Retail Originations Checking Accounts User Manual
Oracle Banking Digital Experience
Release 21.1.0.0.0

Part No. F40800-01

May 2021

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Retail Originations Checking Accounts User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

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

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

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

1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 21.1.0.0.0, refer to the following documents:

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

2. Transaction Host Integration Matrix

Legends

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

Sr No.	Transaction Name / Function Name	Third Party System	Oracle FLEXCUBE Core Banking 11.8.0.0.0	Oracle FLEXCUBE Onboarding 14.5.0.0.0
1	Checking Account Application Submission	✔	✖	✔

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3. Checking Account Application

A checking account is a deposit account held with a bank or a financial institution that allows the account holder to make withdrawals and deposits. The checking account application of OBDX has been created to enable customers to apply for checking accounts easily by providing minimal personal details. Applicants can quickly apply for checking accounts by simply specifying their basic personal information and defining account preferences, if required.

The application form is OCR (Optical Character Recognition) enabled so as to save the prospect applicant's time and effort in filling out the application form. At present, only the personal information section gets prefilled with information fetched through OCR based on the document uploaded.

Online KYC of the prospect can also be conducted by means of liveliness check or through integration with third party identity verification service providers.

If online KYC through liveliness check is enabled for the product application, the applicant will be provided with the option to initiate a video call with a bank executive. The applicant will be required to first upload images of the identification document he/she wishes to submit for online KYC. The bank executive in turn, will verify, by means of the video call, that the photograph as per the ID provided is truly that of the applicant's.

If online KYC through ID verification is enabled, the prospect will be required to define his/her Identification number along with other basic personal information such as name and date of birth so as to enable the bank to conduct online KYC of the applicant.

In both cases, once the applicant's identity is verified successfully, he/she will be able to proceed with the application form. The personal information section will also be prefilled with information as fetched on the basis of the identification provided.

Existing digital banking customers can simply provide their online banking credentials to have the personal information section of the form prefilled with information as maintained with the bank.

Additional features that have been built into the application are enabling google map integration for capture of addresses, QR code scan enablement to continue applications on mobile devices, etc.

The application tracker has been built so as to enable tracking of the application once it has been submitted. The application tracker also enables the applicant to retrieve and complete an application that has been saved. Additionally, the applicant can view documents that have been uploaded as part of the application form and can also view details as defined in the application form in PDF format.

Note: Only USA Driver's License is supported for OCR.

Following are the steps involved in the application submission:

- **Product Selection**: All the products belonging to the selected product category will be listed here. Each product will be listed as a separate card which will display the name and image of the product along with a short description, features and the options to view further details, or to apply for the product. The additional option to select the product so as to compare it with others within the same category will also be provided on each card. You can select a maximum of three products for comparison.

- **Kick Off**: This page serves as an introduction to the application form. The various steps involved in an application are displayed on this page. You can also view the documents required to be uploaded as part of the application. As an applicant, you can identify how you

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are going to proceed with the application. If you are a new/unregistered user, you can continue as a guest, or if you are an existing online banking customer you can login with your online banking credentials to have your information pre-populated in the application.

- **Mobile Verification:** This step is applicable if you are filling out the application as a new/unregistered user. You will be instructed to enter your mobile number, after which the system will identify whether your mobile number is already registered with the bank or not. You will then be required to enter the OTP sent to this mobile number in order to proceed with the application form.

- **Liveliness Check**: This step will be enabled if it is configured for the product category you have applied for and is applicable only to new/unregistered users. You will be provided with the option to initiate a video call with a bank executive who will verify your identity and will also undertake liveliness checks. In order to enable the bank executive to verify your identity, you will be required to first upload images of an ID document that contains your most recent photograph. On completion of this step, if the bank executive has successful verified your identity and conducted other checks, you will be able to proceed with the application form. Your personal information will be prepopulated on the basis of the information defined in your ID document.

- **Upload Documents**: At this step, you will be required to upload the supporting documents that can serve as proof of identity, address proof, etc. If you are a new/unregistered user, you will be able to upload a document so as to have your personal information prepopulated on the basis of the information defined in this document.

- **ID Verification:** This step will be enabled if it is configured for the product category you have applied for and is applicable only to new/unregistered users. You can select an ID that you would like to provide for verification and can enter the ID number in the provided input field. You will be sent an OTP to the mobile number defined against your ID. Your ID will be verified once you have entered the correct OTP in the provided field. Subsequently, your information, as fetched from the third party service providers on the basis of Identification provided, will be pre-populated in the personal information section.

- **Personal Information:** This section captures information pertaining to your personal information which will include your full name, date of birth, address details, etc. In case ID verification, Liveliness Check or OCR are enabled, the details are pre-populated based on either the ID number (in case of ID Verification) or uploaded document (in the case of Liveliness Check and OCR). In case of OCR, information will be prepopulated in editable mode. In case of information populated through ID verification or Liveliness Check, information will not be editable.

  If you are an existing online banking customer, the information in this section will be prepopulated on the basis of your details as registered with the bank. Modification of personal information is not allowed for existing online banking customers.

- **Account Preferences:** The bank may offer certain add-on services for the account. These might include a Debit Card, Passbook, Cheque Book, Access to Direct Banking, Phone Banking, etc. In this section, you can define your preferences with regards to these features. You can also specify the currency in which you would like the account to be maintained and define your preferences regarding account statement frequency and mode of delivery.

- **Review and Submit:** Once you have filled out all the information required in the checking account application form, you will be displayed this information on the review page. You can verify the details provided and if required, can edit the information in any sections by selecting the option provided against each section.

- **Terms of Service:** On having reviewed the application, you can then proceed to view the terms and conditions of the checking account you are applying for. You can also add a digital signature by means of uploading a document containing your signature or by physically signing the provided space if you are filling out the application from a touchscreen device.

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- **Fund your account:** This step will be part of the application form if it has been configured for Checking Account applications. Through this step you will be able to fund your new account if you wish to do so. If you opt to fund your account, you will be required to specify the initial deposit amount and then proceed to furnish information regarding mode of transfer. If you are a prospect applicant, you will be navigated to the payment gateway where you will be able to specify information related to the mode of transfer. If you are an existing customer you will be provided with the additional feature of being able to select any of your existing savings or checking accounts that you hold with the bank, from which to transfer funds.

  Note: In case a prospect is applying, this step will be part of the application form only if host integration is third party.

- **Confirmation:** Once you have submitted your application after having reviewed it and having accepted the terms and conditions, a confirmation page will be displayed. This page will display a success message along with the application reference number. You can track your application on the basis of this reference number. Additionally, this page will also contain a button, by clicking on which you can navigate to the application tracker.

Apart from the **Review and Submit** and **Confirmation** steps, the sequence of the remaining steps may vary based on the configuration maintained for the product applications, by the bank.

How to reach here:

Bank Portal page > Our Product Offerings > Checking Accounts

**To apply for a checking account:**

1. Click on **Checking Accounts** under the product offerings section in the Bank Portal page.

   A screen containing the **Checking Account** products available for online application will be displayed.

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3.1 <u>Checking Accounts - Product Listing</u>

This page is displayed once you select the **checking accounts** category on the bank portal. All the **checking account** products of the bank that are available for online application are displayed on this page as cards. Each card will display the product name, a short description of the product as well as the key features of each product. You can view all the products and select the best suitable one as per your needs. You can directly apply for a specific product on this page or can opt to view a detailed description of any product type by selecting the **Learn More** link provided on each product card. Alternately, you can also compare up to three products at a time so as ensure you are taking an informed decision while applying for a specific product.

This page also displays cross sell cards i.e. cards which enable the user to navigate to the other product offering pages of the bank.

Product Categories
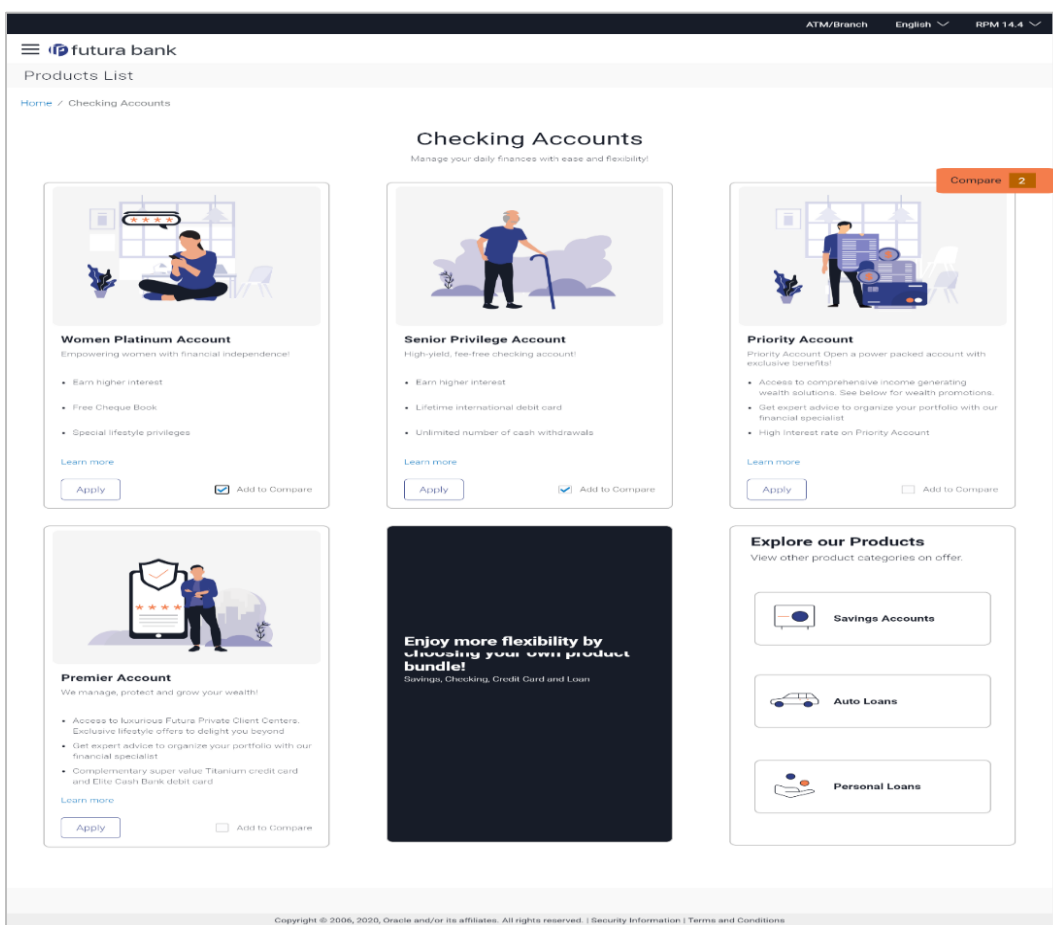
Field Description

Field Name	Description
The following information is displayed on each product card.	

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Field Name	Description
Product Name & Image	The name of the product along with an image that represents the product is displayed on each card.
Product Description	A short description of the product is displayed on each card.
Features	Features of the product are listed down on each card.
Cross Sell cards	Cross sell cards, by clicking on which you can navigate to the listing page of the selected product are displayed on this page. A card to navigate to the bundling application listing page along with a card to enable navigation to specific individual product listing pages are displayed.

2. Identify the product for which you want to make an application and, click the **Apply** provided on the specific card.
OR
Click **Compare** against any (up to three) products to compare them with each other.
OR
Click the **Learn more** link displayed on any product card to view additional details of that product.

