

# **Oracle® Banking Relationship Pricing**

Functional Overview

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Oracle Banking Relationship Pricing Functional Overview, Release 2.12.0.0.0

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# Preface

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

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

This preface contains the following topics:

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

## Audience

This guide is intended for the users of Oracle Banking Relationship Pricing.

## 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>.

### Access to Oracle Support

Oracle customers that have purchased support 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.

## Related Documents

For more information, see the following documentation:

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

## Conventions

The following text conventions are used in this document:

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



# 1 Overview

The objective of Relationship Pricing is to find the right price for a specific customer based on customer segment, geography, channel, market or product. The need for a dedicated Relationship Pricing product is increasing day-by-day as the Banking industry is focusing on:

- Customer-centric initiatives
- Increase in share of fee-based income in banks
- Product bundling and personalized product offerings
- Increased cross selling of products
- Using simulations to provide various options to customers to select the most suitable bank product among the available

Oracle Banking Relationship Pricing offers a very flexible and a detailed structural framework which enables Banks to define prices for various products and services offered to the customers. The solution provides specialized tools for deciding the price of a particular product or for a target customer segment.

The solution can be used by any other product under Oracle Banking suite. It works on the concept of returning price (fees and interest rates) on the basis of Rules created based on Customer, Transaction, Account and other attributes. Bank can define fees that are needed to be levied as per its operational policies, on various services or transactions that the customers may perform.

Banks typically deal in Loans, Deposits and other miscellaneous products. These products are priced in terms of Interest and Fees. Pricing requirements of Loan products vary from the Pricing needs of Deposit products. In the traditional Core Banking software systems, the core modules such as Transaction Accounts, Term Deposits, Lending and Corporate Finance have in-built Pricing definitions and structures. Thus, Price definitions and resolutions are enabled by the respective modules. This kind of maintenance consists of various product-centric, rigid and redundant maintenances which can be done away with Oracle Banking Relationship Pricing. In Oracle Banking Relationship Pricing, a common platform is designed, where the two main components of Price in Banking, namely Interest and Fees can be defined based on customer relationship with bank.

None of the products under Oracle Banking suite, such as Transaction Accounts or Loans need to maintain Interest and Fees definitions. They utilize the common framework of Relationship Pricing to maintain and achieve their Pricing requirements.

Thus, Relationship Pricing is a common utility product under Oracle Banking. All other products in Oracle Banking consume the required services from Relationship Pricing to meet their Interest and Fees functionalities.





# 2 Key Features

This chapter describes the key features of Oracle Banking Relationship Pricing.

## 2.1 Setting up of Price Policy Chart

A Price Policy Chart allows the banker to create price plan for interest and fees. It facilitates setting up conditions and action using various facts. Condition columns have evaluation rules and action columns have output values like Interest Rate Chart, Margin Rate Chart, fees and so on.

The above functionality is addressed in the Price Policy Chart Maintenance (Fast Path: PR007) page.

### 2.1.1 Price Policy Chart for Interest

Price Policy Chart for Interest can be defined at bank, product offering, product group, and account level.

#### 2.1.1.1 Bank Level

Individual Price Policy Chart is defined for each domain (for example, Retail Banking is a domain), domain category (for example, Current Accounts and Savings Accounts (CASA) is a domain category) and price element (for example, Regular interest, Penalty interest).

- Bank level Price Policy Charts are defined for such domain categories where products groups are not defined (for example, Bank Drafts).

#### 2.1.1.2 Product Group Level

A price policy can be set up for the bank as a whole, for each domain and domain category. Price policy can also be set up for a product group or for a specific offer in a product group.

- Price Policy Chart is defined for domain categories where product groups are defined.
- Price Policy Chart is defined interest stage wise and currency wise for each product group.
- Accounting template is defined once Price Policy Chart is defined for Interest.

