

Retail Loans User Manual
Oracle Banking Digital Experience
Patchset Release 21.1.1.0.0

Part No. F40800-01

June 2021

ORACLE®

Retail Loans User Manual

June 2021

Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway

Goregaon (East)

Mumbai, Maharashtra 400 063

India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001

www.oracle.com/financialservices/

Copyright © 2006, 2021, Oracle and/or its affiliates. All rights reserved.

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

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

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

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

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

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

Table of Contents

1. Preface	1-1
1.1 Intended Audience.....	1-1
1.2 Documentation Accessibility.....	1-1
1.3 Access to Oracle Support.....	1-1
1.4 Structure	1-1
1.5 Related Information Sources.....	1-1
2. Transaction Host Integration Matrix	2-1
3. Loans And Finances.....	3-1
3.1 Overview.....	3-2
4. Loan and Finance Details	4-1
5. Repayment.....	5-1
6. Disbursement Inquiry	6-1
7. Schedule Inquiry	7-1
8. Transactions.....	8-1
8.1 E-statements.....	8-4
8.2 Request Statement.....	8-5
8.3 Pre-generated Statement	8-6
9. Closed Loans	9-1
10. Installment Calculator and Eligibility Calculator	10-1
10.1 Installment Calculator	10-2
10.2 Eligibility Calculator.....	10-3
11. Account Nickname	11-1

1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

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

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

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

1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

1.5 Related Information Sources

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

- Oracle Banking Digital Experience Licensing Guide

- Oracle Banking Digital Experience Installation Manuals

2. Transaction Host Integration Matrix

Legends

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

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.8.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0
1	Overview	✓	✓
2	Loan Details	✓	✓
3	Loan Details - Nickname updation	NH	NH
4	Repayment		
	With lesser than or more than installment amount	×	✓
	With equal to the installment amount	✓	✓
5	Disbursement Inquiry	✓	✓
6	Schedule Inquiry	✓	✓
7	View Statement	✓	✓
8	View Statement- Request Statement	×	×
9	View Statement- E-statement	×	×
10	View Statement- Pre-Generated Statement	×	×
11	Closed Loans	✓	✓
12	Loan Installment Calculator	NH	NH
13	Loan Eligibility Calculator	NH	NH

[Home](#)

3. Loans And Finances

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

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

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

Features Supported In the Application

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

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

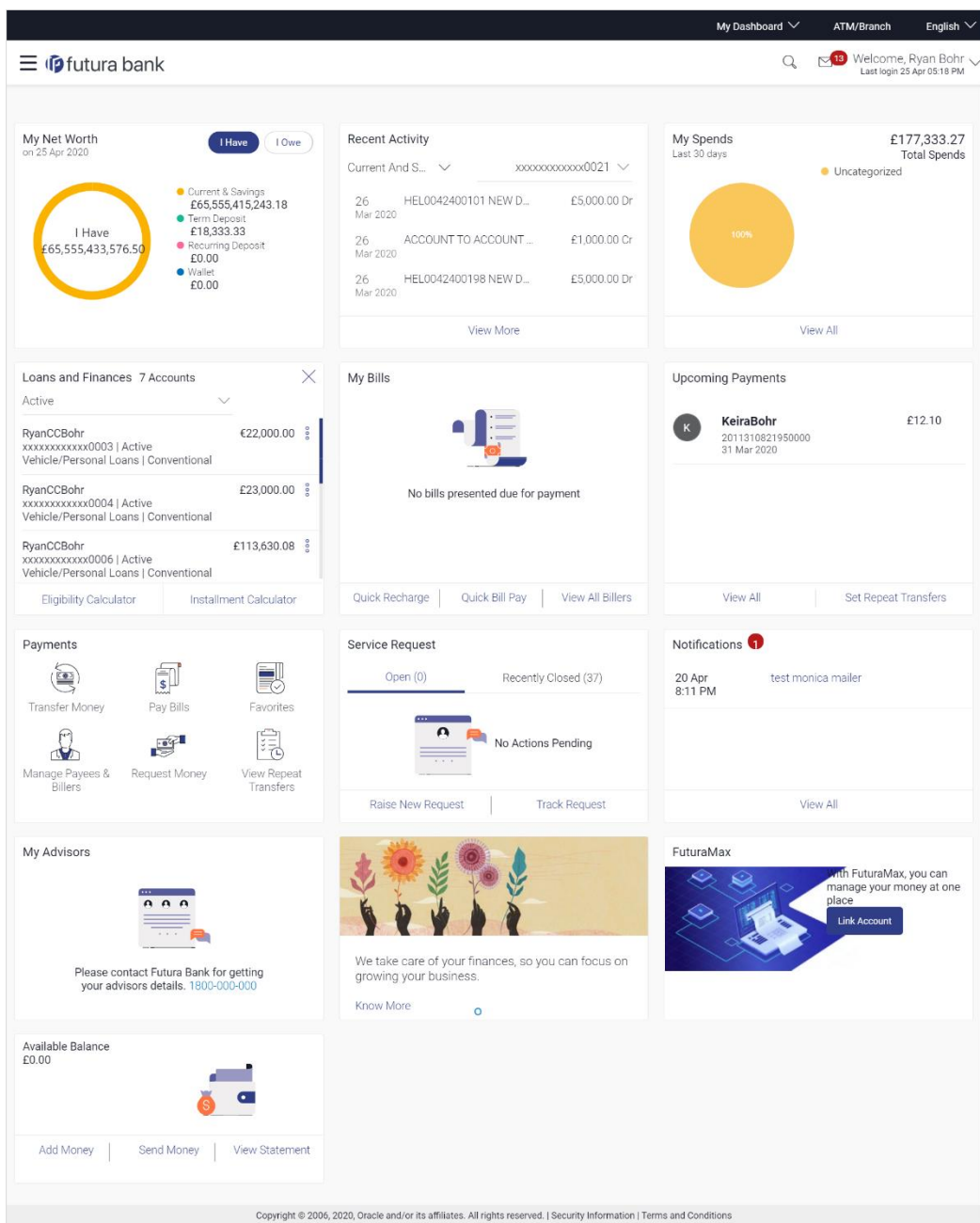
Pre-requisites

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

3.1 Overview

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

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



Loans and Finances Widget Overview

Loans and Finances widget showcases the following:

