

Policy Exception Approval Process User Manual

Oracle Banking Credit Facilities Process Management Cloud Service

Release 14.8.1.0.0

Part No. G43625-01

October 2025

Oracle Banking Credit Facilities Process Management
Policy Exception Approval Process User Manual
Oracle Financial Services Software Limited
Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India
Worldwide Inquiries:
Phone: +91 22 6718 3000
Fax: +91 22 6718 3001
www.oracle.com/financialservices/

Copyright © 2019, 2025, Oracle and/or its affiliates. All rights reserved.

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

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

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

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

Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

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

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

ORACLE®
Financial Services

Table of Contents

Preface	1
About this guide	1
Intended Audience	1
Conventions Used	1
Common Icons in OBCFPM	2
Policy Exception Summary	3
Policy Exception Approval Process	6
Legal Opinion	8
Risk Opinion	9
Review	11
Business Approval	13
Risk Approval	15
Reference and Feedback	17
References	17
Feedback and Support	17

Chapter 1 - Preface

Preface

About this guide

This guide provides the user with all the information necessary to perform Policy Exception Approval Process for the corporate customer in OBCFPM.

Intended Audience

This document is intended for the banking personnel responsible for performing Policy Exception Approval Process for the corporate customer.

Conventions Used

The following table lists the conventions that are used in this document:

Convention	Description
Italic	Italic denotes a screen name
Bold	Bold indicates • Field name • Drop down options • Other UX labels
	This icon indicates a note
	This icon indicates a tip
	This icon indicates a warning

Chapter 1 - Preface

Common Icons in OBCFPM

The following table describes the icons that are commonly used in OBCFPM:

Icons	Icon Name
	Add icon
	Calendar icon
	Configuration / settings icon
	Delete icon
	Edit icon

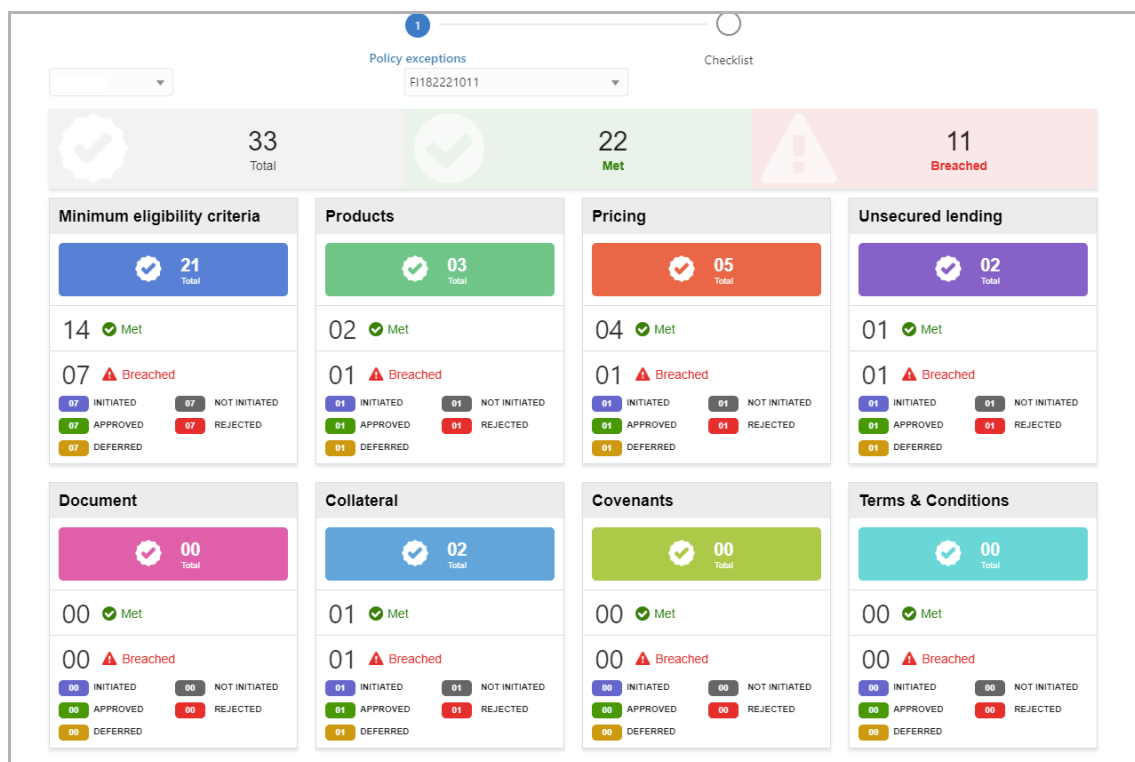
Chapter 2 - Exception Summary

Policy Exception Summary

Credit proposals initiated in OBCFPM are validated with respect to the policies defined by the bank in each stage of credit process. The defined policies cover both financial and non-financial dimensions of an organization seeking credit facilities. During the policy validation, the organization might meet or breach the bank's policies on various dimensions such as minimum eligibility criteria, products, and pricing.