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3.2 Checking Accounts - Product Details

This page is displayed if you click on the **Learn more** link provided on the product cards on the product listing page.

Product Details

Field Description

Field Name	Description
Product Name & Image	Displays the name of the product along with image.
Product Description	Displays the description of each product.
Key Highlights	Displays the top three features of the selected product.
Product Details	Displays all the details of the product including features, eligibility and fees and charges.

3. Click **Apply** to apply for the product. The **Product Kickoff** page is displayed.
   OR
   Click on the **Download Brochure** link to view and download the product brochure.
   OR
   Click **Back** to navigate back to the previous page.

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3.3 <u>Checking Accounts – Product Comparison</u>

You can compare the features of two or more (upto three) products of a specific product category by selecting the **Add to Compare** checkbox provided on each product card. As soon as you select the **Add to Compare** checkbox of any product, a floating button will be displayed which will list down the number of products that have been added for comparison as and when an **Add to Compare** checkbox is selected. Once you have made your selection, you can click **Compare** provided on this button to view the selected products and to proceed to the comparison page.

The **Compare Products** page will list down the product features, fees and charges for easy comparison. You can click **Apply** on any product to proceed to the application form for that specific product.

Products to Compare
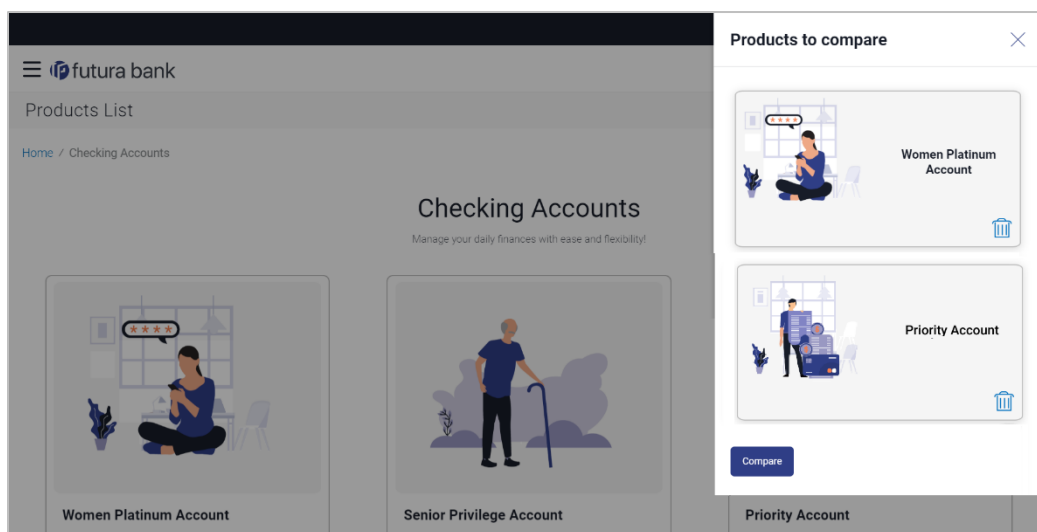
4. Click **Compare** to proceed to the comparison page. The **Compare Products** page is displayed with details of the selected products listed down for easy comparison.
    OR

    Click the 🗑 icon provided against each product card to delete a specific card. The specific product is removed from the comparison overlay layer.
    OR
    Click the ✕ icon to close the overlay layer.

Compare Products

☰ **futura bank**

Compare Products

Compare Products
Compare and choose a product which suits you best.

Women Platinum Account	Priority Account

Eligibility Criteria

Applicant should not be a politically exposed person (PEP) or be associated with a PEP 18 years or older Tax Resident of Country	Tax resident of the country Major above the age of 18 years Applicant should not be a politically exposed person (PEP) or be associated with a PEP.

Special Features

Interest	
Earn higher interest	Earn higher interest

Cheque Book	
Free Cheque Book	Free Cheque Book

Privileges	
Special lifestyle privileges	-

Luxurious Access	
Access to luxurious Futura Private Client Centers	-

Debit card	
Lifetime international debit card	-

Cash Widthdrawals	
Unlimited number of cash withdrawals	Unlimited number of cash withdrawals

Addon Privileges	
Enjoy signature golfing and travel privileges	-

Debit Card	
-	Lifetime international debit card

Fees and Bank Charges

Fees	
Cash Withdrawal from Non-Future Bank ATMs - First 10 free per month followed by $0.5 per transaction	-

Charge	
Cash Withdrawal from Future Bank ATMs - No Charge	-

Fees & Charges Name	
-	Cash Withdrawal from Future Bank ATMs - No Charge
Apply	Apply

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Field Description

Field Name	Description

The following fields appear as parameters for comparison under each product.

Field Name	Description
Product Name & Image	Displays the name of the product along with image.
Product Description	Displays the description of the product.
Eligibility Criteria	Displays the eligibility criteria that are to be met in order to apply for the product.
Special Features	Displays the features of the product.
Fees and Bank Charges	Displays the fees and bank charges applicable for the product.
Value Added Benefits	Displays the value added benefits of the product.
Option to Remove a product from the comparison list	Click the ✕ icon to remove the product from the list of products to be compared. This icon is provided against the product name and image.
Option to replace a product for comparison	Click the 🖉 icon to replace the product with another product for comparison.

5. Click the **Apply** against any product to apply for that product. The Kickoff page of that specific product is displayed.

Note:
1) You can select a maximum of three products to compare with each other.
2) In order to compare products, selection of atleast two products of the same product category is required.

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3.4 <u>Kick Off page</u>

This page displays the various steps involved in the checking account application and provides the means by which you can proceed with the application. If you are an existing online banking customer of the bank, you can select the option to Login as a registered user so as to have the primary information section prepopulated with your information as registered with the bank. If you are new to the bank or are a prospect, you can select the option to Continue as guest.

Additionally, this page also provides links and information to:

- View the list of supporting documents required to be upload as part of checking account application.

- Register for online banking if you are an existing customer of the bank but do not have online banking access.

- Information pertaining to the application being saved and how you can retrieve it.

- Steps which are not mandatory for online banking customers.

Kick Off Page

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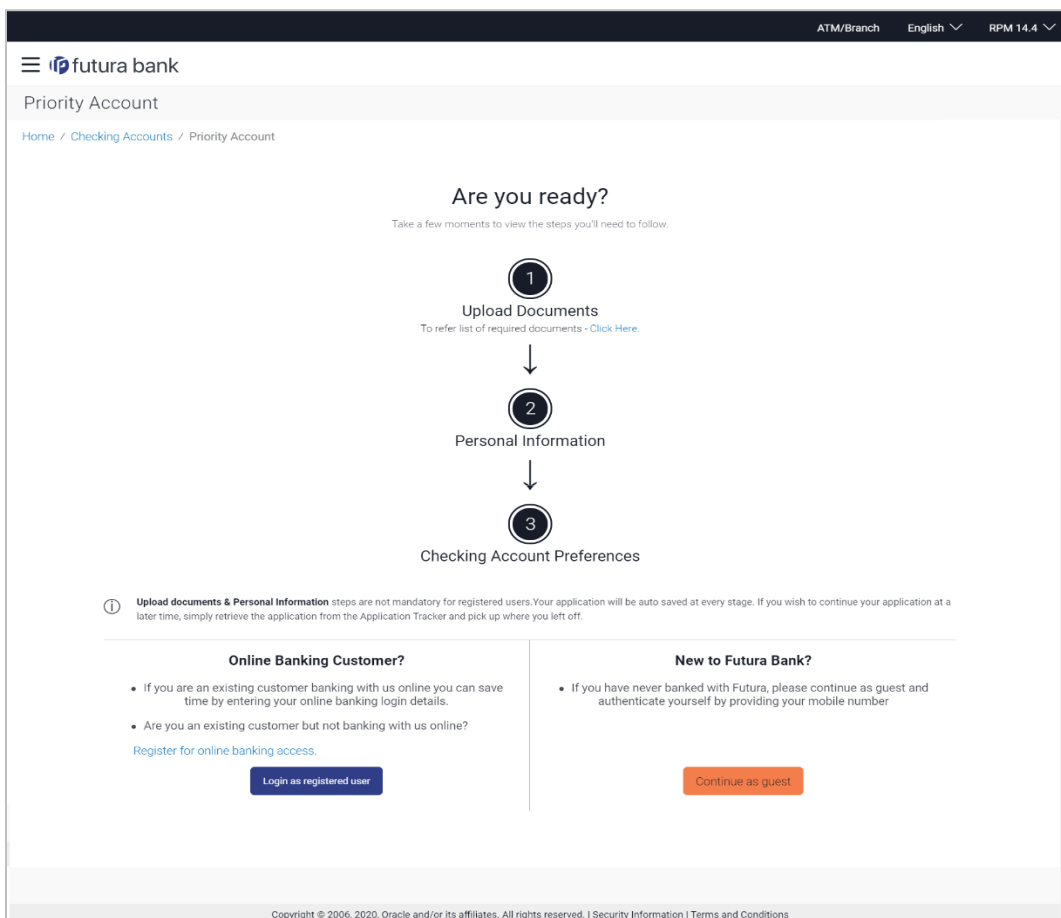
6. Click **Login as registered user** if you are an existing online banking customer of the bank. The **Login** page appears.

   For more information on the application of a registered user, view the Existing Online Banking Customer section.
   OR
   Click on the **Register for online banking access** link if you are an existing customer of the bank but do not have online banking access.
   OR
   Click **Continue as guest** if you are a new/unregistered user. A disclaimer will be displayed on a modal window. Once you click **Continue** on this modal window, the **Mobile Verification** page will be displayed.

Note: If you are an existing customer but are not registered for Online Banking then you can register yourself for digital banking access and can then proceed to apply for the product as an existing digital banking customer. Click on the **Register for online banking access** link, the **Channel Onboarding - User Registration** screen appears. For more information, refer **User Manual Oracle Banking Digital Experience Retail Customer Services**.

3.4.1 Before your Proceed (Disclaimer)

This modal window will be displayed if you have selected the option to **Continue as guest** on the kickoff page. This modal window will display information pertaining to the terms and conditions that need to be met by guests or prospects customers in order to apply for the product. This information will typically also contain a link by clicking on which you will be able to view the privacy policy of the bank.

Disclaimer Modal Window

Before you Proceed   ✕

By continuing, you confirm that you have read and agree to the following terms:

- I am 18 years and above.
- I am not a Politically Exposed Person nor am I associated with a Politically Exposed Person.
- I am a tax resident of the country in which I am applying for the product and am not a tax resident of any other country.
- Futura Bank will save the information I furnish in this application. Please refer the Privacy Policy of the bank for further information.

Continue

7. Click **Continue** to proceed with the application form.

   The **Mobile Verification** page is displayed.

   OR

   Click the ✕ icon to close this window and to return to the kickoff page.

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3.5   <u>Mobile Verification</u>

This step is applicable only for prospect/guest customers and appears if you have selected the **Continue as guest** option on the Kick Off page. This check is used to register guest customers so that they can track submitted applications and also retrieve applications that were abandoned before submission. This check is also used to identify whether the applicant is truly a new customer of if he/she is already an existing customer of the bank. Additionally, the system is able to identify if there are any existing applications in draft mode for the mobile number defined and can provide applicants with the option to continue with those applications if they wish to do so.

Once the mobile verification process is completed, the auto save capability of the application is enabled. Any entry/changes you make to the application form will get saved automatically.