Active Loans

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

Inactive/Closed Loans:

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

Eligibility Calculator:

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

Installment Calculator:

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

[Home](#)

4. Loan and Finance Details

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

How to reach here:

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

Toggle Menu > Menu > Accounts > Loans and Finances > Loan and Finance Details

To view loan account details:

1. From the **account number** list, select the loan account of which you wish to view details.

The details of the selected loan appears on the **Loan and Finance Details** screen.

Loan and Finance Details

The screenshot displays the 'Loan and Finance Details' page for a Futura Bank account. The account is active and the customer is Keron Bohr. Key details include a net outstanding balance of GBP49,800.00, a disbursed amount of GBP50,000.00, and a next installment date of 22 Apr 2019. The repayment terms are monthly with an interest rate of 0.0%. The loan tenure is 12 months, with 12 remaining installments. The next installment amount is GBP3,966.67. There are no arrears or late payment charges.

Account Number	Net Outstanding Balance	Disbursed Amount	Customer Name	Next Installment Date
xxxxxxxxxxxx0014	GBP49,800.00	GBP50,000.00	KeronBohr	22 Apr 2019

Repayment

Interest Frequency Monthly	Principal Frequency Monthly
Repayment Mode ACC	Late Payment Penalty 0.0%
Interest Rate 0.0%	Payment Penalty 0.0%
Amount Re-paid till date GBP0.00	Add Nickname

Installments

Loan Tenure 12 months 0 days	Total Installments 12
Remaining Installments 12	Next Installment Date 22 Apr 2019
Next Installment Amount GBP3,966.67	

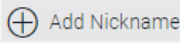
Arrears

Principal Arrears GBP49,800.00	Interest Arrears GBP0.00
Late Payment Charges GBP0.00	Other Charges GBP0.00

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [Security Information](#) [Terms and Conditions](#)

Field Description

Field Name	Description
Account Number	All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of which details are to be viewed. The account number will be masked as per account number masking configurations.
Status	The current status of the loan account.
Net Outstanding Balance	The total amount outstanding on the loan is displayed here.
Disbursed Amount	The actual amount of loan that the bank has given the customer till date.
Customer Name	The name of the primary account holder is displayed here.
Next Installment Date	The date on which the next loan payment is due.
Repayment	
Interest Frequency	Intervals at which the interest is to be paid. It could be: <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • Monthly • Bi monthly • Quarterly • Semi-annually • Annually
Principal Frequency	Intervals at which the principal is to be repaid. It could be: <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • Monthly • Bi monthly • Quarterly • Semi-annually • Annually

Field Name	Description
Repayment Mode	The mode through which loan repayments are to be made as set up in the processing system. For e.g. repayments could be made via account transfer, direct debit or cheque.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Interest Rate	The interest rate charged on the loan.
Prepayment Penalty	The percentage charge applicable in case the loan is prepaid.
Amount Re-paid till Date	Total loan amount repaid by the customer till date.
Nickname	<p>The nickname given to the loan account by the account holder. This nickname can be changed or deleted.</p> <p>Click , to add nickname.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
<u>Installments</u>	
Loan Tenure	The duration for which the loan amount is sanctioned in terms of years/months/days.
Total Installments	The total number of scheduled payments to be made towards repaying the loan.
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	The date on which the next loan payment is due.
Next Installment Amount	Amount to be paid as next installment.
<u>Arrears</u>	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.
Other Charges	Other/ miscellaneous fees applicable on the loan account.

5. Repayment

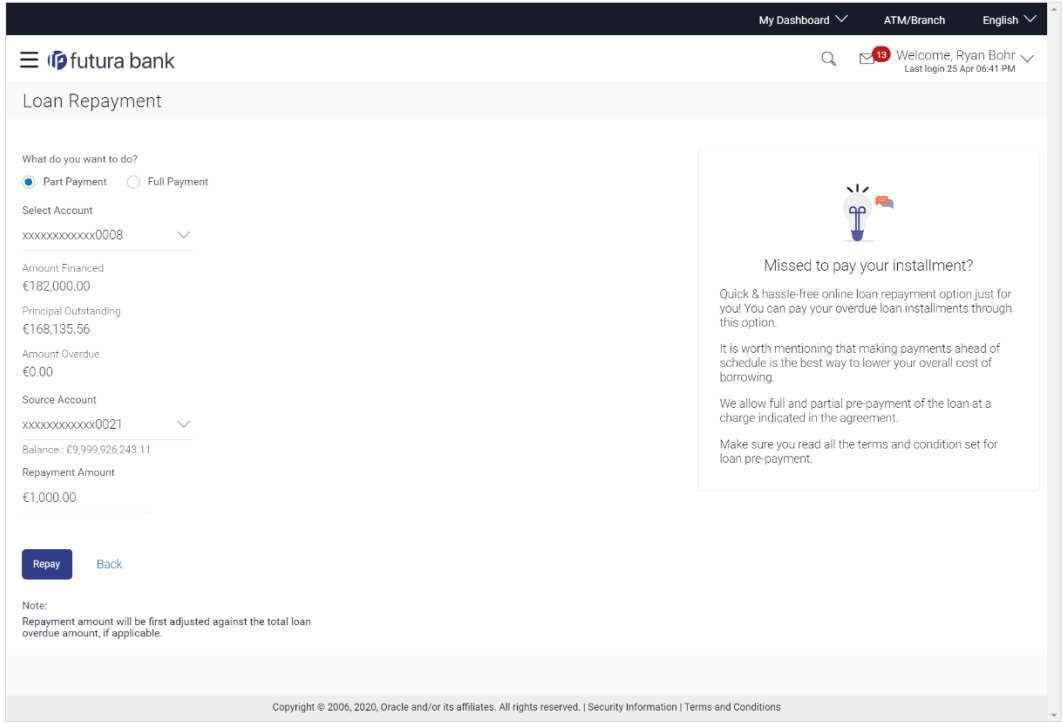
Customers can make a payment equal to the installment amount, lower than or more than the installment amount of the loan account. If the amount is higher than the installment amount, it can be considered as partial payoff or full settlement (depending upon the penalties and charges settings at the host).