#### 2.1.1.3 Account Level Pricing Plan

Based on the Price Policy Charts set up at bank or product group level, the system automatically evaluates a price plan for interest and fees.

- Pricing Plan is created for the account during account opening. It contains the details of base Interest rates and applicable Margins rates to be applied on an account.
- Fees applicable for various events on the account.
- The Price Policy Chart for Interest and Fees and Price Benefit charts for Bundles or Campaigns are evaluated while evaluating the account level pricing plan.
- Account level pricing is displayed during Account Origination showing the Interest and event level fees applicable on an account. The same can be negotiated during Origination.

- Interest rates can be negotiated by way of providing User Discretionary Margin. Fees can be negotiated by way of providing discounts or replacing the fee by an absolute amount.
- Interest and Fees can also be negotiated any time during the life of an account.

### 2.1.2 Price Policy Chart for Fees

Similarly, Price Policy Chart for Fees can be defined event wise as well. Multiple fees can be linked to an event and each fee shall consist of a base fee and multiple additional fees applied on the base fee.

## 2.2 Event Definition

Banks normally levy fee on customer accounts for financial or non-financial transactions. For example, periodic account maintenance fee, cheque book issue fee, fee for closure of account, and so on. Such transactions or circumstances are recognized as Events in Oracle Banking suite of products. One or more Price Definitions can be maintained in Pricing which is then linked to the respective events by defining a Price Policy Chart.

## 2.3 Fact Definition

A fact is an attribute or parameter of an entity that can be recognized in the Oracle Banking suite of products, which can hold values either as static or evaluated during run time, while performing a transaction. These attributes can be used as a basis to define fees for various events. The solution supports storing attributes (facts) related entities like Party, Transaction or Financial Terms. Facts such as LVR, customer credit score, state code, region code, and so on can be used to define pricing.

## 2.4 Interest Index Definition

Index can be defined for Interest and Margins. Index can be:

- Fixed Index
- Benchmark Index
- Derived Index

Interest Index has positive value and Margin Index can have positive or negative value.

Currency wise interest set up can be done through definition of indices for various bank products. Maintenance of such indices for base interest as well as margins is supported.

An Interest index can be a simple index having a constant rate or a derived index rate based on a benchmark rate such as LIBOR, MIBOR, and so on.

- Rate charts can be defined for Interest and Margins separately.
- Different tier structures can be defined for Fixed Period and Variable periods in a rate chart.
- Margin Validity period can be defined.
- Interest indices have a refresh frequency. As per the maintained frequency, the change in index value is applied to the corresponding accounts. In case of billing accounts, the refresh frequency can also be aligned to the respective account's billing date, which will override the refresh frequency maintained at the interest indices level.

The above functionality is addressed in the Interest/Margin Index Code Definition (Fast Path: PR005) page.

## 2.5 Rules and Expressions

Various Rules and Expressions can be created through the Rules framework. Banks can create simple as well as complex rules to be defined in interest indices. This framework is also used to create Interest rate chart and price definitions for fees.

The above functionality is addressed in the following pages:

- Rule Author (Fast Path: RL001)
- Expression Builder (Fast Path: RL004)

## 2.6 Tier Criteria and Rate Chart Definition

Simple as well as complex tier structures can be created to define the interest pricing. Such tiers can be term based or amount based or a combination of both term and amount. The interest rates so defined can be attached with cumulative effect or incremental effect on tiers.

- Rates can be tiered based on Period, Amount or Both.
- Tiers can be Incremental or Cumulative.
- Rate charts can be maintained separately for Interest and Margins.
- Rate charts can also be maintained separately for fixed and variable term periods.
- Different tier structures can be defined for Fixed Period and Variable periods in a rate chart.
- Different index can be attached to different tiers in a rate chart.
- Margin Validity period can be defined to restrict applicability of a margin.

