4. In the **Deposit Tenure** field, click the appropriate button.
   a. If you select the **Tenure** option:
      i. In the **Years**, **Months** and **Days** field enter the appropriate values.
   b. If you select the **Date** option:
      i. From the **Date** list, select the appropriate date.

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5. To view the **Maturity Amount** & **Interest Rate**, click the <u>**Calculate Maturity**</u> link.

6. Click **Reset** to clear the calculated maturity details.

7. From the **Source Account** list, select the appropriate option.

8. Enter the maturity details. For more information on **Maturity Details**, refer the **Edit Maturity Instruction** section in this user manual.

9. Click **Create**.
    OR
    Click **Back** to navigate to the previous screen.

10. The **Review** screen appears. Verify the details and click **Confirm**.
    OR
    Click **Back** to make changes if any. User is directed to the **New Deposit – screen** with values in editable form.
    OR
    Click **Cancel** to cancel the transaction.

11. The success message of request of opening a new term deposit along with the reference number appears.
    Click **Go to Dashboard**, link to navigate to the dashboard.
    OR
    Click **Go To Account Details** link to access the **Deposit Details** screen.

<u>**Home**</u>

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6. Deposit Details

Using this option, the user can view the complete details of the Term Deposit. The key details shown as part of term deposit details are;

- Account Details: Original Principal Amount, Current Principal Amount, Deposit Branch, Hold Amount if any.

- Deposit Details: Deposit Term, , Deposit Date, Value Date, Interest Rate, Product Name,

- Maturity Details: Maturity Amount, Maturity Date, Maturity Instructions, Payout instructions (if applicable)

How to reach here:

Toggle Menu > Menu > Accounts > Term Deposits > Overview > TD Accounts Summary > Deposit number link > Deposit Details
OR
Dashboard > Term Deposits widget >TD Accounts Summary > Deposit number link > Deposit Details

Deposit Details

Field Description

Field Name	Description
Account Number	Term deposit account number of user in the masked format. The account number could be of the users own Party or any linked party accounts, that he has access to.
Status	The current status of the term deposit account.
Current Balance	Current principal amount that is the revised principal amount after top-up / partial redemption.
Customer Name	The name of the primary account holder is displayed.
Maturity Date	Maturity date set for the selected Term Deposit account.
Account Details	
Customer ID	The primary account holder's customer ID in masked format.
Original Principal Amount	Original principal amount at the time of opening of term deposit account.
Current Principal Amount	The current principal amount is the revised principal amount after top-up / partial redemption, if done.
Hold Amount	Hold amount for the term deposit as maintained at the Core Banking Application.
Deposit Branch	Deposit branch address details.
Deposit Details	
Deposit Date	Deposit Opening date of the Term Deposit.
Deposit Term	Term of deposit in years, months and days for the respective product (as maintained by the Core Banking Application). The deposit term appears, if value is one or more than one for each of years/ months/ days for example: 5 Years, 4 Months, 10 Days.
Value Date	Value date of the deposit as maintained by the Core Banking Application.
Rate of Interest	Rate of interest applicable for the term deposit.
Product Name	Term deposit product under which term deposit account is opened.

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Field Name	Description
Nickname	The user defined description or name of the term deposit accounts which will be displayed (if nickname for the account is set by the user). Click ⊕ Add Nickname , to add nickname. For more information on Account Nickname, refer <u>Account Nickname.</u>
Deposit Certificate Number	Unique number as assigned by the host to the term deposit. These fields are displayed only with FCR
Accrued Interest	Interest accumulated till current date. These fields are displayed only with FCR
Last Interest Accrual Date	The date on which the last interest was accrued. This field will be displayed if there is any interest accrued. These fields are displayed only with FCR
Maturity Details	
Maturity Amount	Maturity amount of the term deposit.
Maturity Date	Maturity date set for the selected Term Deposit account.
Maturity Instructions	Maturity instructions set by the user for the selected Term Deposit account. The options are: • Close on Maturity (No Rollover) • Renew Principal And Interest • Renew Principal and Pay Out the Interest • Renew Special Amount and Pay Out the remaining amount
Special Amount	Special amount to be rolled over. This field appears if you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.

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Field Name	Description
Pay to	Account transfer options. The options are: • Own accounts • Internal Bank Account • Domestic Bank Account • International Bank Account This field does not appear, if you select Renew Principal and Interest option from the **Maturity Instructions** list.

Own Account

This section appears for Own Account transfer.

Field Name	Description
Transfer Account	Account number in masked format along with the account nickname to which the funds are to be transferred. On selection of Transfer Account, account related details get displayed like Account Holder's Name and Branch Details.

Internal Bank Account

This section appears for Internal Bank Account transfer.