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

How to reach here:

Dashboard > Toggle Menu > Menu > Accounts > Loans and Finances > Loan and Finance Repayment

Loan Repayment



Field Description

Field Name	Description
What do you want to do?	<p>The options of paying off the loan partially or completely. The options are:</p> <ul style="list-style-type: none"> • Part Payment • Full Payment <p>The order in which the fields below are displayed, will vary based on the option selected in this field.</p>
Select Account	<p>All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account which is to be repaid. The account number will be masked as per account number masking configurations.</p> <p>If the user has accessed this page via the My Accounts widget, the account number selected will be pre-selected and the user can change selection as required.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
Amount Financed	<p>The total loan amount, in local currency, that has been lent by the bank to the corporate party.</p>
Principal Outstanding	<p>The outstanding principal balance that is yet to be repaid.</p>
Amount Overdue	<p>The overdue amount, if any. This amount is the summation of the principal, interest and charges (if any).</p>
Source Account	<p>The user's linked current and savings accounts that can be debited to make the loan prepayment, will be listed in a lists. The account number will be masked as per account number masking configurations and nicknames, if set, will be displayed against each account.</p> <p>For more information on Account Nickname, refer Account Nickname.</p> <hr/> <p>Note: All the active CASA accounts that the logged-in corporate user has access to – including those of the primary party and the linked parties, will be listed.</p> <hr/>
Balance	<p>The current balance of the selected source account. This amount will be displayed against the source account field when an account has been chosen from the list.</p>
Principal Outstanding	<p>The amount of principal outstanding on the loan.</p> <p>This field appears if the user selects the Full Payment option in the Repayment Type field.</p>

Field Name	Description
Interest	The interest component of the amount that is due. This field appears if the user selects the Full Payment option in the Repayment Type field.
Charges	The charge that is due. This field appears if the user selects the Full Payment option in the Repayment Type field.
Repayment Amount	The amount to be repaid. Payment currency is defaulted to loan account currency. This field is editable only if the user selects the Part Payment option. In this case, the amount should be less than the outstanding principal balance. If the user selects the Full Payment option, then this field displays the total outstanding amount, which will include the principal, the interest and pre-payment charges.

Note: The Source Account should have sufficient balance to cover the repayment amount.

To repay the loan partially or completely:

2. From the **What do you want to do?** field, select whether the loan must be paid off partially or fully.
3. From the **Select Account** list, select the loan account which is to be repaid.
4. From the **Source Account** list, select the CASA account from which the repayment is to be made.
5. If the **Part Payment** option has been selected,
 - a. In the **Repayment Amount** field, enter the repayment amount.
6. Click **Repay**.
OR
Click **Cancel** to go to the dashboard.
OR
Click **Back** to go to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Back** to make changes if any. The user is directed back to the **Loan and Finance Repayment** screen with values in editable format.
OR
Click **Cancel** to cancel the transaction.
8. A message confirming the repayment appears, along with the transaction reference number.
9. Click **Go To Dashboard** to go to the dashboard.
OR
Click **Go to Account Details** to go to the **Loan Account Details** screen.

6. Disbursement Inquiry

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

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

How to reach here:

Toggle Menu > Menu > Accounts > Loans and Finances > Disbursement Inquiry

To view loan account details:

1. From the **Select account** list, select the loan account of which you wish to view disbursement details.

The loan disbursement details of the selected account appear.

Disbursement Inquiry

My Dashboard ATM/Branch English

futura bank Welcome, Ryan Bohr
Last login 25 Apr 06:41 PM

Disbursement Inquiry

Select Account
xxxxxxxxxxxx0008

Sanctioned Amount
€182,000.00

Disbursed Amount
€182,000.00

Date	Amount
26 Jan 2020	€182,000.00

Back

Tips

This is designed to help you with the Loan Disbursement Inquiry.

You will find multiple disbursement entries in your account if you have chosen partial disbursements.

The actual amount of loan disbursed may differ from the amount sanctioned as per the agreement. You may contact Bank for the details.

You can also check the Loan Repayment Schedule for the amount disbursed using the option available in the menu, to know your repayment cycle.