The Policy Exception Summary is displayed in each stage of credit proposal process to provide a holistic view of the met and breached policies to the banking personnel. Thus, the banker can take necessary decision in initiating policy exception approval process or rejecting the proposal.

Upon Submitting the Credit Application, the Policy Exception Summary page appears:



1. Select the name and ID of company from the drop down list. If the application is submitted for a group of company, then "all" is displayed in the drop down field by default.

After selecting the company name and ID, the Policy Exception Summary for the selected company appears.

Chapter 2 - Exception Summary

In the Policy Exception Summary:

Total count shows the number of validated policies.

Met count shows the number of met policies.

Breached count shows the number of breached policies.

2. To know the status of policy exception approval process, refer the following count in each dimension:

- INITIATED
- APPROVED
- DEFERRED
- NOT INITIATED
- REJECTED

3. To view the list of exceptions in each dimension, click the corresponding dimension. *Policy exceptions - <dimension name>* window appears:

Policy exceptions - Minimum eligibility criteria

Hide filter

Minimum eligibility criteria	Products	Pricing	Unsecured lending	Document
21 Total	3 Total	5 Total	2 Total	0 Total
14 Met	2 Met	4 Met	1 Met	0 Met
7 Breached	1 Breached	1 Breached	1 Breached	0 Breached

Actions -

- ☐ **EBIDTA**
As per application : 1000
Variation : 59000
Allowed as per policy : Should be greater than or equal to 60000
- ☐ **ICR**
As per application : 1
Variation : 3
Allowed as per policy : Should be greater than or equal to 4
- ☐ **TNW**
As per application : 1000
Variation : 99000
Allowed as per policy : Should be greater than or equal to 100000
- ☐ **Debt To Equity**
As per application : 1
Variation : 1
Allowed as per policy : Should be greater than or equal to 2
- ☐ **Years Of Financial Documents Available**
As per application : 2
Variation : 3
Allowed as per policy : Should be greater than or equal to 5
- ☐ **Years Of Financial Documents Available**
As per application : 3
Variation : 3
Allowed as per policy : Should be greater than or equal to 6
- ☐ **Turnover**
As per application : 5000
Variation : 495000
Allowed as per policy : Should be greater than or equal to 500000

Page 1 of 1 (1-7 of 7 items) K < 1 > X

4. Click the **Actions** drop down button and select the required option. The options available are: **Deferred to Next stage** and **Initiate the approval task**.

Chapter 2 - Exception Summary

Upon clicking the **Initiate the approval task** button, *Policy exception initiation* window appears:

Policy exception initiation

Application Details

Application Priority *
☐ Low ☐ Medium ☐ High

Application Category *
[Dropdown]

Application Branch *
[Search]

Policies selected for exception approval

☐ Refer to business opinion ☐ Refer to legal opinion ☐ Refer to risk opinion

Overall comments

[Rich text editor toolbar with icons for undo, redo, bold, italic, underline, text color, background color, font size, bulleted list, numbered list, link, unlink, indent, outdent, H1, H2, H3, H4, H5, H6, link, unlink, source, target, text color, text background color, text size]

Enter overall comments...

Initiate policy exception process Close

In the **Application Details** section:

5. Select the **Application Priority**. The options available are: Low, Medium, and High.
6. Select the **Application Category** from the drop down list.
7. Search and select the **Application Branch**.
8. If business opinion about the policy breach is required, select the **Refer to business opinion** check-box.
9. If legal opinion about the policy breach is required, select the **Refer to legal opinion** check-box.
10. If risk opinion about the policy breach is required, select the **Refer to risk opinion** check-box.
11. Type **Overall comments** for the Policy exception initiation.
12. Click **Initiate policy exception process**.
13. To exit the Policy exception initiation window, click **Close**.

Upon clicking the **Initiate policy exception process** button, Policy Exception Approval process is initiated.

Refer **Approval Process** chapter for information on approving the policy exceptions for corporate customer.