Field Name	Description
Account Number	Account Number in masked format to which the funds will be transferred.

Domestic Bank Account

This section appears for Domestic Bank Account transfer.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account number in masked format to which the funds will be transferred.
Bank Code	Destination account's bank code.

International Bank Account

This section appears for International Bank Account transfer.

Field Name	Description
Beneficiary Name	Beneficiary name of the term deposit.
Account Number	Account number in masked format to which the funds will be transferred.
SWIFT Code	SWIFT code of the bank where the destination account is held.

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The following actions can also be performed from this page:

- Add account nickname/ modify/ delete nickname, for more information, refer **Account Nickname**.
- To modify the maturity instruction, click **Edit**.

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7. Edit Maturity Instruction

At any point in time, a customer may want to change the maturity instruction set for a term deposit. The Edit Maturity Instruction feature enables a customer to change the maturity instruction that was set at the time the deposit was being opened. Using this option, the customer can change the maturity instruction of a term deposit.

Note: Send to Modify functionality is now supported for this transaction.

How to reach here:

Toggle Menu > Accounts > Term Deposits > Overview > Deposit Details > Quick Links > Edit Maturity Instruction
OR
Toggle Menu > Accounts > Term Deposits > Edit Maturity Instruction
OR
Toggle Menu > Accounts > Term Deposits > Overview > Quick Links > Edit Maturity Instruction

Edit Maturity Instruction

Look up - Bank Code

Field Description

Field Name	Description
Select Account	Term Deposit Account number in masked format along with the account nickname (if any). The account number could be either the users own Party or any linked party that he has access to.
Balance	The balance amount in the selected account.
Maturity Instruction	Maturity instructions to be set by the user for the selected deposit account. The options are: • Close on Maturity (No Rollover) • Renew Interest and Principal • Renew Principal and Pay Out the Interest Renew Special Amount and Pay Out the remaining amount
Roll over Amount	Special amount be rolled over. This field appears if you select **Renew Special Amount and Pay Out the Remaining Amount** option from the **Maturity Instruction** list.
Pay To	Account transfer options. The options are: • Own accounts • Internal Account • Domestic Bank Account • International Bank Account This field does not appear, if you select **Renew Principal and Interest** option from the **Maturity Instructions** list.

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Field Name	Description

Own Account

This section appears for **Own Account**.

Transfer Account	Account number along with the account nickname to which the funds are to be transferred.
	On selection of Transfer Account, account related details get displayed like Account Holder's Name and Branch Details.

Internal Bank Account

This section appears for **Internal Account**.

Account Number	Account number to which the funds are to be transferred.
Confirm Account Number	The account number selected in the Account Number field must be entered again for confirmation.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Account Number	Account number to which the funds are to be transferred.
Account Name	Name of the account to which funds is to be transferred.
Bank Code	Bank code of the destination account.
	On verifying the Bank Code, Bank Address gets displayed based on provided Bank Code.
Look up Bank Code	Link to help the user search for Bank Code.
	On verifying the Bank Code, Bank Address gets displayed based on provided Bank Code.

International Bank Account

This section appears for **International Bank Account**.

Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit is redeemed.
SWIFT Code	The unique code used to identify the bank where the international account is held.
	On verifying the SWIFT Code, the bank details get displayed.
Look Up SWIFT Code	Search option to look for the SWIFT code of the bank of the destination account.

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Field Name	Description
Beneficiary Name	Name of the account holder who will be the beneficiary of the funds once the deposit is redeemed.
Correspondence Charges	Correspondence charges of the redemption. The charges can be borne by: • Beneficiary (BEN) • Remitter (REM) • Sharing

To edit the maturity details:

1. From the **Maturity Instructions** list, select the appropriate option, if you select **Close on Maturity (No Rollover)** or **Renew Principal and Pay Out the Interest** or **Renew Interest and Pay Out the Principal** option:

    a. From the **Pay To** list, select the appropriate option, if you select **Own Account** option:

       i. From the **Transfer Account** list, select the appropriate option.

    b. If you select **Internal Bank Account** option:

       i. In the **Account Number** field, enter the account number of the beneficiary.

       ii. In the **Confirm Account Number** field enter the account number again.

    c. If you select **Domestic Bank Account** option:

       i. In the **Account Number** field, enter the account number of the beneficiary.

       ii. In the **Account Name** field, enter the account name of the beneficiary.

       iii. In the **Bank Code** field, enter the bank code and click **Verify**, to verify the code.
       OR
       From the **Look Up Bank Code** link, select the appropriate bank code.

    d. If you select **International Bank Account** option:

       i. In the **Account Number** field, enter the account number of the beneficiary.

       ii. In the **SWIFT Code** field, enter the SWIFT code of the bank where the beneficiary account is held, and click **Verify**, to verify the code.
       OR
       Use the **Look Up SWIFT Code** link to find the SWIFT code.

       iii. In the **Beneficiary Name** field, enter the account name of the beneficiary.

       iv. In the **Correspondence Charges** field, select who will be bearing the correspondence charges.