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Field Description

Field Name	Description
Select Account	<p>All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of which disbursement details are to be viewed. The account number will be masked as per account number masking configurations.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
Sanctioned Amount	The amount of loan that the bank has agreed to provide to the customer/s.
Disbursed Amount	The amount of loan that the bank has given the customer till date.
Date	<p>The date on which the specific amount was disbursed.</p> <hr/> <p>Note: If there are multiple disbursements in the account, the last disbursement will be displayed first followed by others accordingly in that order. The last entry in this list will be of the first disbursement date.</p> <hr/>
Amount	The amount disbursed on the specific date.

2. Click **Back** to go to the dashboard.

[Home](#)

7. Schedule Inquiry

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

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

How to reach here:

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

To view loan schedule:

1. From the **Select Account** list, select the loan account of which you wish to view loan schedule.

The records of loan schedule as well as instalment summary and payment overview details appear on the screen.

Schedule Inquiry

The screenshot displays the 'Schedule Inquiry' page for a Futura Bank account. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', and 'English'. Below this, the account name 'futura bank' and user information 'Welcome, Ryan Boin' are visible. The main content area is titled 'Schedule Inquiry' and includes a 'Select Account' dropdown menu. Below the dropdown, there are two summary cards: 'Installment Summary' and 'Payment Overview'. The 'Installment Summary' card shows the first and last installments, total installments, and amount paid. The 'Payment Overview' card features a donut chart and a table of paid and unpaid amounts. Below these cards is a 'Date Range' selector and a 'Download' button. The main part of the page is a table of installments with columns for Sr No, Due Date, Principal, Interest, Charges, Installment, and Unpaid Installment. The table shows 10 installments from Feb 2020 to Nov 2020. At the bottom, there is a pagination control showing 'Page 1 of 3' and a 'Back' button.

Sr No	Due Date	Principal	Interest	Charges	Installment	Unpaid Installment
1	26 Feb 2020	€6,924.48	€154.58	€0.00	€7,079.06	€0.00
2	26 Mar 2020	€6,939.96	€139.10	€0.00	€7,079.06	€0.00
3	26 Apr 2020	€6,936.26	€142.80	€0.00	€7,079.06	€7,079.06
4	26 May 2020	€6,946.57	€132.49	€0.00	€7,079.06	€7,079.06
5	26 Jun 2020	€6,948.05	€131.01	€0.00	€7,079.06	€7,079.06
6	26 Jul 2020	€6,957.99	€121.07	€0.00	€7,079.06	€7,079.06
7	26 Aug 2020	€6,959.86	€119.20	€0.00	€7,079.06	€7,079.06
8	26 Sep 2020	€6,965.77	€113.29	€0.00	€7,079.06	€7,079.06
9	26 Oct 2020	€6,975.15	€103.91	€0.00	€7,079.06	€7,079.06
10	26 Nov 2020	€6,977.61	€101.45	€0.00	€7,079.06	€7,079.06

Field Description

Field Name	Description
Select Account	<p>All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of choice. The account number will be masked as per account number masking configurations.</p> <p>If the user has accessed this page via the My Accounts widget, the account number selected will be pre-selected and the user can change selection as required.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>

Installment Summary

First Installment	The date on which the first installment payment is due on the loan.
Last Installment	The date on which the last installment payment is due on the loan.
Total Installments	The total number of installments of the loan.
Installments Paid	The number of installments paid till date.
Amount paid till date	The total amount paid in installments till date.

Payment Overview

The following three fields and values will display the amounts that have been paid, by the user, towards the loan repayment.

Paid Amount	The total loan amount that has been repaid till date.
Principal	The principal amount repaid till date.
Interest	The interest amount repaid till date.

The following three fields and values will display the amounts that are yet to be paid, by the user towards the loan.

Unpaid Amount	The total loan amount pending for repayment.
Principal	The principal amount pending for repayment.
Interest	The interest amount pending for repayment.

Schedule Summary

Field Name	Description
Date Range	The customer can select the period for which he intends to view installment details.
Sr. No.	The serial number of each installment will be displayed against the installment record.
Due Date	The date on which the specific installment is due.
Principal	The principal amount that is due on the installment date.
Interest	The interest amount that is due on the installment date.
Installment	The total installment amount that is due on the installment date.
Unpaid Installment	Any amount that remains to be paid, if at all, on the specific installment date.

To view the loan schedule:

1. From the **Select Account** list, select the loan account number for which the schedule is to be viewed. The system displays the Installment Summary, Payment Overview, and Schedule Summary.
2. In the **Date Range** field select the period for which installment details in the repayment schedule are to be viewed.

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

3. Click [Download](#) to download the details in .pdf format.

[Home](#)

8. Transactions

This feature enables customers to view the details of all the transactions performed in their loan 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 loan account. If the user opts to subscribe for e-statements, he/she will receive monthly e-statements on his/her registered email address.

Note: The features to subscribe/unsubscribe for e-statements, request for statements, and to download pre-generated statements are only supported with third party hosts.