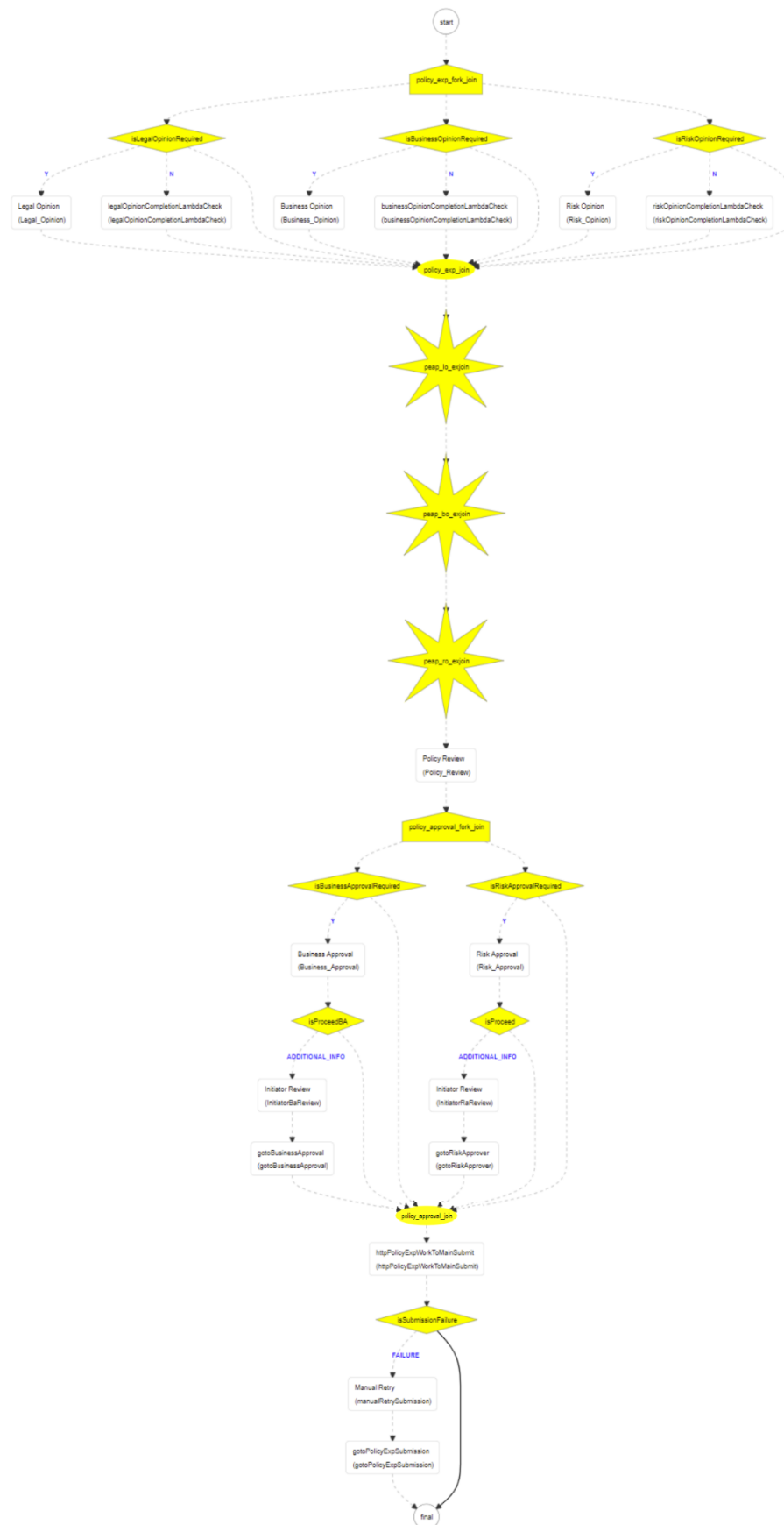
Chapter 2 - Approval Process

Policy Exception Approval Process

In the Policy Exception Approval Process, the exceptions are sent to different teams in the bank for capturing opinion and approval based on the options selected during exception approval process initiation.

The following flow chart illustrates the various stages in Policy Exception Approval Process:

Chapter 2 - Approval Process



Chapter 2 - Approval Process

Legal Opinion

Legal Opinion task is created in OBCFPM, if **Refer to Legal Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Legal Officer in the bank can acquire this task to view the policy exception summary and capture legal opinion about the exceptions.