2. If you select **Renew Special Amount and Payout the Remaining Amount** option from the **Maturity Instruction** list.

    a. In the **Roll Over Amount** field, enter the amount.

    b. Repeat steps a to d of step 1.

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3. To save the changes, click **Save**.
    OR
    Click **Back** to go back to the transaction.

4. The **Review** screen appears. Verify the details and click **Confirm**.
    OR
    Click **Back** to make changes if any. User is directed to **Edit Maturity Instructions –
    screen** with values in editable form.
    OR
    Click **Cancel** to cancel the transaction.

5. The success message of Edit Maturity Instructions appears along with the transaction
    reference number.
    Click **Go to Dashboard**, link to navigate to the dashboard.
    OR
    Click **Go To Account Details** link to access the **Deposit Details** screen.

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8. Top Up

This feature enables a customer to invest some amount, he might have, in an existing term deposit. Customers can top-up an existing term deposit with the desired and permissible top-up amount. The application not only displays the current investment position of the term deposit, but also has the provision to calculate the revised maturity amount, interest rate and total investment. The customer can fund the top-up using any of his current or savings accounts held with the bank.

Note: Send to Modify functionality is now supported for this transaction.

How to reach here:

Toggle Menu > Accounts > Term Deposit > Top Up
OR
Toggle Menu > Accounts > Term Deposits > Overview > Quick Links > Top Up

Top Up

Field Description

Field Name	Description
Select Account	Account number along with the account nickname of the term deposit for which top-up is to be done. The account number could be either the users own Party account or any linked party accounts that he has access to.
Balance	The balance amount in the selected account.
Current Balance	Current principal amount (that is the principal amount before top-up.)
Top-up Amount	Top-up amount.

Field Name	Description
Maximum Deposit amount applicable for Top-up	Application displays the maximum top-up allowed for this product.
Top up amount in Multiple of (X amount with currency)	Application displays the denomination supported for top-up.

The following revised values are displayed on clicking **Calculate Maturity**.

Field Name	Description
Revised Principal Amount	Calculated principal amount as on current date after top-up. This field appears, if the user clicks on the Calculate Maturity link
Revised Maturity Amount	Calculated maturity amount after top-up. This field appears, if the user clicks on the Calculate Maturity link
Revised Interest Rate	Interest rate applicable after top-up. This field appears, if the user clicks on the Calculate Maturity link
Source Account	CASA account along with the account nickname mapped to the user. The user can select the account to be debited in order to top-up term deposit. The account could be either the users own Party account or any linked party accounts, which he has access to.
Balance	Application displays the Account balance of the selected source account.

To top-up the term deposit:

1. From the **Select Account** list, select the appropriate account.

2. In the **Top-up Amount** field, enter the top-up amount.

3. From the **Source Account** list, select the appropriate option.

4. To add the top-up amount, click **Top Up**.
   OR
   To calculate the revised principal & maturity amount, and interest rate, click **Calculate Maturity**.
   OR
   Click **Back** to navigate back to previous screen.

5. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Back** to make changes if any. User is directed to **Top-up Term Deposit– screen** with values in editable form.
   OR
   Click **Cancel** to cancel the transaction.

6. The success message of Top-up Term Deposit appears along with the transaction reference number.

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Click **Go to Dashboard**, link to navigate to the dashboard.
OR
Click **Go To Account Details** link to access the **Deposit Details** screen.

Note: Click **Reset** to clear the entered details (applicable on use of **Calculate Maturity** feature)

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9. Redemption

In times of financial emergencies, the primary source of funds for most people is their savings and investments. The facility to liquidate funds becomes imperative in such cases. The redeem term deposit feature enables customers to quickly liquidate their term deposits in any such situations. Using this option, the customer can redeem either the entire amount or a partial amount of a term deposit.

Note: Send to Modify functionality is now supported for this transaction.