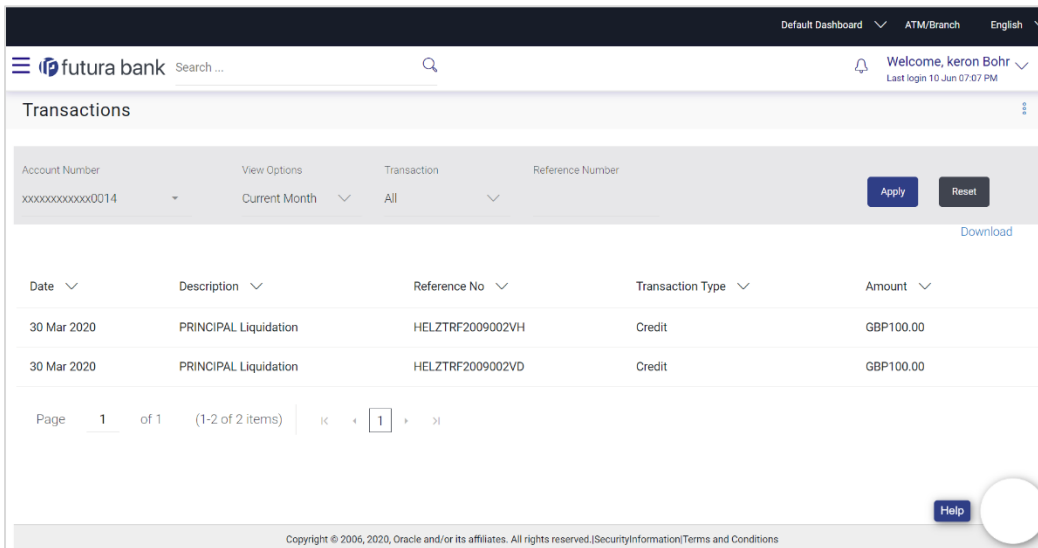
How to reach here:

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

Transactions – View 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.
-------------------------	--------------------------------------

Results

Field Name	Description
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.

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.
- Request for a specific statement
- Download Pre-Generated Statements.

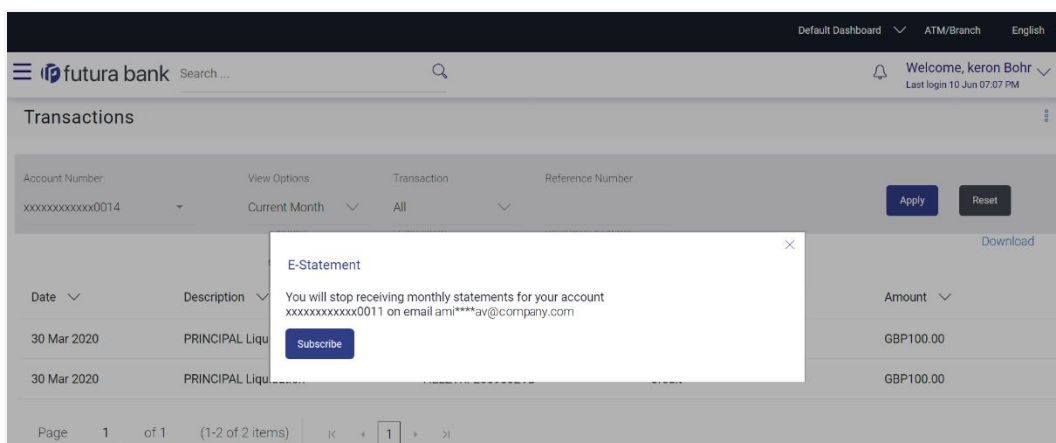
8.1 E-statements

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.

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



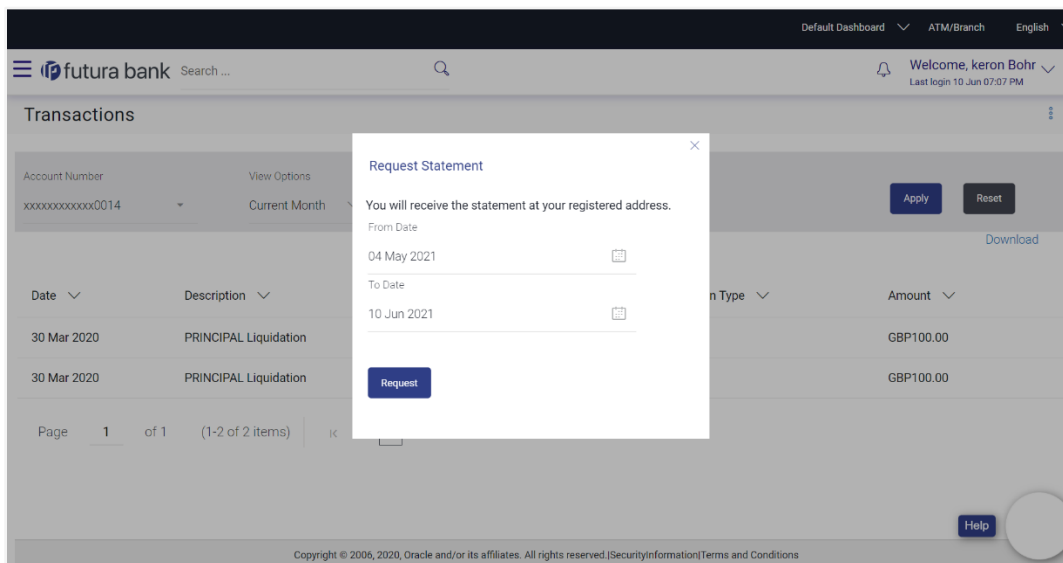
2. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User's email address>)
 - a. Click **Subscribe** to opt to receive monthly statements on your registered email address.
 - b. The success message of request 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.

8.2 Request Statement

To request for a physical statement:

1. Click on the  icon on the **Transactions** screen, and click **Request Statement** to request for the statement. The **Request Statement** appears.

Request Statement




Field Description

Field Name	Description
From Date	The customer is required to specify the start date from which the account statement is required.
To Date	The customer is required to specify the date until when the statement is required.