The interest index and the tiers are put together in the rate chart and interest pricing is created. The above features of Index Definition, Tier Criteria Definition and Rate Chart Definition are specific to interest pricing definition. These definitions can also be used to define interest sensitivity rate which is used in origination to determine the customer's debt service capability.

Apart from fixed, benchmark and derived index, Pricing also supports customized rates. Customized rates are taken directly from the treasury desk for an account or deposit. These are generally applicable for large value transactions or deals for which rate cannot be pre-determined. Hence, the bank prefers providing a tailored rate based on account or deposit details rather than using the card rates. Customized rate is a base rate and is defined through Rate Chart definition.

Pricing also supports step-up rates for TD by the way of a step-up margin. At a defined frequency (defined at offer level), the step up margin gets applied and net rates change accordingly.

The above functionality is addressed in the following pages:

- Tier Criteria Definition (Fast Path: PR009)
- Rate Chart Maintenance (Fast Path: PR004)

## 2.7 Price Definition

Price Definition enables setup for Fees and Rewards.

**Fees:**

Fee consists of a base fee, multiple additional fees and discounts. It can be defined either, as an absolute amount/value or as a percentage based upon a particular amount fact. Additional fees such as Tax or Cess, are applied on the base fee (as per regulatory norms) and are payable to the regulatory authorities.

Fees defined through Price Definition can be either tiered, non-tiered, simple, rule based or expression based. The bank can define the branch in which the fee income will be recognized. Bank can choose between the Transaction branch and the Account Branch to recognize the fee. Banks can also maintain fees for the purpose of Annual Percentage Rate (APR) calculation.

Discounts are concessions applied on the base fee. Price Definition also allows the bank to define additional fees either on the base fee (gross) or on the base fee less discounts (net).

Base fees can be set up as Negotiable, Negotiable-Waive Full Fee, or Non Negotiable. If set as Negotiable-Waive Full Fee, then the price type of such a fee should be set as Fixed only, else system give an error message on validation.

### **Reward:**

Rewards are incentives provided by the bank to customer in the form of cash back. Rewards can be set up as Negotiable or Non Negotiable.

The above functionality is addressed in the Price Definition (Fast Path: PR006) page.

## **2.8 Charge Attribute Definition**

Various attributes that may require to be linked to a Price Definition can be defined. This definition decides the behavior of the fee deduction such as frequency to compute and apply the fee, whether to compute online and apply online or end of period, whether such application is calendar or anniversary based, duration for levy of fees, and so on.

- Online fee can be charged:
  - Compute online and charge online
  - Compute online and charge end of day
  - Compute online and charge end of a period
- Charging frequency of periodic fees can be defined.
- Collection of periodic fee either in advance (start date of each period) or in arrears (end date of each period).
- Periodicity of periodic fees can also be aligned to the account statement cycle or billing cycle.
- Non Sufficiency of Funds (NSF) treatment can be defined:
  - Force Debit
  - Reject Transaction
  - Part Waive Part Debit
  - Mark Hold

The above definitions of Price Definition and Charge attributes are specific to Pricing Fees definition.

The above functionality is addressed in the Charge Attribute Definition (Fast Path: PR008) page.

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## 2.9 Modifications to the Price Policy Chart

Versioning of the price policy chart is a unique feature which enables linkage of an earlier version of the price policy chart to a product group or account.

Modification of the price policy chart is allowed in addition to modification of the rate chart, index and the price definition. Applicability of the modification can be maintained for all accounts or new accounts.

Whenever there is a modification in the price policy chart, the accounts will get re-priced and the interest and fee for the account may change. Pricing will trigger the re-pricing only for those accounts which will be impacted by the modification in the price policy.

## 2.10 Negotiations

Interest rates, fees and rewards can be negotiated at account level. Such negotiation is enabled during account opening process and at any servicing event during the life cycle of an account.