Customers can choose to payout the funds from a deposit through any of the following methods:

- Transfer to own account
- Transfer to internal account
- Transfer to a domestic account

How to reach here:

Toggle Menu > Accounts > Term Deposit > Redemption
OR
Toggle Menu > Accounts > Term Deposits > Overview > Quick Links > Redemption
OR
Toggle Menu > Accounts > Term Deposits > Overview > Deposit Details > Quick Links > Redemption

Redemption

Look up - Bank Code

Field Description

Field Name	Description
Redemption Details	
Select Account	Account number along with the account nickname of the term deposit for which redemption is to be done. The account could be either the user's Party accounts or any linked party accounts that he has access to.
Balance	Application displays the account balance of the selected account.
Redeemable Amount	Application displays the total redeemable amount.
Redemption Type	Type of redemption for user to select. The options are: • Partial • Full
Redemption Amount	Amount to be redeemed (Partial redemption). This field appears, if you click the **Partial** button in the **Redemption Type** field.
Charges/ Penalty	Charges/ penalty if the user is about to redeem (i.e. before redemption
Final Redemption Amount	Final redeemable amount, after deducting charges / penalty etc (if applicable).
Payout Details	

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Field Name	Description
Pay To	Account transfer options. The options are: • Own accounts • Internal Bank Account • Domestic Bank Account • International Bank Account

Own Account

This section appears for **Own Account**.

Transfer Account	Account number along with the account nickname to which the funds are to be transferred. On selection of Transfer Account, account related details get displayed like Account Holder's Name and Branch Details.

Internal Account

This section appears for **Internal Account**.

Account Number	Account Number to which the funds are to be transferred.
Confirm Account Number	The account number selected in the Account Number field must be entered again for confirmation.

Domestic Bank Account

This section appears for **Domestic Bank Account**.

Account Number	Account number to which the funds are to be transferred.
Account Name	Name of the beneficiary to whom funds are to be transferred.
Bank Code	Bank code of the destination account. On verifying the Bank Code, Bank Address gets displayed based on provided Bank Code.
Look up Bank Code	Link to help the user search for Bank Code. On verifying the Bank Code, Bank Address gets displayed based on provided Bank Code.

International Bank Account

This section appears for **International Bank Account.**

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Field Name	Description
Account Number	The customer can identify a current or savings account to which the funds are to be transferred once the deposit is redeemed.
SWIFT Code	The unique code used to identify the bank where the international account is held. On verifying the SWIFT Code, the bank details get displayed.
Look Up SWIFT Code	Search option to look for the SWIFT code of the bank of the destination account.
Beneficiary Name	Name of the account holder who will be the beneficiary of the funds once the deposit is redeemed.
Correspondence Charges	Correspondence charges of the redemption. The charges can be borne by: • Beneficiary (BEN) • Remitter (REM) • Sharing

To redeem the term deposit:

1. From the **Select Account** list, select the appropriate account.
   The account balance and redeemable amount appears.

2. From the **Redemption Type** list, select the appropriate option.

   a. If you select **Partial** option:

      i. In the **Redemption Amount** field, enter the redemption amount.

   b. If you select **Full** option go to **step 3**.

3. From the **Pay To** list, select the appropriate option.

   a. If you select **Own Account** option:

      i. From the **Transfer Account** list, select the appropriate option.

   b. If you select **Internal Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

      ii. In the **Confirm Account Number** field, re-enter the account number.

   c. If you select **Domestic Bank Account** option:

      i. In the **Account Number** field, enter the account number of the beneficiary.

      ii. In the **Account Name** field, enter the account name of the beneficiary.

      iii. In the **Bank Code** field, enter the bank code, and click **Verify**, to verify the code.
      OR
      From the **Look Up Bank Code** link, select the appropriate bank code.

   d. If you select **International Bank Account** option:

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     i.   In the **Account Number** field, enter the account number of the beneficiary.

     ii.   In the **SWIFT Code** field, enter the SWIFT code of the bank where the beneficiary account is held, and click **Verify**, to verify the code.
OR
Use the **Look Up SWIFT Code** link to find the SWIFT code.

     iii.   In the **Beneficiary Name** field, enter the account name of the beneficiary.

     iv.   In the **Correspondence Charges** field, select who will be bearing the charges during redemption.

4.   To redeem the deposit, click **Redeem**.
OR
Click **Back** to navigate to the previous screen.

5.   The **Review** screen appears. Verify the details and click **Confirm**.
OR
Click **Back** to make changes if any. User is directed to **Redeem Term Deposit** screen with values in editable form.
OR
Click **Cancel** to cancel the transaction.

6.   The success message along with the reference number appears.
Click **Go to Dashboard**, link to navigate to the dashboard.
OR
Click **Go To Account Details** link to access the **Deposit Details** screen.

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10. Request Statement

Statement of an account plays an important role for users to know the current position and manage the account effectively. The regular Term Deposit account statements are sent to the customers as per their desired periodicity. In addition, Users can view a brief summary of last few transactions on the deposit overview screen, for the selected term deposit account. Over and above this, through the Statement Request option, the user can request for an ad-hoc account statement. All transactions on the Term Deposit account are shown in chronological order.