Mobile Verification - Enter Mobile Number
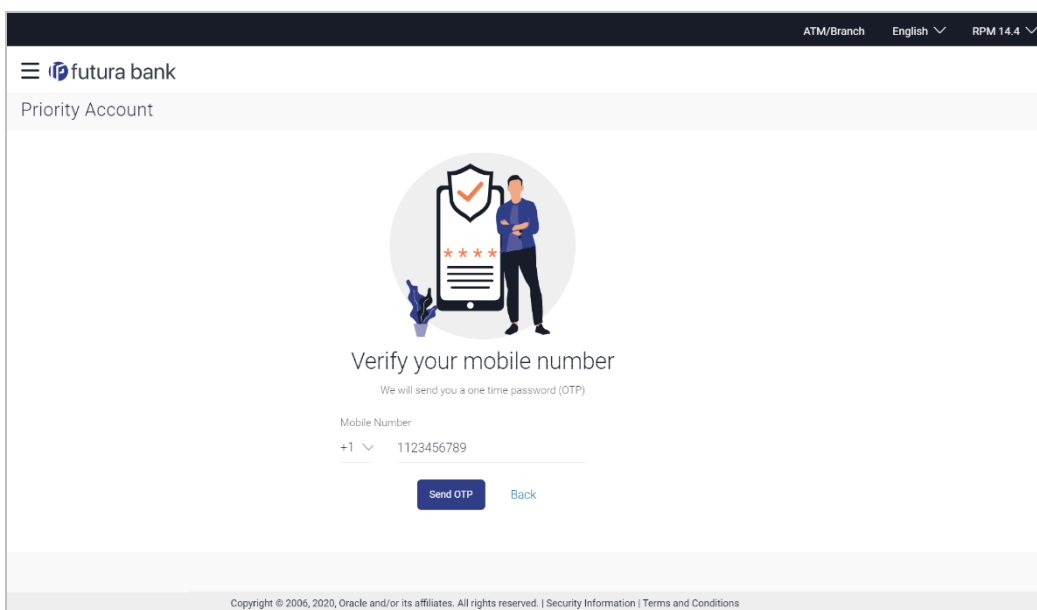
Field Description

Field Name	Description
Mobile Number: Country Code	Select the country code applicable to your mobile number.
Mobile Number	Enter the mobile number to which you wish to have the OTP sent. You can proceed with the application only after verifying your mobile number.

8. In the **Mobile Number** field, select the country code and enter your mobile number.

9. Click **Send OTP** to receive the OTP on your mobile number. The **Enter OTP** page appears.
   OR
   Click **Back** to navigate back to the previous page.

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Mobile Verification – Enter OTP
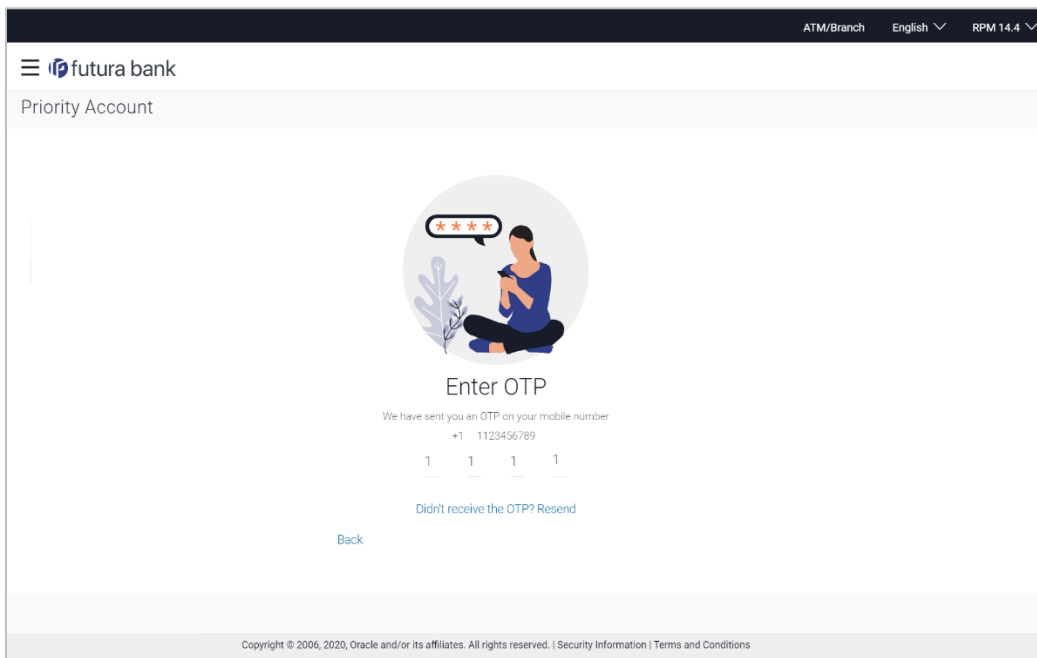
Field Description

Field Name	Description
OTP	Specify the OTP send on the mobile number you had specified on the previous page.

10. Enter the OTP (one time password). If you are applying via the mobile device of the specified mobile number, you can select the OTP auto read option to have the OTP auto filled in the input field.
    OR
    Click **Didn't receive the OTP? Resend** to request for a new OTP to be generated and sent to your mobile number if have not received the OTP.
    OR
    Click **Back** to navigate back to the previous page.

11. The success message of mobile number verified appears.

**Mobile Verification Success page**
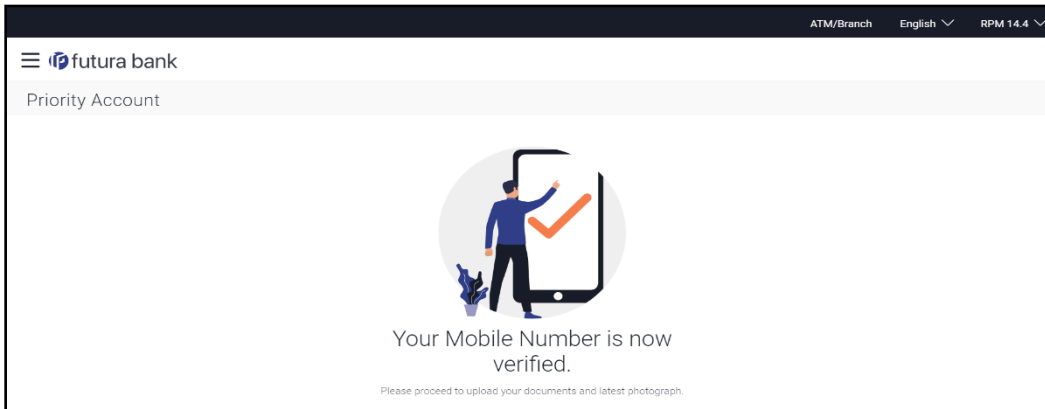
12. Click **Continue** to proceed to the next step in the application. The The next step appears.

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3.6 <u>Liveliness Check</u>

If liveliness check is enabled for the product application, you will be provided with the option to have your KYC verified through liveliness check. If you opt to go through with liveliness check, you will be required to first upload images of an ID proof document. Once you have uploaded these images, you will be placed in a video call with a bank executive who will verify whether the identity proof you have provided is valid or not. The bank executive will also conduct other checks that comprise of liveliness check and will proceed to provide either positive or negative feedback. If the bank executive has approved the liveliness check, you will be able to proceed with the application form and your personal information section will be prefilled with data as fetched from the ID proof that you have provided as part of this step. However, if the feedback is negative, you will be informed of the same and the bank will conduct your KYC check manually. You will still be allowed to proceed with the application form. However, your personal information section will not be prefilled with information and you will be required to enter all information manually.

Liveliness Check – Introductory Page
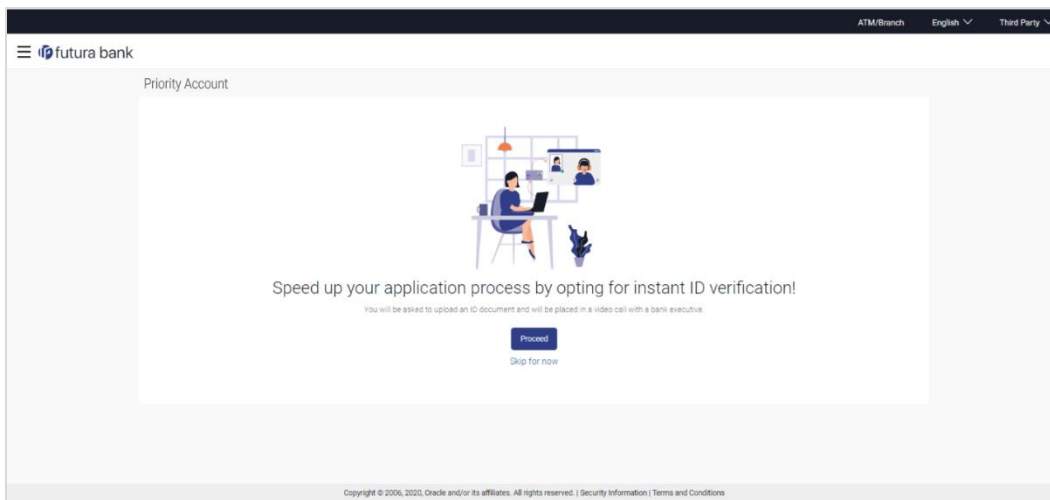
1. Click **Continue** to proceed with Liveliness Check. The first page of liveliness check will be displayed.

    OR

    Click **Skip for now** if you do not wish to go through with liveliness check. The **Upload Documents** page will be displayed.

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Liveliness Check – Start Verification

2. Click **Start** to start with the liveliness check flow.

Liveliness Check – Identity Proof Selection

In this step, you will be required to choose an identification document that you would like to provide for liveliness check. Your liveliness check and identity verification will be conducted on the basis of this document. In the next step you will be required to upload images of the identity proof you have selected.

3. From the **Choose issuing country/region** field, select the country that has issued the identity proof you wish to provide for liveliness check.

4. From the **Select ID type** field, select the identification proof that you wish to provide. The next step of Liveliness Check gets displayed.

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**Liveliness Check – Option for document upload**

In this step, you can select the method through which you would like to upload images of the identity proof you have selected.
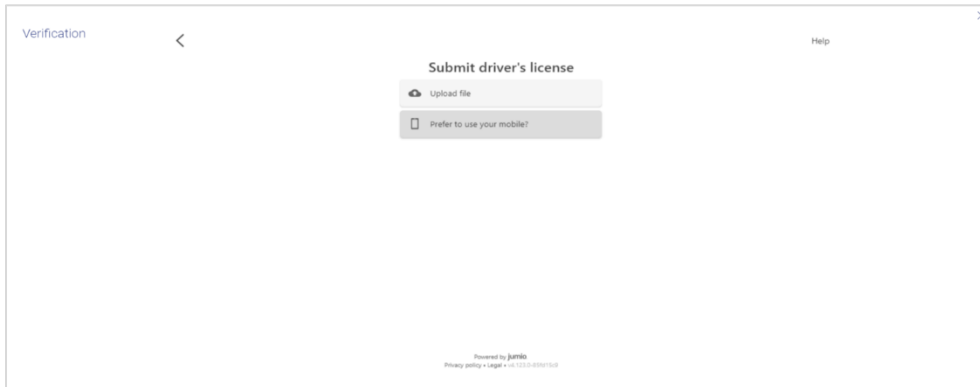

5. Select the option of choice.

     a. If you have selected the option **Upload file**, your device's browse file feature will get enabled and you will be able select images of the front and back of the document you wish to provide.

     b. If you selected the option **Prefer to use your mobile?** you will be displayed a screen containing a field in which you can enter your email address as well as a QR code you can scan. You will be able to enter your email address so as to have the link sent to your email address. In this case you can proceed to access your email on the device and select the link on which you wish to continue liveliness check or you can scan the QR code on the device on which you wish to continue your liveliness check.

     c. If you are applying from a mobile device or a device that has a camera, the option to **Take photo** will appear. If you select this option, your device's camera will get enabled and you will be able to click pictures of the front and back of the document you wish to provide.