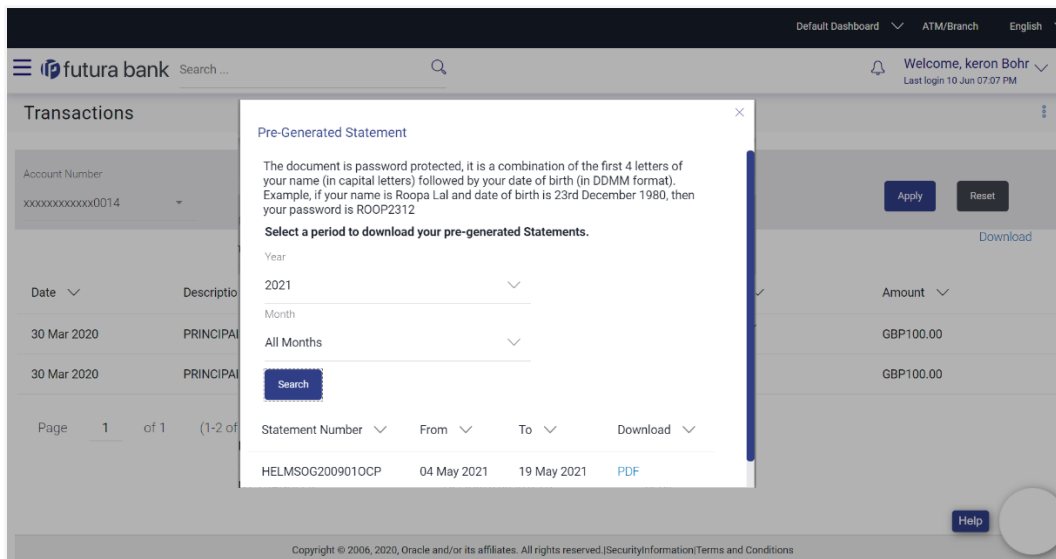
2. The Request Statement pop up screen appears.
 - a. From the **From Date** list, select the start date of the account statement.
 - b. From the **To Date** list, select the end date of the account statement.
 - c. Click **Request**.
3. The **Review** screen appears. Verify the details and click **Confirm**.
 OR
 Click **Back** to make changes, if any. The user is directed to the **Request Statement** screen with values in editable form.
 OR
 Click **Cancel** to cancel the transaction.
4. The success message of **Request Statement** appears along with the transaction reference number.

8.3 Pre-generated Statement

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



Default Dashboard ATM/Branch English

Welcome, keron Bohr
Last login 10 Jun 07:07 PM

Transactions

Account Number
xxxxxxxxxxxx0014

Date Description
30 Mar 2020 PRINCIPAL
30 Mar 2020 PRINCIPAL

Page 1 of 1 (1-2 of)

Pre-Generated Statement

The document is password protected, it is a combination of the first 4 letters of your name (in capital letters) followed by your date of birth (in DDMM format).
Example, if your name is Roopa Lal and date of birth is 23rd December 1980, then your password is ROOP2312

Select a period to download your pre-generated Statements.

Year
2021

Month
All Months

Search

Statement Number From To Download

HELMSOG200901OCP 04 May 2021 19 May 2021 PDF

Apply Reset

Download

Amount
GBP100.00
GBP100.00

Help

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

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

[Home](#)

9. Closed Loans

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

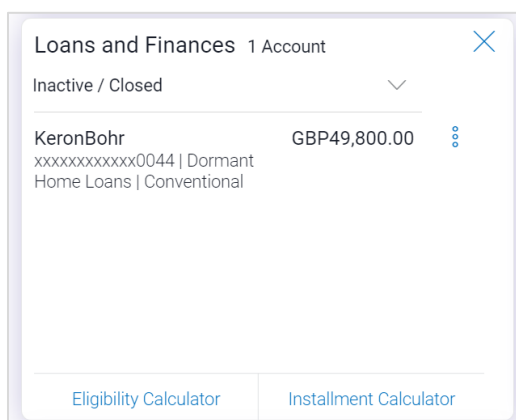
How to reach here:

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

To view closed loan card details:

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

Closed Loan Account Card



Field Description

Field Name	Description
Customer Name	Names of the primary holder of the loan.
Account Number	The loan account number in masked format along with the account nickname. The account number will be masked as per account number masking configurations.
Product/Offer Name	The name of the loan product or offer.
Loan Type	The type of loan i.e. conventional or Islamic.
Outstanding Amount	The outstanding loan amount.

- To view further details of any closed loan account, select the **Loan and Finance Details** option from the kebab menu against the specific account record in the widget. The option **Loans Details** screen is displayed.

Closed Loan Details

The screenshot displays the 'Loan and Finance Details' interface. At the top, there's a navigation bar with 'futura bank' and a search bar. Below that, the account selection dropdown shows 'xxxxxxxxxxxx0014' with a 'Closed' status. The main content area is divided into three sections:

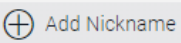
- Repayment:** Interest Frequency (Monthly), Repayment Mode (ACC), Interest Rate (0.0%), Amount Re-paid till date (GBP0.00), Principal Frequency (Monthly), Late Payment Penalty (0.0%), and Payment Penalty (0.0%).
- Installments:** Loan Tenure (12 months 0 days), Remaining Installments (12), Next Installment Amount (GBP3,966.67), Total Installments (12), and Next Installment Date (22 Apr 2019).
- Arrears:** Principal Arrears (GBP49,800.00), Late Payment Charges (GBP0.00), Interest Arrears (GBP0.00), and Other Charges (GBP0.00).

At the bottom, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. (SecurityInformation)Terms and Conditions'.