Note: Send to Modify functionality is now supported for this transaction.

How to reach here:

Toggle Menu > Accounts > Term Deposits > Request Statement
OR
Toggle Menu > Accounts > Term Deposits > Overview > Quick Links > Request Statement
OR
Toggle Menu > Accounts > Term Deposits > Overview > Deposit Details > Quick Links > Request Statement

Request Statement

Field Description

Field Name	Description
Account Number	The term deposit account number along with the account nickname for which account statement to be generated. The account number could be either the user's Party account or any linked party accounts that he has access to.
Balance	The balance amount in the account.

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Field Name	Description
From Date	The date from which the Term Deposit account statement is required.
	From Date cannot be greater than To Date.
To Date	The date up to which the account statement is required.

To request for an ad-hoc physical statement:

1. From the **From Date** list, select the appropriate start date.

2. From the **To Date** list, select the appropriate end date.

3. Click **Submit**.
   OR
   Click **Back** to go back to the transaction.

4. The **Review** screen appears. Verify the details and click **Confirm**.
   OR
   Click **Back** to modify the details for statement generation. Application navigates to the previous screen.
   OR
   Click **Cancel** to cancel the transaction.

5. The success message along with the reference number appears.
   Click **Go to Dashboard**, link to navigate to the dashboard.
   OR
   Click **Go To Account Details** link to access the **Deposit Details** screen.

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11. Transactions

Customers can track the transactions taking place in their accounts. This feature enables customers to view the details of all the transactions performed in their deposit accounts. All the debit and credit entries along with each transaction amount and reference details are displayed.

Customers can also undertake the following from this screen:

- Request for Statements – The customer can avail this option by selecting the **Request Statement** option from the kebab menu. The user will be able to define the period for which he/she requires to receive statements at his/her registered address.

- Download Pre-Generated Statements – The customer can select the **Pre-Generated Statement** option from the kebab menu on this page, in order to be provided with the facility to define the period for which he/she would like to download pre-generated statements.

- Subscribe for E-Statements – By selecting the **E-Statement** option from the kebab menu, the user will be able to either subscribe or unsubscribe (if subscription is active) for e-statements for the specific account. If the user opts to subscribe for e-statements, he/she will receive monthly e-statements on his/her registered email address.

How to reach here:

Dashboard > Toggle Menu > Menu > Accounts > Term Deposits > Transactions

To view the account statement:

1. From the account number list, select the account of which you wish to view transactions.

2. From the **View Options** list, select the desired transaction period.

    a. If the option Date Range has been selected in the **View Options** list, specify the date range in the **Date From** and **Date To** fields.

3. From the **Transaction** list, select the types of transactions to be displayed i.e. either debit or credit or all transactions.

4. In the **Reference Number** field, enter a transaction reference number if you wish to view a specific transaction record.

5. Click **Apply** to view transactions based on the defined criteria.
   OR
   Click **Reset** to clear the details entered.

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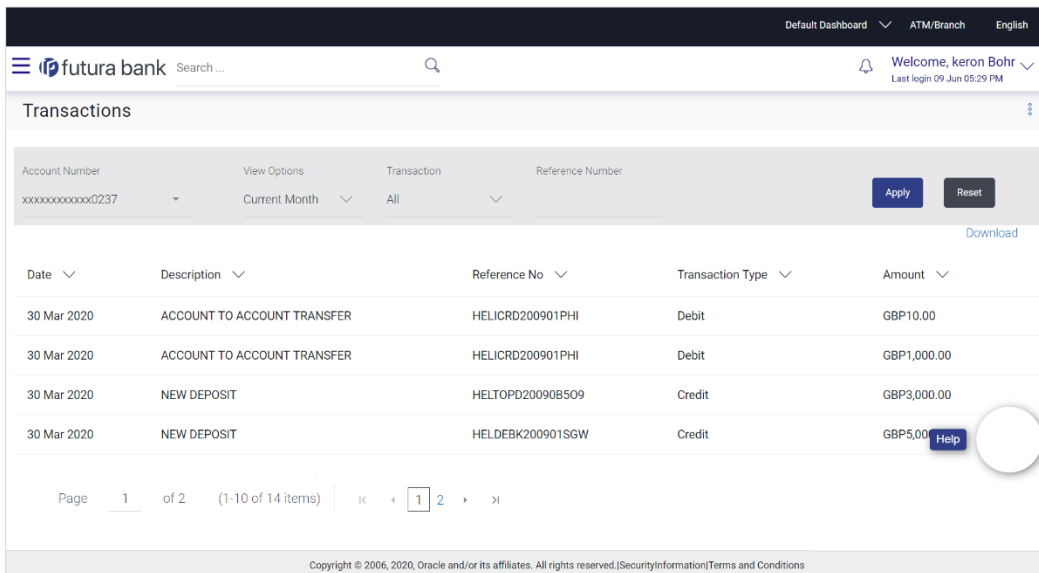
Transactions