Liveliness Check – Upload Identity Proof Images

In this step, you can upload images of the front and back of the identity proof document you wish to provide for liveliness check. Once you have added images, the system will undertake a check to ensure the quality of the document images you have uploaded is good and readable.

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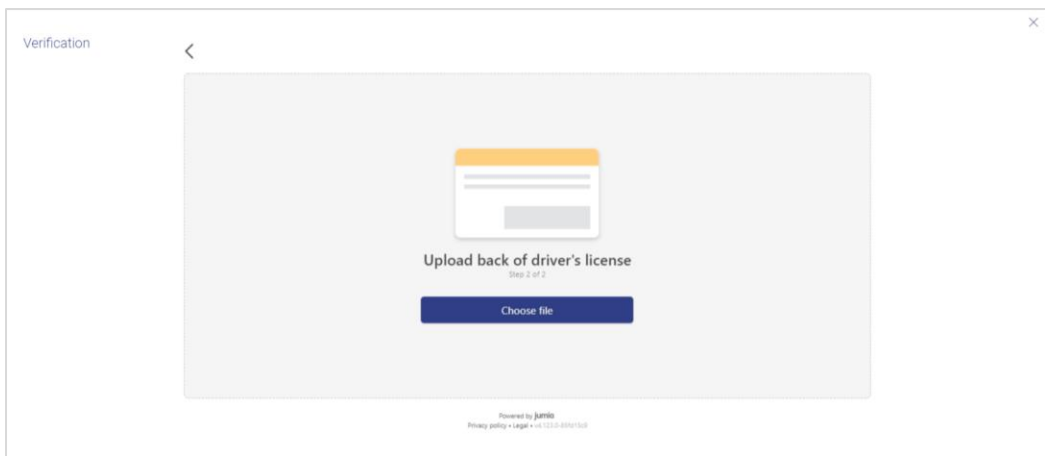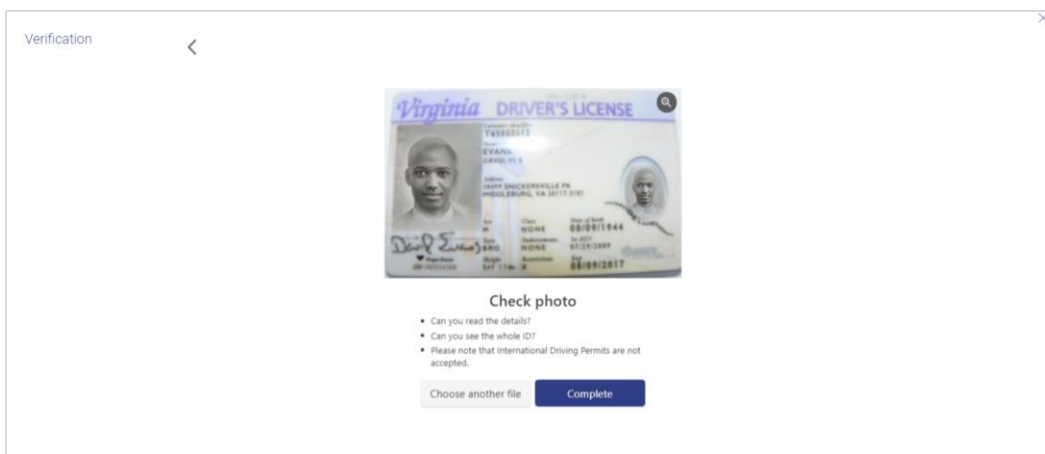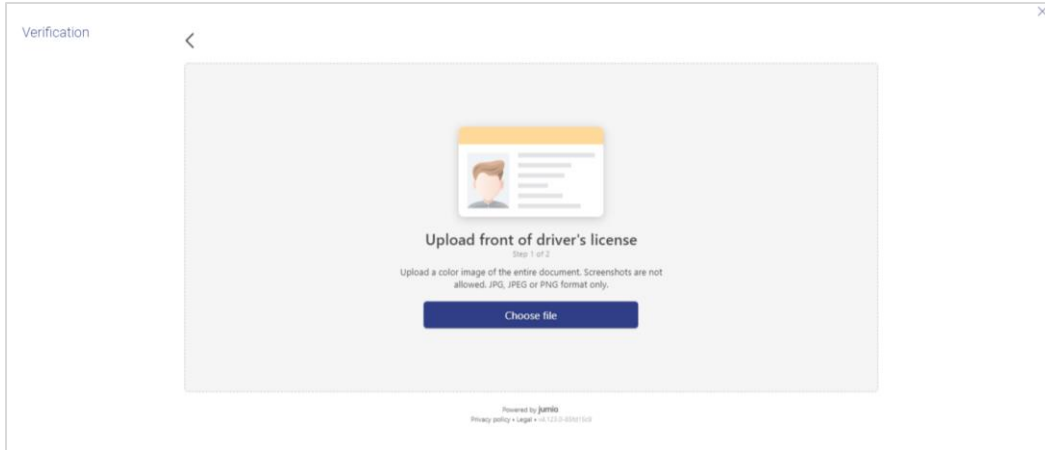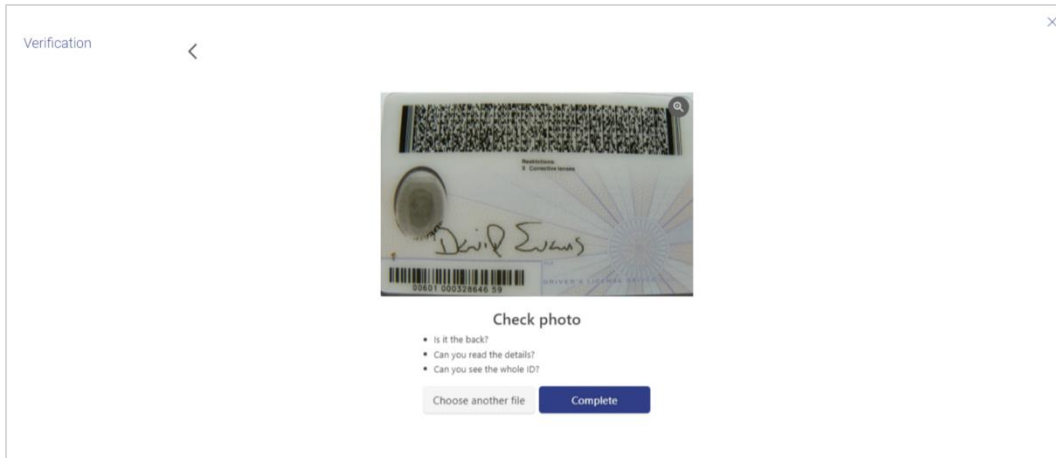
6. Click Choose file to upload the front image of the identity proof document. The file browser window is opened through which you can browse your device and upload the image of choice.

   Once you have uploaded the image, it is displayed on the page with the options to either **Choose another file** or **Complete** upload of the image.

   a. If you select **Choose another file**, the file browser window is opened and you can selected a different image to replace the one you had selected previously.

   b. If you select **Complete**, the image gets uploaded and the page on which you can upload the back image of the identity proof document is displayed.

7. Click Choose file to upload the back image of the identity proof document. The file browser window is opened through which you can browse your device and upload the image of choice.

   Once you have uploaded the image, it is displayed on the page with the options to either **Choose another file** or **Complete** upload of the image.

   a. If you select **Choose another file**, the file browser window is opened and you can selected a different image to replace the one you had selected previously.

   b. If you select **Complete**, the image gets uploaded and the next step of the liveliness check flow gets displayed.

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Liveliness Check – Video KYC Initiation

Once you have uploaded the images of your identity proof document, you will be requested to proceed onto a video call with a bank executive.
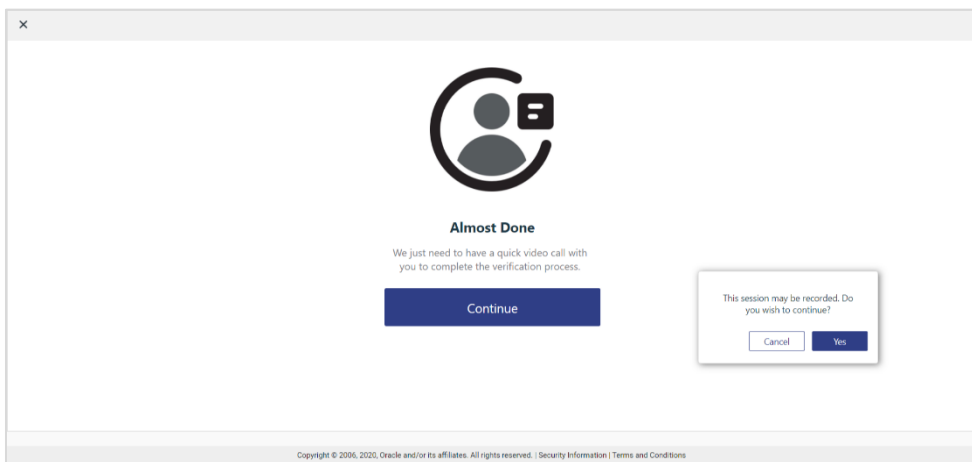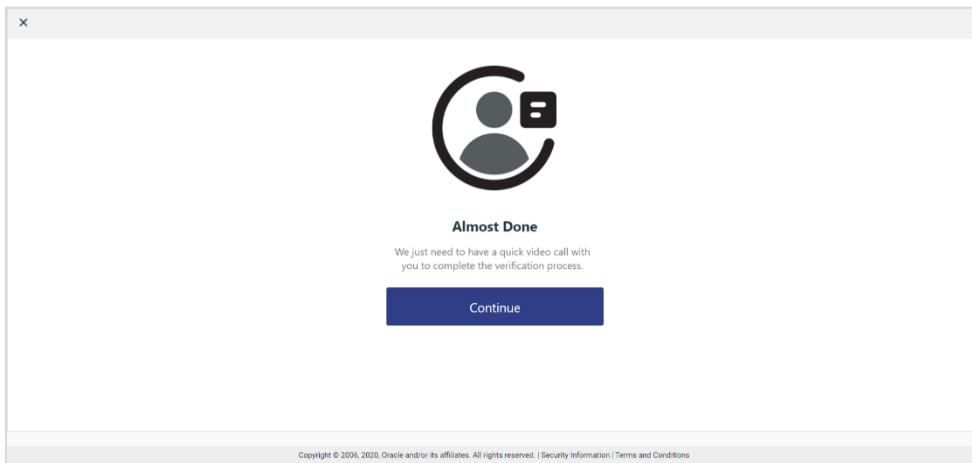
8. Click **Continue** if you agree to enter into a video call with a bank executive.

   A modal window is displayed informing you that the video call might be recorded.