### Interest negotiation:

Interest rate negotiation is done by setting up User Discretionary Margins (UDMs). UDMs so defined, are segregated as active, expired or future, based on their expiry date and displayed. System validates and provides a caution message, if UDMs are not beneficial to customers. UDMs once provided for an account can be deleted or modified restrictively, any time during the tenure of an account. Deletion and modification of existing, new, approved, and unapproved UDMs are allowed with certain restrictions. System also supports to capture of interest rate quotes provided by competitors (other financial institutions) to support interest negotiations.

### Fee and Reward negotiation:

Fee negotiations can be done either during transaction or at account level, if such negotiation is allowed at price definition level. The behavior varies as follows based on the type of negotiation set for a fee:

- Negotiable: Negotiation is enabled for fees and rewards.
- Negotiable-Waive Full Fee: The Negotiate option is defaulted to Replace and the amount is defaulted to 0. Both these fields are disabled for any modification.
- Non-Negotiable: Negotiation is not allowed for fees and rewards.

## 2.11 Price Benefit Chart

Benefits can be defined for interest by way of margins and for fees by way of variance to an applicable fee or by way of replacing an applicable fee with an absolute value. This feature is very useful in promotion of campaigns and offer bundles by banks to capture market. Bank user can define all interest margins and fee benefits through maintaining details in price benefit chart. Fee benefits can be provided either as a discount in absolute terms or in percentage terms. Interest benefits are provided by linking margin rate charts. The banker can also set campaign benefit application periods (start and end durations at offer level).

The above functionality is addressed in the Price Benefit Chart (Fast Path: PR015) page.

## 2.12 Benefit Priority Maintenance

Priority can be defined in application of bundle and campaign benefits. This helps the banker provide all benefits, best of the benefits or least of the benefits.

The above functionality is addressed in the Benefit Priority Maintenance (Fast Path: PR027) page.

## 2.13 Entity Level Price Benefit Chart

A pricing plan is created for interest and fees for an account during account opening. This chart also displays the Net Interest Rate applicable for an account along with its break-up (base rate and margins).

The above functionality is addressed in the Entity Level Price Benefit Chart (Fast Path: PR011) page.

## 2.14 Re-pricing

Re-pricing of an account is supported. Such re-pricing may be required due to changes in the customer attributes or account attributes or due to events in the account such as restructure, facility amendment, reschedule of a loan account or changes in the relationship of customer with bank.

## 2.15 Transaction Level Fee

A fee is defined for a particular transaction or event. While performing the transaction or event, the solution has the capability to display the applicable fee and allows bank user to negotiate the fee manually to facilitate negotiation of fee. Banker can negotiate the fees during the transaction by giving a discount. The fee negotiated during the transaction will be the final fee applicable on the account for that transaction.

## 2.16 Definition of Fee Groups for Free Transactions

Bank can group fee for different events and define the number of transactions in the group that can be free. The free transactions evaluation can be based on Occurrence, Cheapest or Costliest. Pricing evaluates the fees across all the events defined in the group and will apply the free transactions. At the end of the period, it applies the fees only for those transactions which are chargeable.

The above functionality is addressed in the following pages:

- Fee Group Maintenance (Fast Path: PR019)
- Map Fee Group to Offer (Fast Path: PR020)

## 2.17 Support For Fees at Facility Level

Banks normally charge fee at account level. Banks can open multiple accounts under a facility and may charge a fee at the facility level that is debited to an account nominated for the fee. Pricing can be set up to charge a periodic fee at the facility level.

The above functionality is addressed in the Entity Level Price Benefit Chart (Fast Path: PR011) page.