Field Description

Field Name	Description
Account Number	Select an account of which you wish to view transactions.
View Options	Filters to view the transactions of a specific period. The options are: • Current Period • Previous Month • Previous Quarter • Date Range
Date From – Date To	Specify the period for which you wish to view transactions. These fields will be displayed only if you have selected the option **Date Range** from the **View Options** list.
Transaction	Filters to view the transactions based on description. The options are: • All • Credits Only • Debits Only
Reference Number	Reference number of the transaction.

Field Name	Description
Opening Balance	The opening balance in the account for the specific period.
Closing Balance	Closing balance in the account for the specific period.
Results	
Download	Click the link to download the statement.
Date	Date on which the activity was performed.
Description	Short description of the transaction.
Reference Number	Reference number of the transaction.
Transaction Type	The type of transaction performed, i.e. if it was a debit or credit transaction.
Amount	The transaction amount.
Balance	Balance in the account.
	The Balance column appears only if the option **All** has been selected as a filter criteria in **View Options** field.

6. Click **Download** and select the format in which the statement is to be downloaded.
   The statement gets downloaded.

The following actions can also be performed in the screen:

- Subscribe for E-Statements.
- Download Pre-Generated Statements.

11.1 <u>E-statements</u>

A customer might wish to receive regular e-statements at his email address instead of physical copies. In this case, the customer can select the option to subscribe for an e-statement. Once a request for an e-statement is made, the customer will begin to receive regular statements at his email address maintained with the bank.

Note: Send to Modify functionality is now supported for this transaction.

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To subscribe / unsubscribe for e-statements:

1. Click on the ⋮ icon on the **Transactions** screen, and click **E-Statement** to subscribe / unsubscribe for e-statements.

E-statement
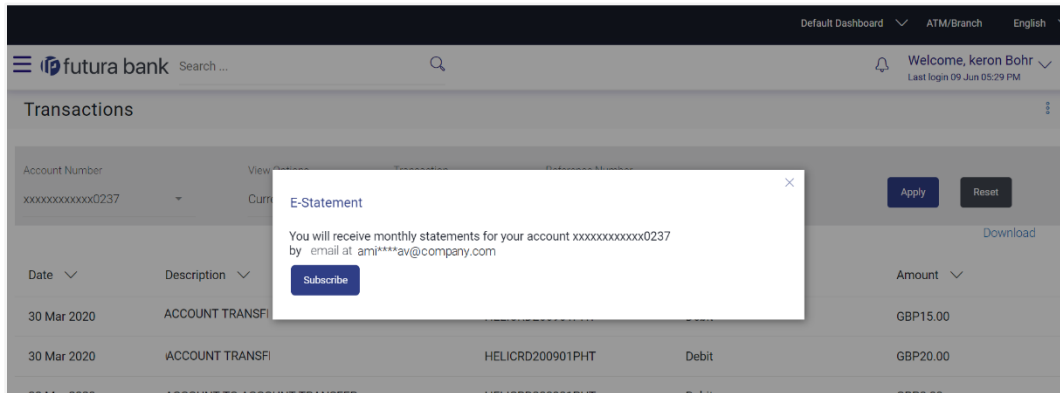
2. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User's email address>)

   a. Click **Subscribe** to opt to receive monthly statements on your registered email address.

   b. The success message of request submission appears. Click **OK** to complete the transaction.

3. If the user has already subscribed for e-statements, the pop up message contains a message stating that the user is subscribed to receive e-statements. The option to unsubscribe for e-statements is provided.

   a. Click **Unsubscribe** to opt out of receiving monthly statements on your registered email address.

   b. The success message of request submission appears. Click **OK** to complete the transaction.

   c. Click **Proceed** to Unsubscribe.

4. The success message of request submission appears.
   OR
   Click on **Go to Account Details** link to go back to **Account Details** page.

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11.2 <u>Pre-generated Statement</u>

To download pre-generated statements:

1. Click on the ⋮ icon on the **Transactions** screen, and click **Pre-generated Statement** to download a pre-generated statement.
   The **pre-generated statement** screen appears.