1. To acquire the Legal Opinion task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
2. Select the required task and click **Acquire & Edit**. *Legal Opinion - Customer Summary* page appears.
3. View the customer summary and click **Next**. *Exceptions* page appears:

Oracle My Tasks Bank Futura - Canary Whar... Feb 12, 2020 Documents

Policy Exception Approval Process - Legal Opinion

Customer Summary Exceptions Comments

Exceptions

ICR	As per application : 1 Business opinion : View	Allowed as per policy : Should be greater than or equal to 4 Legal opinion : Update	Variation : 3 Risk opinion : In progress	
EBIDTA	As per application : 1000 Business opinion : View	Allowed as per policy : Should be greater than or equal to 60000 Legal opinion : Add	Variation : 59000 Risk opinion : In progress	
TNW	As per application : 1000 Business opinion : View	Allowed as per policy : Should be greater than or equal to 100000 Legal opinion : Add	Variation : 99000 Risk opinion : In progress	
Debt To Equity	As per application : 1 Business opinion : View	Allowed as per policy : Should be greater than or equal to 2 Legal opinion : Add	Variation : 1 Risk opinion : In progress	

Page 1 of 1 (1-4 of 4 items) < 1 >

Hold Back Next Save & Close Cancel

Chapter 2 - Approval Process

4. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:

View opinions - ICR

ICR	As per application 1	Allowed as per policy Should be greater than or equal to 4	Variation 3
Justification	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Business opinion	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Legal opinion	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		

[Update](#) [View](#)

[Done](#)

5. After viewing the exception details, click **Done** to exit the window.
6. To capture the legal opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
7. Capture the legal opinion and click **Save**. *Exceptions* page appears.
8. To hold the task, click **Hold**.
9. To go back to the previous page, click **Back**.
10. To go to the next page, click **Next**.
11. To save the provided information and exit the page, click **Save & Close**.
12. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

13. Post comments for the overall task and click **Submit**. *Checklist* window appears.
14. Select the Outcome as **Proceed**. The task is completed.

Risk Opinion

Risk Opinion task is created in OBCFPM, if **Refer to Risk Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Risk Officer in the bank can acquire this task to view the policy exception summary and capture risk opinion about the exceptions.

Chapter 2 - Approval Process

15. To acquire the Risk Opinion task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
16. Select the required task and click **Acquire & Edit**. *Risk Opinion - Customer Summary* page appears.
17. View the customer summary and click **Next**. *Exceptions* page appears:

Policy Exception Approval Process - Risk Opinion

Customer Summary Exceptions Comments

Exceptions

	ICR As per application : 1 Business opinion : View	Allowed as per policy : Should be greater than or equal to 4 Legal opinion : View	Variation : 3 Risk opinion : Update	
	EBITDA As per application : 1000 Business opinion : View	Allowed as per policy : Should be greater than or equal to 60000 Legal opinion : View	Variation : 59000 Risk opinion : Update	
	TNW As per application : 1000 Business opinion : View	Allowed as per policy : Should be greater than or equal to 100000 Legal opinion : View	Variation : 99000 Risk opinion : Add	
	Debt To Equity As per application : 1 Business opinion : View	Allowed as per policy : Should be greater than or equal to 2 Legal opinion : View	Variation : 1 Risk opinion : Add	

Page 1 of 1 (1-4 of 4 items) < 1 >

[Hold](#) [Back](#) [Next](#) [Save & Close](#) [Cancel](#)

18. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:

View opinions - ICR

As per application	Allowed as per policy	Variation
1	Should be greater than or equal to 4	3

Justification
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Business opinion
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Legal opinion
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Risk opinion
System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

[Update](#) [View](#)

[Done](#)

19. After viewing the exception details, click **Done** to exit the window.
20. To capture the risk opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
21. Capture the risk opinion and click **Save**. *Exceptions* page appears.
22. To hold the task, click **Hold**.

Chapter 2 - Approval Process

23. To go back to the previous page, click **Back**.
24. To go to the next page, click **Next**.
25. To save the provided information and exit the page, click **Save & Close**.
26. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

27. Post comments for the overall task and click **Submit**. *Checklist* window appears.
28. Select the Outcome as **Proceed**. The task is completed.

Review

The Reviewer in the bank can acquire this task to view the opinions posted by legal, Business and Risk Officers and move the exceptions for required approval.

29. To acquire the Review task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
30. Select the required task and click **Acquire & Edit**. *Policy Review - Customer Summary* page appears.
31. View the customer summary and click **Next**. *Exceptions* page appears:

The screenshot displays the Oracle Policy Exception Approval Process - Policy Review page. The page is divided into three tabs: Customer Summary, Exceptions (active), and Comments. The Exceptions tab shows a list of four exceptions, each with a red triangle icon and a list of actions (Business opinion, Legal opinion, Risk opinion). The exceptions are:

Exception	As per application	Allowed as per policy	Variation	Risk opinion
ICR	1	Should be greater than or equal to 4	3	View
EBIDTA	1000	Should be greater than or equal to 60000	59000	View
TNW	1000	Should be greater than or equal to 100000	99000	In progress
Debt To Equity	1	Should be greater than or equal to 2	1	In progress

At the bottom of the page, there is a pagination bar showing "Page 1 of 1 (1-4 of 4 items)" and a set of navigation buttons: Hold, Back, Next, Save & Close, and Cancel.