## 2.18 Fees Inquiry

The Fees Inquiry (Fast path: PR022) page allows the bank user to inquire event wise for a particular account, the fees that are computed but are not charged to the account and the number of transactions for which fees is charged and not charged. As part of the fees inquiry, the following details are displayed for an account:

- The transaction events for which fees are not collected
- The computation date and the charge date for each fees associated with each event
- The net fee amount to be charged along with its break-up details (Base fee, Additional fee details and Discount details)

- Total number of transactions for which fee is charged and total number of transactions for which fee is not charged

## 2.19 Interest Inquiry

The Interest Rate Derivation Analysis (Fast Path: PR017) page allows a bank user to inquire on the pricing interest plan linked for an account. The user can further drill down to the level of indices linked to the account from account opening date. The page gives a vivid picture of the used facts and its value pertinent to the account inquired, while deriving the net interest rate.

The Account Interest Rate Inquiry (Fast Path: PR018) page allows a bank user to inquire for a given period the Net Interest Rate applicable on an account. This page also displays the Net Interest Rate applicable for each pricing element (regular and penalty) along with the break-up of Net Interest Rate (base interest rate and various applicable margins).

## 2.20 Price Control Policy

The following features are supported for price control policy:

### 2.20.1 Floor and Ceiling Margin and Interest Rates

The financial institutions operating in a country are bound by the legal interest rate specified by the regulators. Maintenance of floor and ceiling margin and interest rates for an account is supported.

For Interest:

- The ceiling net interest rate is the maximum interest rate that can be applied on an account.
- The floor net interest rate is the minimum interest rate that should at least be applied on an account.

For Margin:

- The minimum margin is the lowest margin that can be applied to the base interest rate.
- The maximum margin is the highest margin that can be applied to the base interest rate.

During pricing or re-pricing an account, the system evaluates the sum of margins, that is the Evaluated Net Margin, applicable for the account and compares it with the minimum and maximum margin allowed for the account.

- If the Evaluated Net Margin is more than the maximum margin, then the maximum margin is treated as the Applicable Net Margin and is applied to the base interest rate to arrive at the Evaluated Net Interest rate.
- If the Evaluated Net Margin is less than the minimum margin, then the minimum margin is treated as the Applicable Net Margin and is applied to the base interest rate to arrive at the Evaluated Net Interest rate.
- If the Evaluated Net Margin is less than or equal to the maximum margin and more than or equal to the minimum margin, then the Evaluated Net Margin is treated as the Applicable Net Margin.

The Evaluated Net Interest Rate is then compared with the floor and ceiling interest rate that has been maintained for the account.



- If the Evaluated Net Interest Rate is more than the ceiling interest rate, then the ceiling interest rate is applied on the account.
- If the Evaluated Net Interest Rate is less than the floor interest rate, then the floor interest rate is applied for the account.

The system automatically triggers re-pricing on the account when the existing floor and ceiling interest rates applicable for an accounts are modified.

The above functionality is addressed in the Pricing Control Policy Maintenance (Fast Path: PR025) page.

### 2.20.2 Rate Refresh

Generally, the financial regulators of a country provide necessary protection to borrowers against arbitrary increase in interest rates on credits offered by financial institutions. As a result, the financial institutions offering credit to borrowers should specifically state the maximum and minimum increase or decrease in net interest rate for a particular credit, as disclosures in the offer document provided to the borrowers.

To support such regulations, the maximum and minimum interest rates can be maintained and can be either increased or decreased during rate refresh on an account. During rate refresh, if the new interest rate breaches any of these parameters set for an account, then the bank also has an option to continue with the old rate (ignore the rate refresh) or apply the interest rate within the prescribed limit set by the bank.

The above functionality is addressed in the Pricing Control Policy Maintenance (Fast Path: PR025) page.

## 2.21 Special Interest Rate Maintenance

Banks often introduce promotional offers targeting borrowers who have underutilized their sanctioned credit. In such cases, banks charge lesser rate of interest as compared to the sanctioned terms. The purpose of such promotional offers is to provoke the borrowers to utilize the unutilized sanctioned limit.

To support such requirement, special interest rates can be maintained for every promotional offer given to its borrowers.

The above functionality is addressed in the Special Interest Rate Maintenance (Fast Path: PR028) page.