Pre-generated Statement
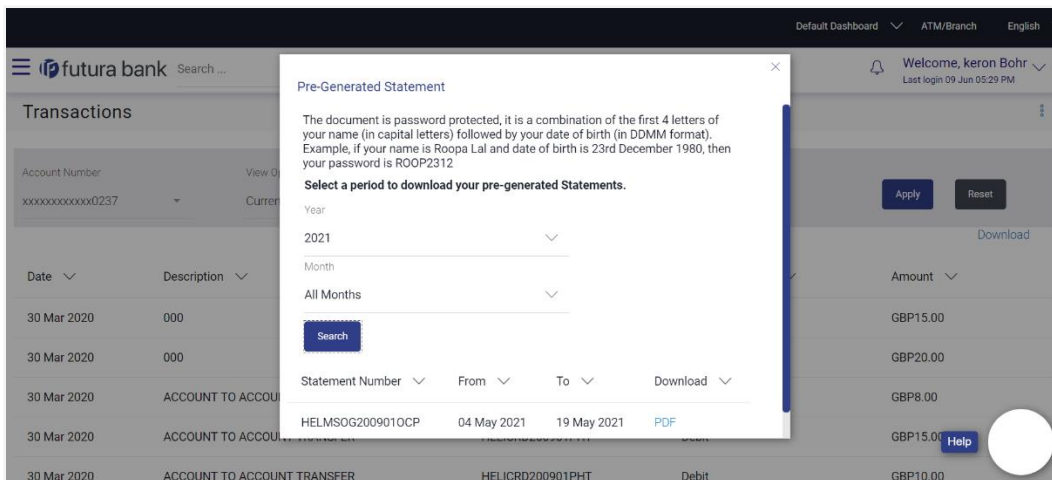
Field Description

Field Name	Description
Select a period to download your pre-generated Statements	
Period	
Year	The year for which the statement is required
Month	The month for which the statement is required.
Statement Number	The statement reference number.
From	Start date of the date period for which the statement is generated.
To	End date of the date period for which the statement is generated.
Download	Click the link against a statement to download the specific statement.

2. From the **Period** list, select the desired year and month for which pre-generated statement is to be required.

3. Click **Search** to search amongst the pre-generated statements for the selected period.

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4. Click **Download** link against any record (.pdf) to download the statement in password protected pdf format.

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12. Term Deposit Calculator

The Term Deposit calculator gives an indication to the user about the interest which will be earned and total value of deposit at maturity if a particular amount is invested with the bank, over a fixed period of time. It calculates the total amount of the term deposit at the time of maturity. The User can compare different products to choose the one that suits him best.

How to reach here:

Toggle Menu > Accounts > Term Deposits > Overview > Term Deposit Calculator

Term Deposit *Calculator*

Term Deposit Calculator

Amount

£300,000.00

Years	Months	Days
5	6	3

Interest

12%

Calculate

Total Returns
£579,106.16

Interest Earned
£279,106.16

Field Description

Field Name	Description
Amount	Principal / deposit amount with default currency.
Frequency	Tenure in terms of Years / Months / Days.
Interest	The rate of interest applicable for the term deposit.
Results	
Total Returns	The total maturity amount.
Interest Earned	The amount of interest accrued till the maturity date.

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To calculate deposit value at maturity:
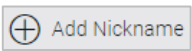
1. In the **Amount** field, enter the deposit amount.