   Click on **Yes** if you wish to continue with the video call.

   OR

   Click **Cancel** if you wish to cancel.

9. Click **Share** to share the images of the identity proof documents with a bank executive. You will be added into a video call with a bank executive.

   OR

   Click **Cancel** to cancel the process.

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Liveliness Check – Video KYC

On clicking **Yes**, a video call will be initiated between a bank executive and you. The bank executive will ask you a series of question and will verify your identity and liveliness. Once the bank executive has completed the verification checks, he/she will either approve or reject the liveliness check and will end the video call.
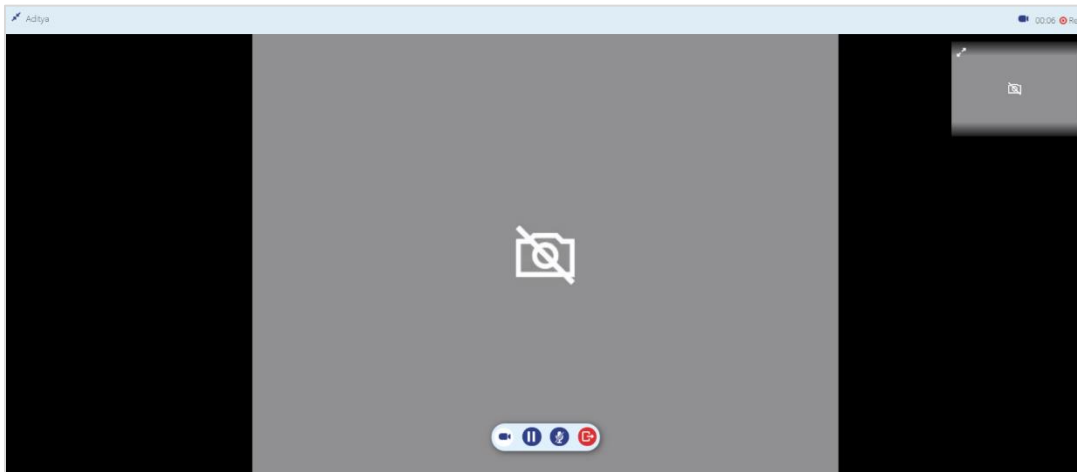
10. If the bank executive has approved the liveliness check, you will be displayed a success message.

    OR

    If the bank executive has rejected the liveliness check, you will be displayed a failure message.

Liveliness Check Outcome – Success

If the bank executive has approved the liveliness check, you will be displayed the following success message.
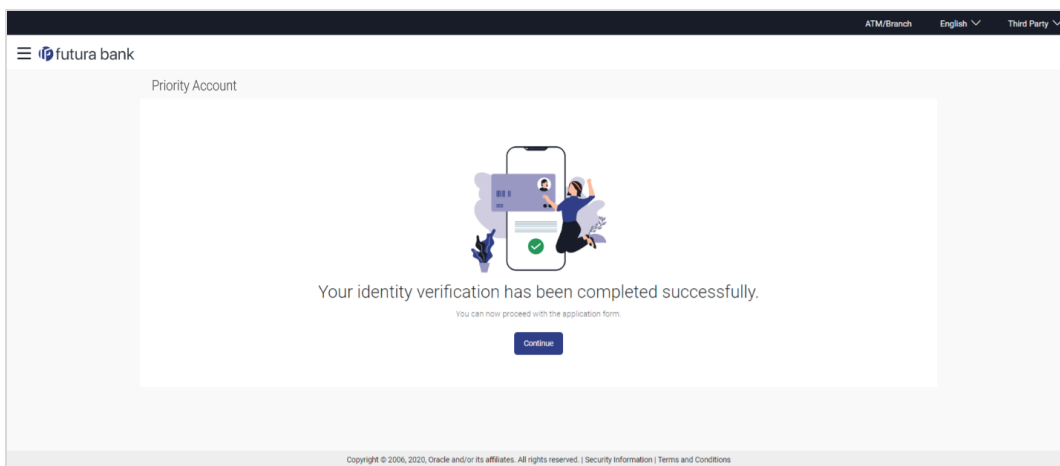
11. Click **Continue** to continue with the application form. The **Upload Documents** page will be displayed.

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Liveliness Check Outcome - Failure

If the bank executive has rejected the liveliness check, you will be displayed the following failure message.

12. Click **Continue** to continue with the application form. The **Upload Documents** page will be displayed.

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3.7 <u>ID Verification</u>

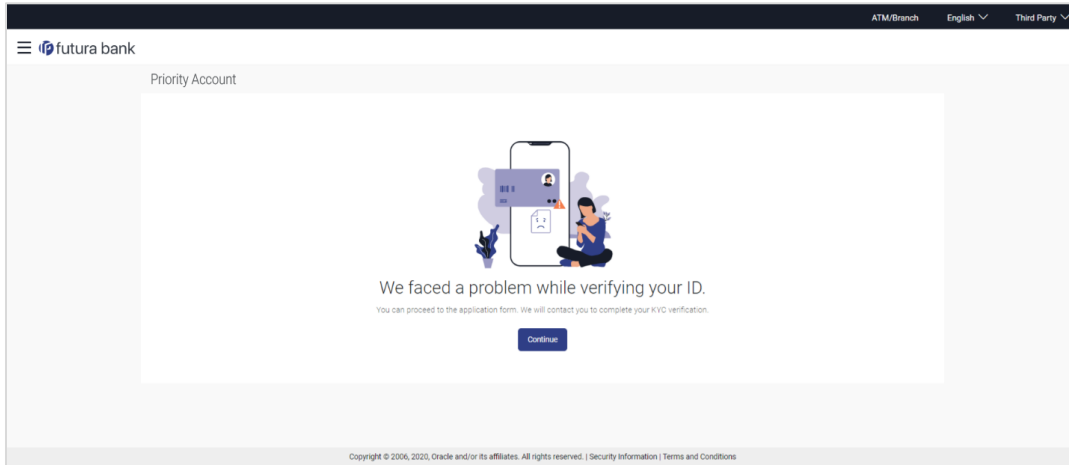The bank can configure a step for national ID verification. You must provide your national ID number and consent to allow the bank to fetch your details from the respective third party system based on the Identification that you provide.

Using this option, the application fetches your personal details and populates them in the respective fields in the Personal Information step.

ID Verification – Introductory Page
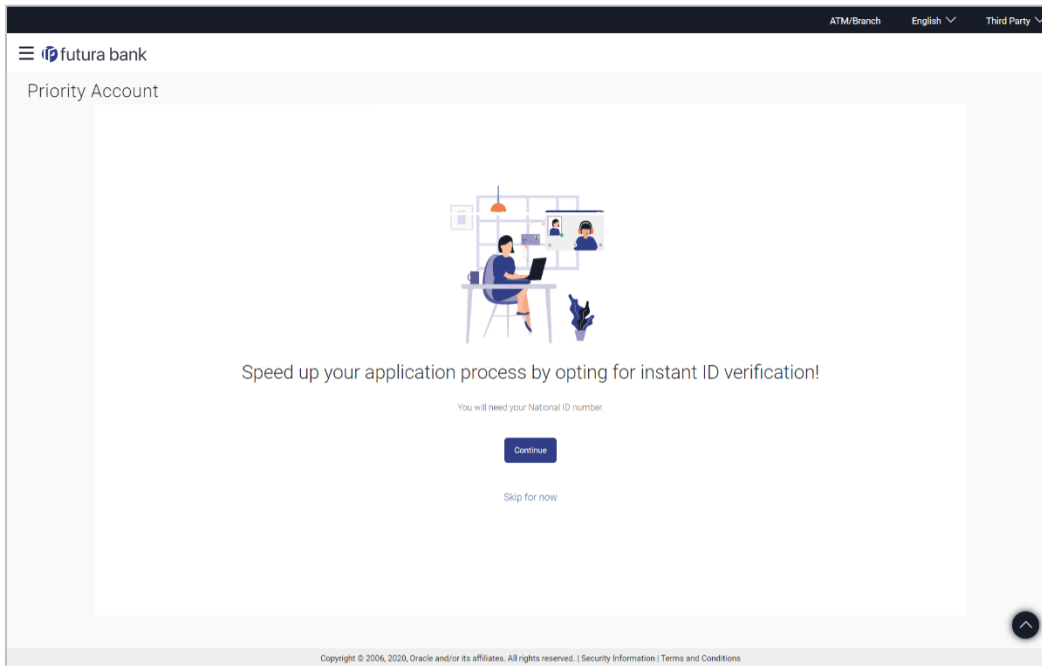
13. Click **Proceed** to proceed with national ID verification. The first page of national ID verification will be displayed.

OR

Click **Skip for now** if you do not wish to go through with national ID verification. The **Upload Documents** page will be displayed.

ID Verification

Field Description

Field Name	Description
Title	The salutation/title applicable to you. Examples of salutation are Mr., Mrs., Dr. etc.
Last Name	Your last name.
First Name	Your first name.
Middle Name	Your middle name, if applicable.

Field Name	Description
Date of Birth	Your date of birth. The format of the date should be DD/MM/YYYY.
Select ID	The type of national IDs supported. (as configured by the Bank) The options are: • Passport • Aadhaar • Social Security Number • Driving License Note : This field will be displayed only if multiple ID proof types are supported for the geography in which the application is being made.
ID Number	Enter the ID number of the ID that you have selected in the drop-down list.
Consent	The option to grant consent to the bank to fetch applicant information from the respective agency to auto complete the application form.

14. From the **Title** list, select the title that applies to you.

15. In the **Last Name** field, enter your last name.

16. In the **First Name** field, enter your first name.

17. In the **Middle Name** field, enter your middle name, if applicable.

18. From the **Date of Birth** date picker, select your date of birth of yours.

19. From the **Select ID** list, select the type of ID you would like to provide.

20. In the **ID Number** field, enter the national ID number.

21. Click **Continue**. An OTP alert is send to your mobile number. The Enter OTP screen appears.
OR
Click **Back** to navigate back to the previous page.

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Complete ID Verification
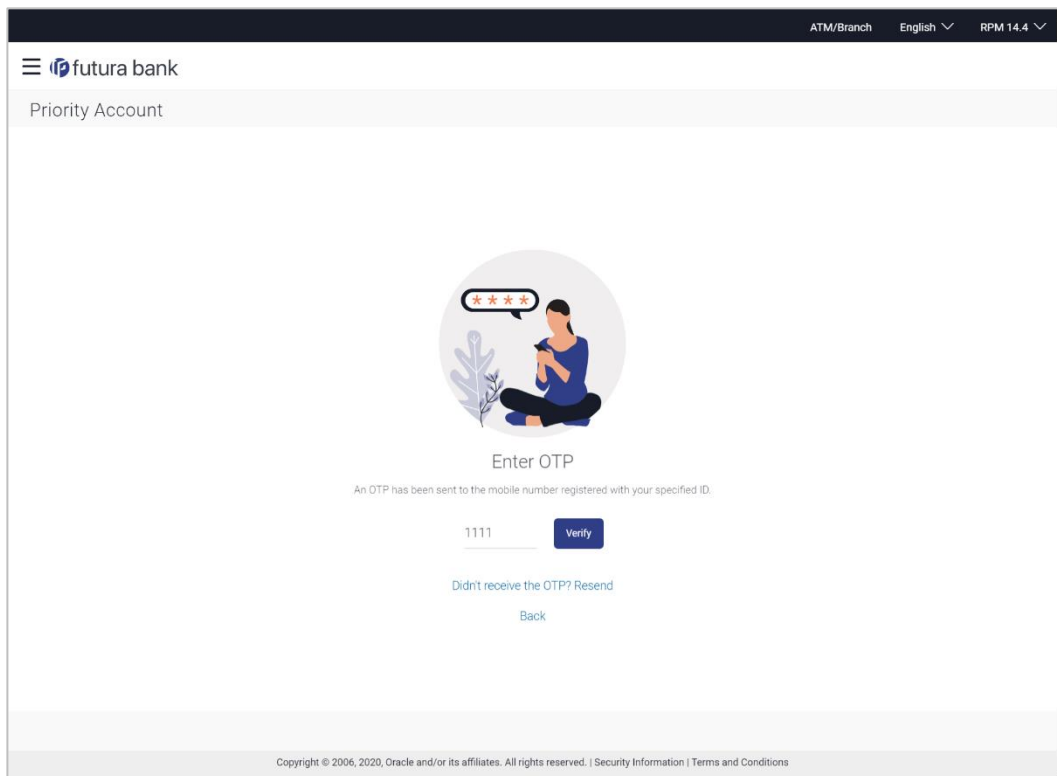
Field Description

Field Name	Description
OTP	Specify the OTP sent on your mobile number.