Field Description

Field Name	Description
Account Number	All the loan accounts of the user will be listed in a drop-down in masked format along with nicknames, if defined. The user can select the loan account of which details are to be viewed. The account number will be masked as per account number masking configurations.
Status	The current status of the loan account.
Net Outstanding Balance	The total amount outstanding on the loan is displayed here.

Field Name	Description
Disbursed Amount	The actual amount of loan that the bank has given the customer till date.
Customer Name	The name of the primary account holder is displayed here.
Next Installment Date	The date on which the next loan payment is due.
Repayment	
Interest Frequency	<p>Intervals at which the interest is to be paid.</p> <p>It could be:</p> <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • Monthly • Bi monthly • Quarterly • Semi-annually • Annually
Principal Frequency	<p>Intervals at which the principal is to be repaid.</p> <p>It could be:</p> <ul style="list-style-type: none"> • Daily • Weekly • One Time Payment • Monthly • Bi monthly • Quarterly • Semi-annually • Annually
Repayment Mode	The mode through which loan repayments are to be made as set up in the processing system. For e.g. repayments could be made via account transfer, direct debit or cheque.
Late Payment Penalty	The percentage rate charge applicable in case of default in repayment.
Interest Rate	The interest rate charged on the loan.

Field Name	Description
Prepayment Penalty	The percentage charge applicable in case the loan is prepaid.
Amount Re-paid till Date	Total loan amount repaid by the customer till date.
Nickname	<p>The nickname given to the loan account by the account holder. This nickname can be changed or deleted.</p> <p>Click  , to add nickname.</p> <p>For more information on Account Nickname, refer Account Nickname.</p>
<u>Installments</u>	
Loan Tenure	The duration for which the loan amount is sanctioned in terms of years/months/days.
Total Installments	The total number of scheduled payments to be made towards repaying the loan.
Remaining Installments	The number of scheduled payments remaining towards repaying the loan completely.
Next Installment Date	The date on which the next loan payment is due.
Next Installment Amount	Amount to be paid as next installment.
<u>Arrears</u>	
Principal Arrears	The amount due on the loan principal after having missed one or more repayment installments.
Interest Arrears	The amount due towards loan interest payment.
Late Payment Charges	The charges levied on any late payment of a loan installment.
Other Charges	Other/ miscellaneous fees applicable on the loan account.

[Home](#)

10. Installment Calculator and Eligibility Calculator

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

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

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

How to reach here:

Dashboard > My Accounts > Loans and Finances > Installment Calculator

OR

Dashboard > My Accounts > Loans and Finances > Eligibility Calculator

Field Description

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

1. Select the desired tab.

10.1 Installment Calculator

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

Installment Calculator

The screenshot displays the 'Loan Installment Calculator' interface on the Futura Bank website. The page includes a navigation bar with 'My Dashboard', 'ATM/Branch', and 'English' options. The user is logged in as 'Ryan Bohr' with a last login time of '27 Apr 09:18 AM'. The calculator is divided into two tabs: 'Eligibility Calculator' and 'Installment Calculator'. The 'Installment Calculator' tab is active, showing input fields for 'Amount' (£1,200.00), 'For' (15 Years), and '@Interest' (10%). A 'Calculate' button is located below the input fields. On the right side, there is a 'Loan Calculator' section with a brief description: 'Getting a Loan from Futura Bank is quick and easy. To ease your burden of paying off the loan immediately, you can opt for the EMI (Equated Monthly Installment) facility. To estimate your loan installment amount per month, you can use a loan calculator.' The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

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

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

10.2 Eligibility Calculator

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

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

Eligibility Calculator

The screenshot displays the Futura Bank web interface for the Eligibility Calculator. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', and 'English'. Below this, the Futura Bank logo and a user greeting 'Welcome, Ryan Bohr' are visible. The main content area is titled 'Eligibility Calculator' and features two tabs: 'Eligibility Calculator' (selected) and 'Installment Calculator'. The calculator form includes the following fields:

- How Much Loan Can You Get?** (Section header)
- Your Average Monthly Income:** £8,000.00
- Your Average Monthly Expenses:** £2,000.00
- For How Many Years:** 5
- @Interest:** 9%

 A blue 'Calculate' button is positioned below the interest field. To the right of the form is a 'Loan Eligibility Calculator' information box that states: 'Futura Bank calculator provides quick results regarding your eligibility for the loan considering factors like your monthly income and expenses.' The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
How Much Loan Can You Get?	
Your Average Monthly Income	The user is required to specify his monthly income.
Your Average Monthly Expenses	The user is required to specify the amount spent per month towards expenses.
For How Many Years	The user is required to specify the desired loan tenure.
@ Interest	The user should specify the desired interest rate of the loan.

Field Name	Description
You can get a loan of	Based on all the values defined by the user in the previous fields, the system will calculate the amount of loan that the user is eligible to borrow.

Average Installment The system will display the estimated monthly installment amount.

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

[Home](#)

11. Account Nickname

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

To assign a nickname to a loan account:

5. Click the [⊕ Add Nickname](#) option to assign a nickname to the loan account.
6. In the **Add Nickname** field, enter the nickname you want to assign to the loan account.

Add Nickname- Example

The screenshot displays the 'Loan and Finance Details' page for a user named KeronBohr. The page includes a search bar, user profile, and various loan details. A red box highlights the 'Add Nickname' link in the Repayment section.