2. In the **Frequency** field, enter the relevant information in years, months, and days.

3. In the **Interest** field, enter the rate of interest.

4. To calculate the total maturity amount, click **Calculate**.

5. View the **Total Returns, Principal Amount, and Interest Earned**.

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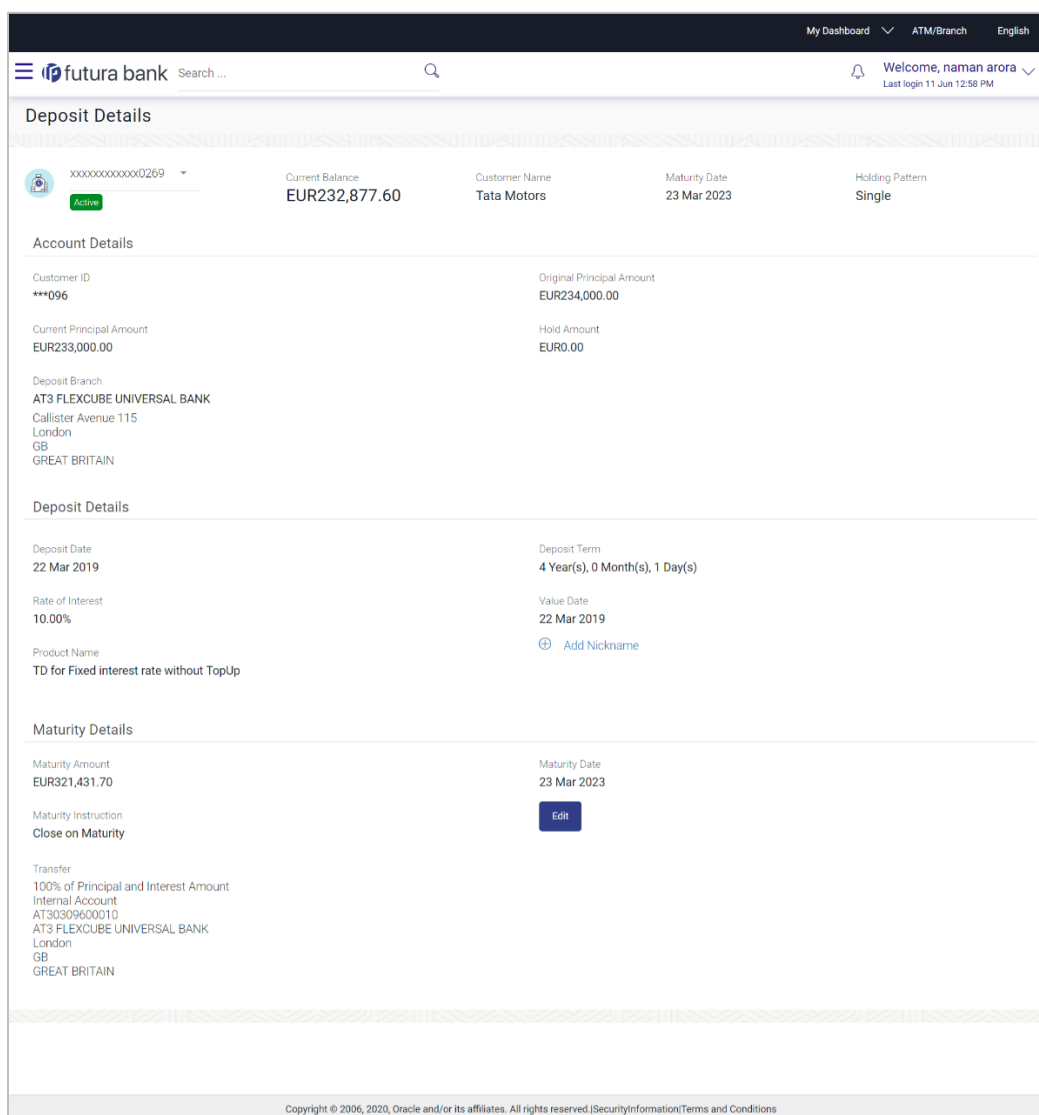
13. Account Nickname

User can assign their own description or name for all savings, checking, term deposits, and loan accounts. A nickname is a unique user defined description, for an account. Nicknames will be displayed, along with the account number in all enquiry and transaction screens. This option also allows user to modify or delete the nickname, if required.

To add nickname to account:

1. Click ⊕ Add Nickname, to add nickname to an account.

2. In the **Add Nickname** field, enter the nickname you want to use.

Add Nickname- Example

Field Description

Field Name	Description
Add Nickname	The user defined description or name to CASA/ TERM DEPOSIT/ Loan and Finance accounts which will be displayed.

3. Click 💾 to save your changes.
   Nicknames will be displayed along with account number, in all enquiry and transaction screens.

To edit / delete nickname to account:

Add Nickname - Edit/ Delete

4. Click ⬜, to modify nickname.

    a. Update the nickname, and click ⬜ to save your updates.

    OR

    Click ⬜, to delete nickname.

FAQ

1. **What is Total Maturity Amount?**

   The total maturity amount is the amount that the deposit is worth at the time of maturity.

2. **Does the application allow the User to redeem a term deposit before the maturity date?**

   Yes, it is possible to redeem the term deposit before the maturity date, through the application provided the facility is supported for a product under which the term deposit account is opened.

3. **Does the application allow partial redemption from term deposit account?**

   Yes, depending on the term deposit product type, the user can perform partial redemption of his Term Deposit online.

4. **What happens to my term deposit at maturity?**

   This will depend on the maturity instructions defined by you at the time the deposit was opened. Based on your selection at that point, at the time of maturity, the deposit would either be renewed or the amount will get credited to a specified account. If the funds are to be withdrawn at maturity, you can provide the details of the account to which the maturity proceeds are to be credited.

5. **Can I add funds to my term deposit?**

   If the term deposit product has a facility for top up, then an option will be provided to add funds into the term deposit. The maximum amount with which you can top up the deposit will be defined by the bank and displayed on the top up page.

6. **Who all can view a nickname that a user has set?**

   One account can have multiple nicknames set by different users, who have access to that account – however only the logged in user can view the nickname he has set.

7. **Are nicknames displayed in all places, where an account number is displayed?**

   No, Approvers can only view the account number, but not nicknames set by makers. Further Review screens contain the account number (where applicable), but not the nickname.

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