22. Enter the OTP (one time password) and click **Verify**. If you are applying via the mobile device of the specified mobile number, you can select the OTP auto read option to have the OTP auto filled in the input field.

   The screen containing the success message of national ID verification is displayed.
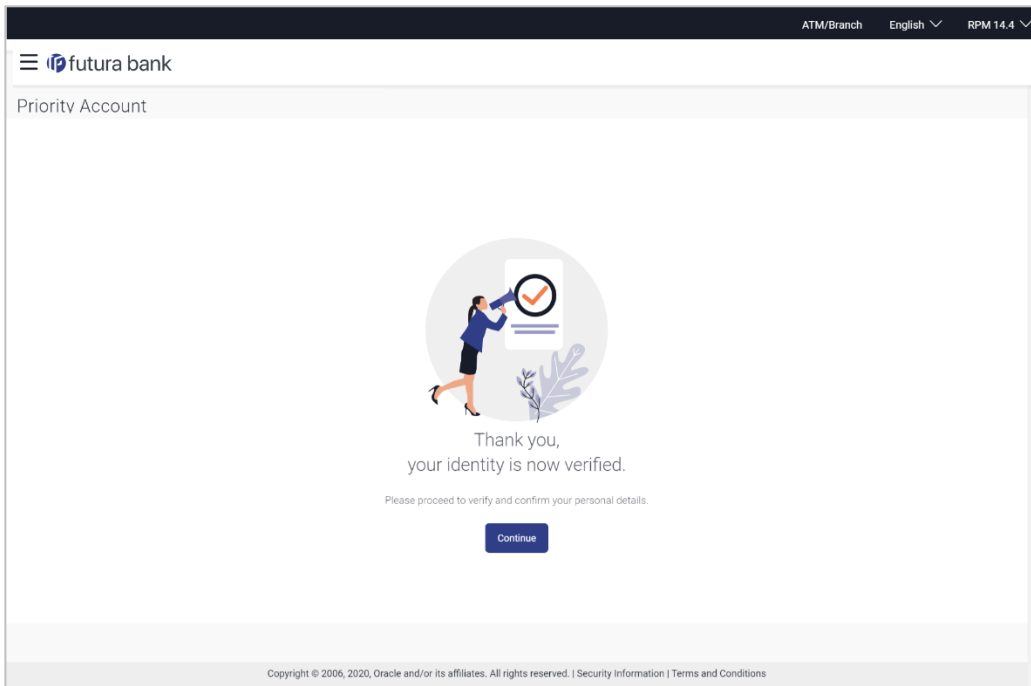   OR
   Click **Resend Code** to request for a new OTP to be generated and sent to your mobile number if have not received the OTP.
   OR
   Click **Back** to navigate back to the previous page.

ID Verification Success page

23. Click **Continue** to proceed to the next step in the application.

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3.8 <u>Upload Documents</u>

You can upload documents required for the application to be process in this step. You can upload single as well as multiple documents and photographs and can also map each document or photograph against a specific document proof category and type.

From this step onwards, you will be provided with the option to continue the application on a mobile or tablet device using the **Scan QR code** link. All you have to do is invoke the QR code by selecting the option provided at the bottom of each page. Once the QR code is displayed on the modal window, you can scan the same through any of your mobile or tablet devices. Once the QR code is successfully scanned, the bank application that is installed on the device will be invoked. You can login to the application with your online banking credentials if you are an existing customer of the bank or if you are a prospect you can login by defining your mobile number and subsequently entering the OTP sent to the mobile number. Once you have successfully logged in, your application form will be displayed. You can then complete and submit the application form from this device.

If the banking application is not installed on the device, the user will be navigated to the app. Store and will be guided to install the banking application.

Note:
1) Click on the <u>**Refer the list of required documents**</u> link to view the list of documents required for the processing of the application.
2) In case Liveliness Check is part of the application form and has been completed, the front image of the identity proof that you had uploaded as part of the liveliness check steps will displayed on this page as a link. You will be able to click on the link to download and view the image. You will not be able to delete this image.

---

24. The steps **involved** in uploading documents are as follows:

    a. Drag and drop or browse your device's folders to upload the required documents. The uploaded documents get listed one below the other.

    b. Select the document type under the Proof Category from the dropdown provided, to map each uploaded document to a specific proof category and document type.

Note:
1) The document formats supported can be configured by the bank. By default, the supported formats are PDF, PNG, JPG and JPEG.
2) The maximum size allowed per document can be configured by the bank.

Upload Documents

Field Description

Field Name	Description
Upload Document	Drag and drop or click and browse the required documents in the device's folders.

The following fields appear for each document that you upload.

Field Name	Description
Document Name	Displays the name of the uploaded document. Click on the link to view the document.
Document Category & Type	The option to map the uploaded document to a document type belonging to a certain document category. This list is fetched from the host system and lists down all the permissible document types grouped by the document categories to which each document type belongs.

Click **Continue** to proceed to the next step in the application.
OR

Click the icon against any uploaded document to delete it.
OR
Click on the **Skip this Step** link. This option will only be provided, if document upload is optional for the product for which the application is being made. The next step in the application will be displayed.
OR
Click **Back** to navigate back to the previous step.
OR
Click on the **Scan QR-code anytime to continue on mobile** link to continue the application on a mobile or tablet device.

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3.9 <u>Personal Information</u>

This section of the application form captures your personal information. In case you are applying as a prospect and if ID verification and/or Liveliness Check is enabled, your personal information will be fetched on the basis of the ID you provided and the personal information section will be prefilled with your information. The OCR feature is also enabled for prospect applicants to fetch information from the document uploaded (provided the document is OCR compliant) so as to prefill the personal information section.

If neither OCR nor ID verification or Liveliness Check are enabled, you will be required to enter information in this section manually.

Note: Any information that could not be fetched on the basis of ID verification, Liveliness check or OCR will be left blank and you will be able to enter this information manually.
You will not be able to modify fields in which information has been populated on the basis of ID provided for ID verification or Liveliness check.

Personal Information

Field Description

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Field Name	Description
Primary Details	
Title	The salutation/title applicable to you. Examples of salutation are Mr., Mrs., Dr. etc.
Last name	Your last name.
First Name	Your first name.
Middle Name	Your middle name, if applicable.
Date of Birth	Your date of birth.
	The system validates the date of birth to ascertain whether you have attained the age of majority.
	The format of the date should be DD/MM/YYYY.
Gender	The gender with which you identify.
	The options are:
	• Male
	• Female
	• Transgender
	• Do not want to reveal
Marital Status	Your marital status.
	The options are:
	• Single
	• Married
	• Divorced
	• Remarried
	• Separated
Citizenship	The country of which the applicant is a citizen.
	• By Birth
	• By Permanent Residency
	• By Immigration
	• Others

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Field Name	Description
Identification Type	The type of identification that you wish to provide as proof of identity. The options are: • Passport • Driving License • SSN • PAN Card
ID Number	Your identity number of the proof of identity selected.
Valid Till	The date till which the identification document is valid.
Employment Type	Your current employment position.
Contact Details	
Add Permanent Address	Your permanent address.

Permanent Address

Click on the **Add Permanent Address** card. The overlay window appears which contains fields in which you can provide your permanent address.

Field Name	Description
Your Location/Address	Your address details including the area, city, state, country, etc
Map	Once you have selected a suggested address, the address will be displayed on the map. Note: You can zoom in and out of the map, and will be able to click on the map to place the marker on your address so as to mark your address on the map.

The values in the following fields will be prepopulated based on what is selected on the map or in the **Location/Address** field. You can also opt to enter address in the following fields manually. Entry of values in the following fields will not impact the map or the values in the **'Location/Address'** field.

Field Name	Description
House No.	Your house or flat number.
Building Name	Enter the building name of your permanent address.
Street	Specify the street address of your permanent address.
Locality	Specify the locality in which your permanent address is located.

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Field Name	Description
Zip Code	Enter the zip code of your permanent address.
City	The city in which your permanent address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
State	The state in which your permanent address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
Country	The country in which your permanent address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
Is your mailing address the same as above?	Identify if your mailing address is the same as the permanent address entered. The options are: • Yes • No
Add Mailing Address	Your mailing address. This option will appear only if you have selected option **No** under the **Is your mailing address the same as above?** field.

Mailing Address

Click on the **Add Mailings Address** card. The overlay window appears which contains fields in which you can provide your permanent address.

Location/Address	Your address details including the area, city, state, country, etc
Map	Once you have selected a suggested address, the address will be displayed on the map. > Note: You can zoom in and out of the map, and will be able to click on the map to place the marker on your address so as to mark your address on the map.

The values in the following fields will be prepopulated based on what is selected on the map or in the **Location/Address** field. You can also opt to enter address in the following fields manually. Entry of values in the following fields will not impact the map or the values in the **'Location/Address'** field.

House No.	The house or flat number of your mailing address.
Building Name	Enter the building name of your mailing address.

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Field Name	Description
Street	Specify the street address of your mailing address.
Locality	Specify the locality in which your mailing address is located.
Zip Code	Enter the zip code of your mailing address.
City	The city in which your mailing address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
State	The state in which your mailing address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
Country	The country in which your mailing address is located. This value will be displayed based on the zip code entered. You can modify the value as required.
Email ID	Your email ID.
Mobile Number	Displays the mobile number that you had entered on the mobile verification page.
Alternate Number	Enter an alternate number through which the bank can contact you. This field is optional.

If ID verification or Liveliness Check is enabled, you will not be required to provide the information in this section. Instead you can verify that the information is as required to be submitted in the application. You will be able to enter values in fields that have not been populated on the basis of ID verification or Liveliness check.

If OCR is enabled you will be able to edit the information prefilled in fields via OCR.

25. From the **Title** list, select the title that applies to you.

26. In the **Last Name** field, enter your last name.

27. In the **First Name** field, enter your first name.

28. In the **Middle Name** field, enter your middle name, if applicable.

29. From the **Date of Birth** date picker, select your date of birth of yours.

30. From the **Gender** list, select your gender.

31. From the **Citizenship** list, select the citizenship type of yours.

32. From the **Martial Status** list, select your marital status.

33. From the **Identification Type** list, select an identification document which you would like to provide as proof of identity.