Loan and Finance Details				
xxxxxxx0014 Active	Net Outstanding Balance GBP49,800.00	Disbursed Amount GBP50,000.00	Customer Name KeronBohr	Next Installment Date 22 Apr 2019
Repayment				
Interest Frequency Monthly		Principal Frequency Monthly		
Repayment Mode ACC		Late Payment Penalty 0.0%		
Interest Rate 0.0%		Payment Penalty 0.0%		
Amount Re-paid till date GBP0.00		⊕ Add Nickname		
Installments				
Loan Tenure 12 months 0 days		Total Installments 12		
Remaining Installments 12		Next Installment Date 22 Apr 2019		
Next Installment Amount GBP3,966.67				
Arrears				
Principal Arrears GBP49,800.00		Interest Arrears GBP0.00		
Late Payment Charges GBP0.00		Other Charges GBP0.00		

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Field Description

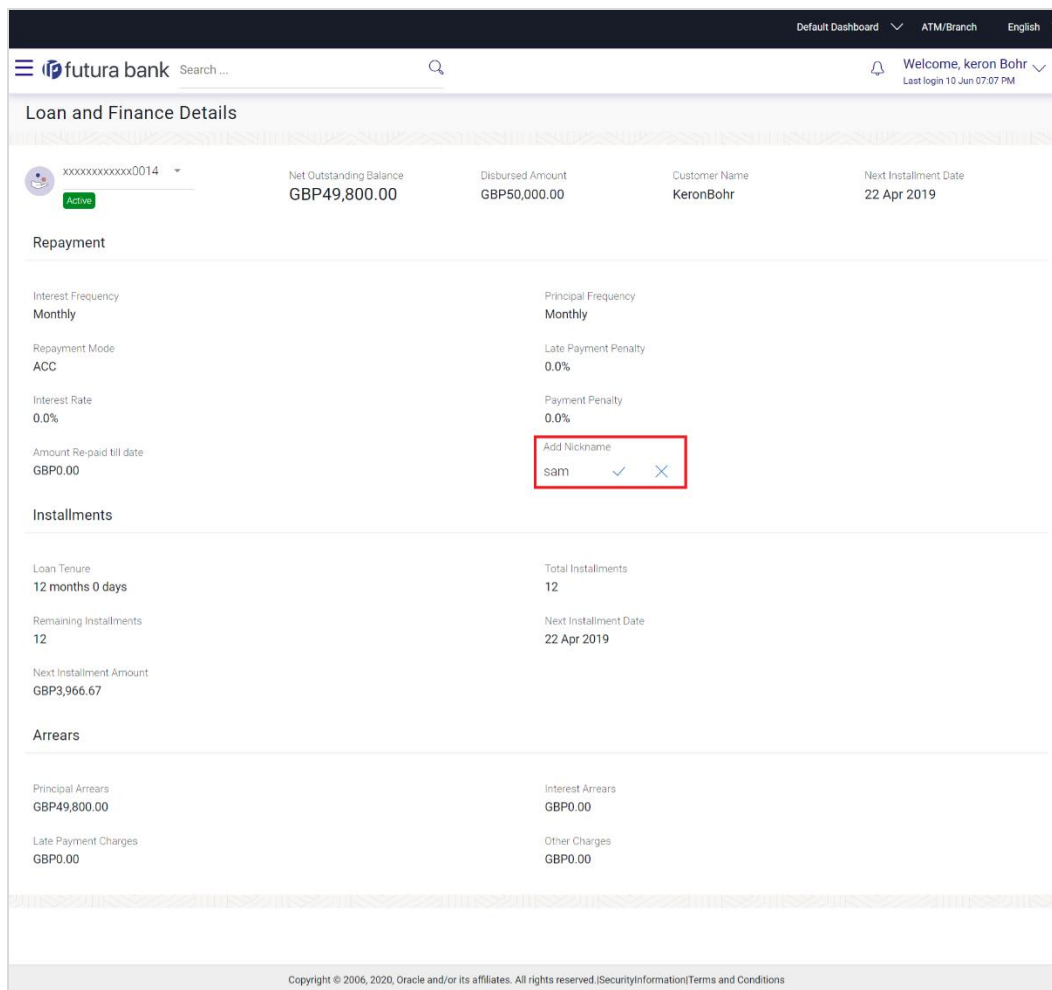
Field Name	Description
------------	-------------

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

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

To edit / delete a nickname:



Add Nickname - Edit/ Delete



The screenshot displays the 'Loan and Finance Details' page for a customer named KeronBohr. The page includes a navigation bar with 'futura bank' and a search bar. The main content area is divided into several sections: 'Repayment', 'Installments', and 'Arrears'. In the 'Repayment' section, there is a table of loan details. A red box highlights the 'Add Nickname' field, which contains the text 'sam' and has edit and delete icons.

Account ID	Net Outstanding Balance	Disbursed Amount	Customer Name	Next Installment Date
xxxxxxxxxxxx0014	GBP49,800.00	GBP50,000.00	KeronBohr	22 Apr 2019

Repayment

Interest Frequency	Monthly	Principal Frequency	Monthly
Repayment Mode	ACC	Late Payment Penalty	0.0%
Interest Rate	0.0%	Payment Penalty	0.0%
Amount Repaid till date	GBP0.00	Add Nickname	sam  



Installments

Loan Tenure	12 months 0 days	Total Installments	12
Remaining Installments	12	Next Installment Date	22 Apr 2019
Next Installment Amount	GBP3,966.67		

Arrears

Principal Arrears	GBP49,800.00	Interest Arrears	GBP0.00
Late Payment Charges	GBP0.00	Other Charges	GBP0.00

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. (SecurityInformation)Terms and Conditions

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

FAQs

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

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

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

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

[Home](#)