34. In the **ID Number** field, enter the identity number of the proof of identity selected.

35. From the **Valid till** date picker, select the date till which the identification document is valid.

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36. From the **Employment Type** list, select your current employment type.

37. Click on the **Add Permanent Address** card to invoke the Permanent Address overlay layer.

    a. In the **Location/Address** field, enter your address.

    b. In the **House No.** field, enter your house or flat number.

    c. In the **Building Name** field, enter the building/house name of your permanent address, if applicable.

    d. In the **Street** field, enter the name of the street on which your permanent address is located.

    e. In the **Locality** field, enter the locality in which your permanent address is located.

    f. In the **Zip Code** field, enter the zip code of your permanent address.

    g. In the **City** field, enter the name of the city in which your permanent address is located.

    h. In the **State** field, enter the name of the state in which your permanent address is located.

    i. In the **Country** field, enter the name of the country in which your permanent address is located.

    j. Click **Add** to add the address details. The **Personal Information** page displays the newly added address.

Note: If you opt to edit the address, the button which was initially labelled '**Add'** on the **Permanent Address** overlay layer will be labelled as '**Update**'.

38. In the **Is your mailing address the same as above?** field, select the option of choice;

    a. If you select **No**;

        i. The **Add Mailings Address** card appears. Click on the **Add Mailings Address** card to invoke the **Mailing Address** overlay layer.

        ii. In the **Location/Address** field, enter your address.

        iii. In the **House No.** field, enter the house or flat number of your mailing address, if applicable.

        iv. In the **Building Name** field, enter the name of the building/house, if applicable.

        v. In the **Street** field, enter the name of the street on which your mailing address is located.

        vi. In the **Locality** field, enter the locality in which your mailing address is located.

        vii. In the **Zip Code** field, enter the zip code of your mailing address.

        viii. In the **City** field, enter the name of the city in which your mailing address is located.

        ix. In the **State** field, enter the name of the state in which your mailing address is located.

        x. In the **Country** field, enter the name of the country in which your mailing address is located.

        xi. Click **Add** to add the address details. The Personal Information page displays the newly added address.

Note: If you opt to edit the address, the button which was initially labelled 'Add' on the **Mailing Address** overlay layer will be labelled as '**Update**'.

      b.   If you select **Yes,** your permanent address will be considered as your mailing address.

39. In the **Email ID** field, enter your email ID.

40. In the **Alternate Number** field, enter an alternate phone number by which the bank will be able to contact you.

41. Click **Continue** to proceed to the next step in the application.
    OR
    Click **Back** to navigate back to the previous page.
    OR
    Click on the **Scan QR-code anytime to continue on mobile** link to continue the application on a mobile or tablet device.

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3.10 <u>Account Preferences</u>

This step enables you to enhance the features of the account you are applying for. You can provide your preferences related to services you would like on your account which could include Debit Card, Passbook, Cheque Book, access to Direct Banking and Phone Banking, etc. You can also select the currency in which you wish your account to be held and define account statement preferences such as the delivery mode and frequency.

Account Preferences
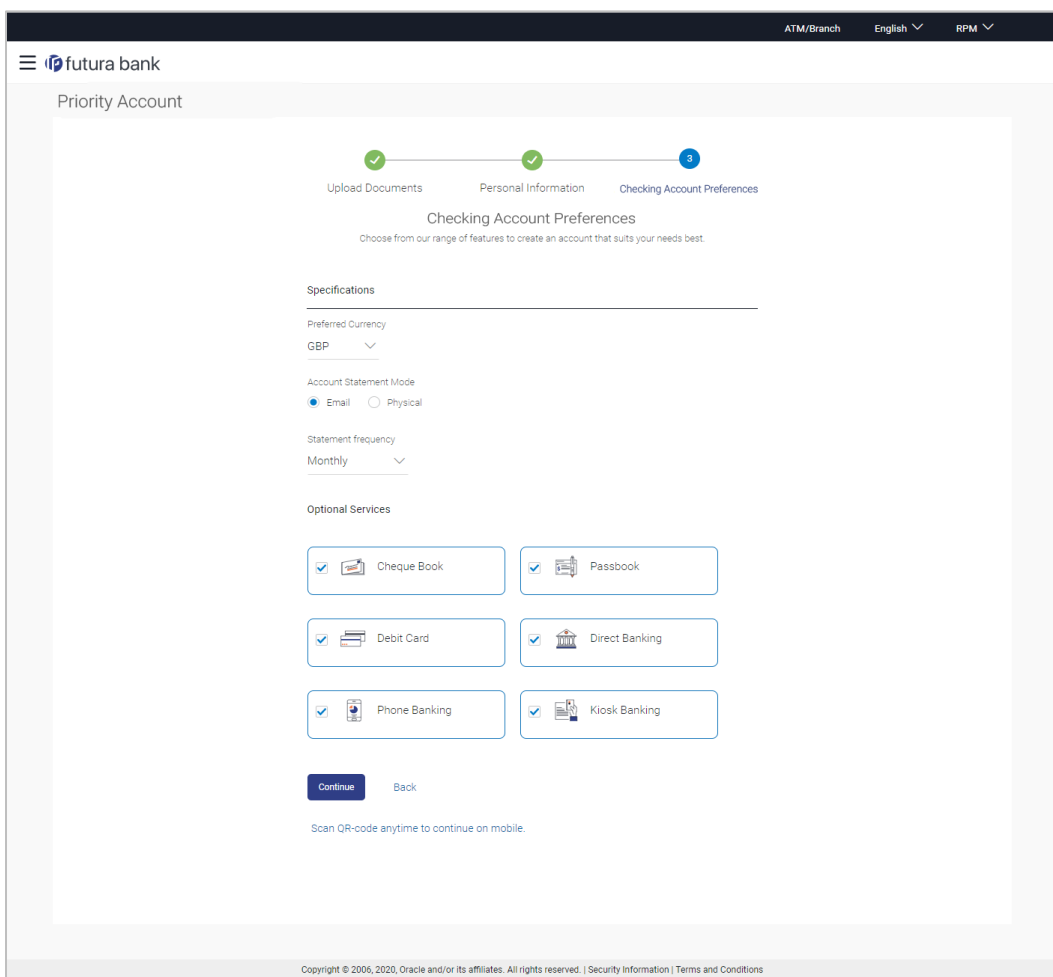
Field Description

Field Name	Description
Specifications	
Preferred Currency	The currency in which you wish to hold your checking account.

Field Name	Description
Account Statement Mode	Specify the mode through which you would like the account statement to be delivered. The options are: • Email • Physical
Statement Frequency	The frequency at which you would like to receive account statements. The options are: • Monthly • Quarterly • Bi Annual • Annual
Optional Services	
Service	Each service that has been configured for the product you are applying for will be listed here. Select the check box against the service that you wish to enable on your account.

42. From the **Preferred Currency** list, select the currency in which you wish your account to be held.

43. In the **Account Statement Mode** field, select the desired option.

44. From the **Statement Frequency** list, select the desired frequency at which you wish to receive account statements.

45. Select the checkbox against any service that you wish to have enabled on your account.

46. Click **Continue** to proceed to the next step in the application.
    OR
    Click **Back** to navigate back to the previous page.
    OR
    Click on the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet

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3.11 <u>Review and Submit</u>

This step provides a summary of your application. Each step of the application is available as a section.

You can modify the information in any section by selecting the link provided against each section.

Review and Submit

47. Review the application details and click **Confirm**, to proceed with application submission.
The **Terms of Service** page appears.
OR

Click the   icon against any section if you wish to update any information in the respective step.
OR
Click **Back** to navigate back to the previous step in the application.

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3.12 Terms of Service

In this step you will be able to view the terms and conditions of the product that you are applying for. You will be required to read the terms and conditions and then click on the checkbox to provide your acknowledgment to having agreed to the terms and conditions.

You can also provide your digital signature at this step. If you are applying for the product from a touchscreen device, you can also digitally sign the area identified. Alternately, you can upload a document containing your signature.

Terms of Service

48. Select the **Terms & Conditions** link to be displayed the terms and conditions of the product on a separate tab.

49. Select the **I agree to the Terms and conditions** check box to accept the terms and conditions.

50. Click on the **Upload Signature** tab to upload a document containing your digital signature. The **Upload your Signature** section appears.

   a. In **Upload Signature Here** card, drag and drop or upload your digital signature document. The uploaded signature image is listed.

Note:

1) Click the 🗑 icon to delete the uploaded signature document.
2) The formats supported for the uploaded signature document can be configured. By default the supported formats are PDF, PNG, JPG and JPEG.

3) The maximum size allowed for the signature document is configurable. By default the maximum size allowed is 5 MB.

OR
Click on the **Draw Signature** tab to draw signature.

Note:
1) Click on the **Clear Signature** link to reset the drawn signature.
2) The **Draw Signature** option is enabled only if you are applying from a touchscreen device.

51. Click **Confirm** to proceed with application submission. The **Fund your account** modal window appears in which you can specify your preference with regards to funding your new checking account.
OR
Click **Back** to navigate back to the previous step in the application.

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3.13 <u>Fund your account</u>

Using this option you can opt to fund your checking account by specifying the initial amount to be deposited along with the details of your card or account to be debited. Alternately, you can also opt to fund your checking account later, in which case you will be required to fund your checking account once your application has been processed.

Note: In case a prospect is applying, this step will be part of the application form only if host integration is third party.

Fund your account

Field Description

Field Name	Description
Initial Deposit Amount	Specify the amount to be deposited in the account once it is opened.
	This field will be enabled only if the applicant is a prospect.
	The **Initial Deposit Amount** should be greater than the **Minimum amount** specified below this field.
	Note: For existing customer applications, the facility to specify the initial deposit amount will be provided on a separate screen applicable only for existing customer applications.
Minimum amount	Displays the minimum amount that is to be funded if the user selects the **Fund Now** option.
Fund Now	Click this button if you wish to fund the account right away.

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Field Name	Description
Fund Later	Click this button if you do not wish to fund the account right away.
	Your application will still be processed and you can fund your account once it is open.

52. In the **Fund your account** modal window, specify whether you wish to fund the account right away or at a later time.

    a. If you have selected the **Fund Now** option

        i. If you are a prospect, the payment gateway page will be opened on which you can select the mode through which you can fund the account.

        ii. If you are an existing customer, the screen on which you can specify the initial amount to be deposited and select the mode through which you wish to fund your account, will be displayed.

    b. If you have selected the **Fund Later** option, your preference will be updated and your application will be submitted. You will then be displayed the **Confirmation** page.

Fund your account screen (Applicable for Existing Customer applications only)
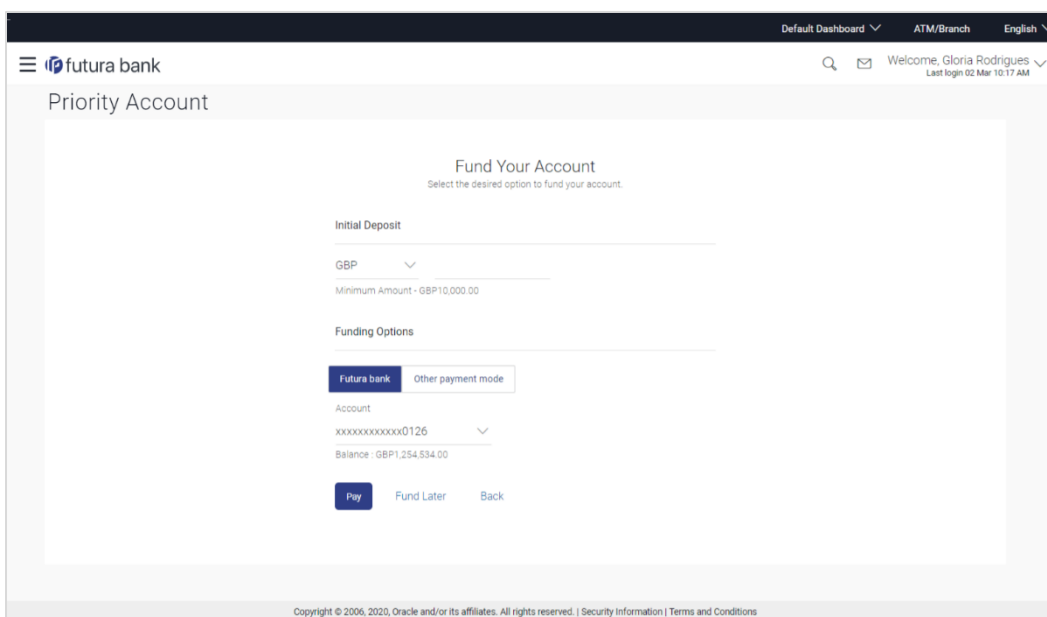
This page is applicable only for existing customer applications and will appear once you have selected the **Fund Now** option on the **Fund your account** modal window.

Field Description

Field Name	Description
Fund your account	

Field Name	Description
Initial Deposit Amount	Specify the amount to be deposited in the account once it is opened.
Minimum amount	Displays the minimum amount that is to be funded.
Funding Options	
Fund Through	Specify the mode through which you wish to fund your account. The options will be: • Futura Bank • Other Payment Mode
Account Number	All the active checking and savings accounts that you hold with the bank will be available for selection. Select an account from which you wish to transfer the initial deposit amount into the new checking account. This field will be enabled if the option **Futura Bank** is selected in the **Fund Through** field.
Current Balance	Displays the current balance of the selected Checking or Savings account.

1. In the **Initial Deposit Amount** field, enter the amount and currency to be deposited in the account once it is opened.

2. In the **Fund Through** field, select the appropriate mode through which funding is to be done.

    i. If you select the **Futura Bank** option;

        1. From the **Account Number** list, select the CASA account from which funds are to be transferred to the new account.

        2. Click **Pay** to initiate a funds transfer.

        3. Click **Submit** to authenticate the transaction. An application submitted successfully message appears along with the application number on the confirmation page.

    ii. If you select the **Other Payment Mode** option;

        1. Click **Select Mode**. The payment gateway page will be opened on which you can select the mode through which you can fund the account.

OR
If you select the **Fund Later** option, your preference will be updated and your application will be submitted. You will then be displayed the **Confirmation** page.

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Payment Gateway

This page will appear in the following scenarios:

1. You are a prospect and have opted to fund your term deposit right away by selecting the **Fund Now** option on the **Fund your deposit** modal window.

2. You are an existing customer of the bank, and have selected the **Other Payment Mode** option on the **Fund your account** screen applicable only to existing customers.

Payment Gateway screen

Field Description

Field Name	Description
Payment Modes	All the payment modes through which you can fund your account will be available for selection
	The options can be, and are not limited to:
	• Debit Card
	• Internet Banking
	• QR
	• UPI
Additional Payment Information	You will need to specify subsequent account or card information based on your payment mode selection. E.g. If you have selected the debit card option you will be required to provide information related to the card such as the card number, card holder name, expiry date, etc.

53. Select the mode through which you would like to fund your account and proceed to enter card or account information in the subsequent fields as required to complete the transfer.
Once you have completed the fund transfer, you will be displayed the **Confirmation** page.

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3.14 <u>Submitted Application - Confirmation</u>

The confirmation page appears once you have submitted your application. This page displays the name of the product that you have applied for along with the application reference number. It also provides a link by means of which you can track your application.

Confirmation
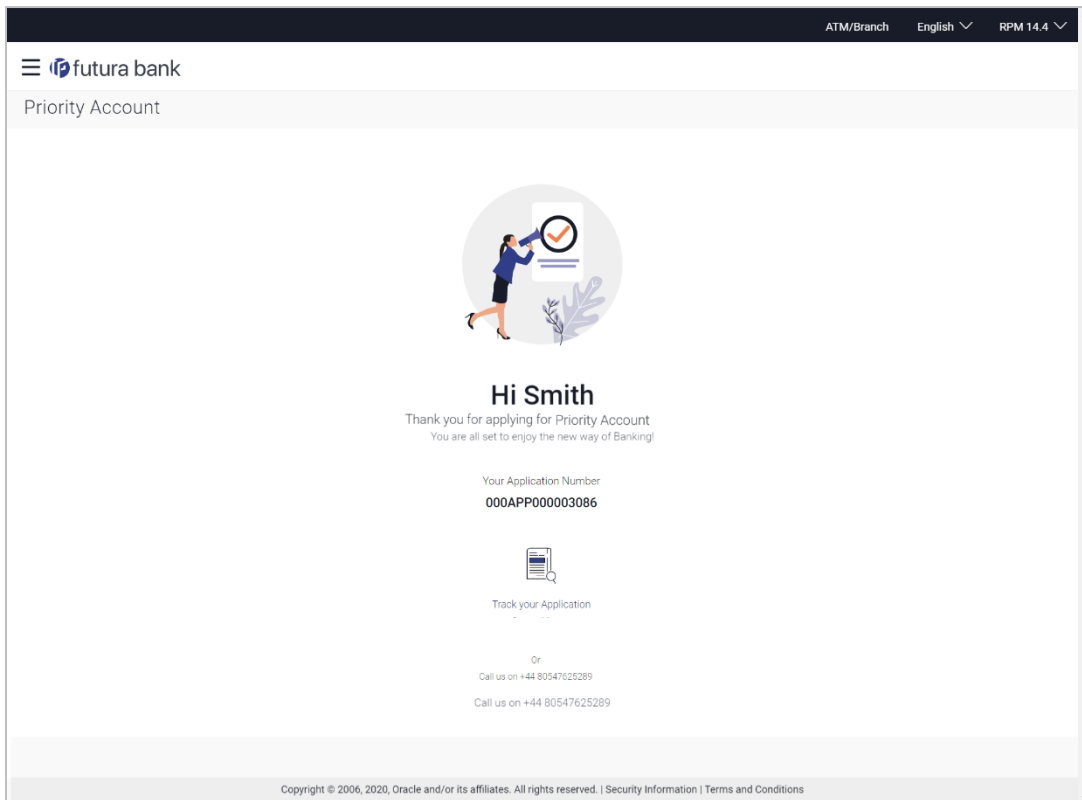
54. Click on the **Track your application** link to navigate to the **Application Tracker** Login page. For information on the Application Tracker, view the **Oracle Banking Digital Experience Retail Originations Application Tracker User Manual**.

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3.15 <u>Existing User</u>

An application form being initiated by an existing online banking customer of the bank (registered user) will differ from that of one being initiated by a new/unregistered user.

You will be able to apply as an existing customer either by selecting the provided option on the kickoff page and proceeding to specify your login credentials (applicable if you have applied via the bank portal page) or by selecting the product of choice from the product showcase available to you post login via the hamburger menu. In either case, the application form will vary from that of a prospect customer's.

The system will identify your KYC status and depending on the status, you will either be allowed to proceed with the application or not i.e. if your Re-KYC is active you will be allowed to enter and submit your application form but if your Re-KYC is pending, you will not be allowed to apply for the product and will be displayed a message informing you of the same.

The checking account application form for existing customers will comprise of the following sections:

1. **Upload Documents** – This section will be part of the application form only if mandatory documents are not already available against your records in the bank's database.

2. **Account Preferences –** This section will be part of the application form and you will be required to define the currency in which you would like the account to be maintained and define your preferences regarding account statement frequency and mode of delivery.

3. **Terms of Service** – You will be required to read through and accept the terms and conditions related to the online application of the product you have selected.

4. **Fund your Account** – If this step is configured for checking account applications, it will appear as part of your application form. You will be able to specify your preference with regards to funding your account. If you opt to fund your account, you will be required to specify the amount that is to be deposited in your account and also select the mode through which you will be making the transfer.

5. **Confirm** – Once you have submitted your application, you will be displayed a confirmation page. This page will contain a success message along with the application reference number that you will be able to use to track your application in the application tracker.

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FAQ

1. **Can I proceed with the application if I am an existing customer of the bank but do not have online banking access?**

   You will need to first onboard yourself on the digital banking platform. You can do so by selecting the 'Register for online banking access' link on the kick off page or by selecting the 'Register Now' option provided on the login page. Once you have completed the registration process, you can login and proceed with application initiation.

2. **Can I add a joint applicant while applying for any of the products?**

   No, as of now you can apply only as a single applicant. Adding joint applicants is not supported currently.

3. **I am applying for the product as a guest user. The address that is mentioned in the document that I have uploaded in support of the application is different from my current permanent address. Can I update that information in the application form?**

   Yes, all the information that is fetched from your document is displayed in editable format in the Personal Information section. You can update the required details and submit your application. However, please note that once your mobile number, as provided in the Mobile Verification page, is verified, you will not be able to modify it in the Personal Information section.

4. **How many products can I apply for as part of a bundled application?**

   Out of the box, you can add a maximum of three products in a bundle. This number is configurable by the Bank and may change.

5. **In case my application is saved as a draft, can I request a bank executive to complete this application on my behalf?**

   Only you can resume and complete a draft application.

6. **Can I cancel one of the product applications that has been submitted as part of a bundled application?**

   No. Currently, it is not possible to cancel a specific product application that is part of a bundled application. You can however, can the entire bundled application, if you wish to do so.

7. **If I am applying for a product as an existing user, can I update my personal information while initiating an application?**

   No, you cannot update any personal details while applying as an existing online banking customer. You may contact the bank to update your personal information before applying for a new product.

8. **For how long I can access and resume my applications that are saved as drafts?**

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This is based on the Bank's purging policy. The draft applications will be available for x days in the application tracker before they are purged by the bank.

9. **Can I apply for a product that I have already applied for and that the bank is currently processing?**

Yes, you can still submit an application for the same product. The decision to process or reject either of the two (or more) applications will rest on the bank.

10. **Can I view the offer provided by the bank against my application?**

As of now, this option is not available on the digital platform.

11. **I have started my application on my laptop. However, I have realized that some of the documents that I need to upload are available on my tablet. Do I need to abandon the application that I started on my laptop to restart the entire process on my tablet?**

No, you can scan the QR code available on every step of the application form, post the Mobile Verification step, and resume the application from your tablet or mobile device.

12. **Can bank administrators define the sequence in the steps of the application forms?**

No, as of now there is no front end to enable bank administrators to configure the origination workflow from the OBDX platform.

13. **How does National ID verification work?**

The bank can integrate with government or other third party systems (which store and mantain data of National ID holders), through available hook points. Online authentication will be performed to verify the identity claim of the ID holder and to fetch the required personal information.

14. **How does OCR work?**

The bank can integrate with the third party adapters that provide OCR services, through available hook points. The system will be able to prefill certain fields in the Personal Information section from data fetched from the applicant's uploaded documents.

Currently, only driver's license of USA is supported for OCR. Other documents can be used to support OCR through the use of extensibility hooks.

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