Chapter 2 - Approval Process

32. To view the opinions posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:

View opinions - ICR

ICR	As per application 1	Allowed as per policy Should be greater than or equal to 4	Variation 3
Justification	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Business opinion	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Legal opinion	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Risk opinion	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.		
Review	System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application. Update View		

Done

33. After viewing the opinions, click **Done** to exit the window.

34. To capture the review comments and move the exception to required approval stages, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Review* window appears:

Review

Approval required from *

☒ Business ☐ Risk

System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Save Cancel

35. Select the **Approval required from** option.

36. Post Review comments in the text box.

Chapter 2 - Approval Process

37. Click **Save**. *Exception* page appears.
38. To hold the task, click **Hold**.
39. To go back to the previous page, click **Back**.
40. To go to the next page, click **Next**.
41. To save the provided information and exit the page, click **Save & Close**.
42. To exit the page without saving the information, click **Cancel**.

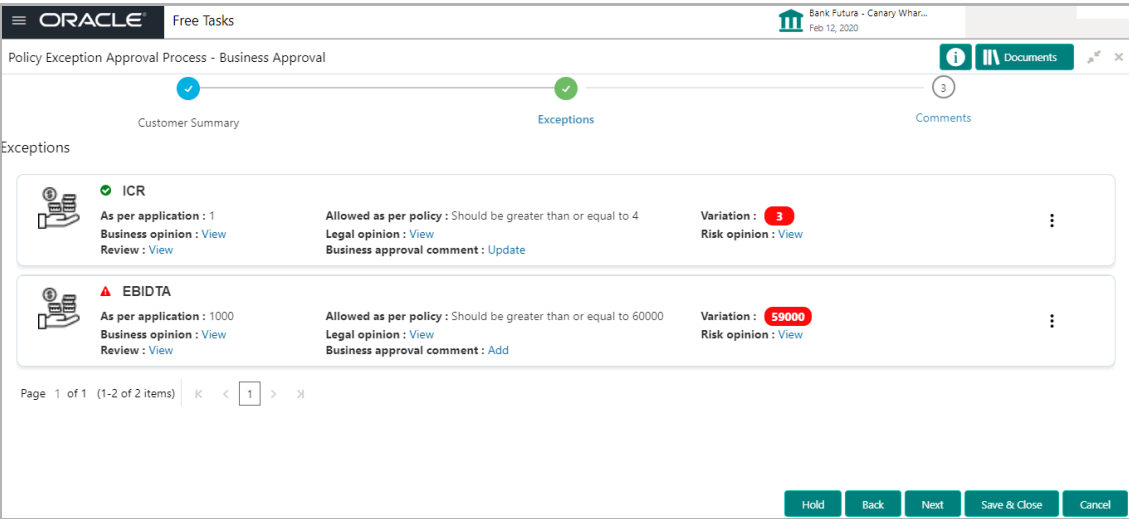
Upon clicking the **Next** button, comments page appears.

43. Post comments for the overall task and click **Submit**. *Checklist* window appears.
44. Select the Outcome as **Proceed**. The exception is moved to the selected approval stage.

Business Approval

This task is listed in the *Free Task* page, if Business option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the exceptions based on comments posted.

45. To acquire the Business Approval task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
46. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
47. View the customer summary and click **Next**. *Exceptions* page appears:



Chapter 2 - Approval Process

48. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:

View opinions - ICR

ICR		
As per application 1	Allowed as per policy Should be greater than or equal to 4	Variation 3
Justification System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.	Business opinion System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.	
Legal opinion System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.	Risk opinion System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.	
Review System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.	Business approval System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application. Update View	

Done

49. After viewing the opinions, click **Done** to exit the window.

50. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Business approval* window appears:

Business approval

☒ Approve ☐ Reject

System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Save Cancel

51. **Approve** or **Reject** the exception based on the justifications provided.

52. Post comments for the action in the text box.

Chapter 2 - Approval Process

53. Click **Save**. *Exception* page appears.
54. To hold the task, click **Hold**.
55. To go back to the previous page, click **Back**.
56. To go to the next page, click **Next**.
57. To save the provided information and exit the page, click **Save & Close**.
58. To exit the page without saving the information, click **Cancel**.

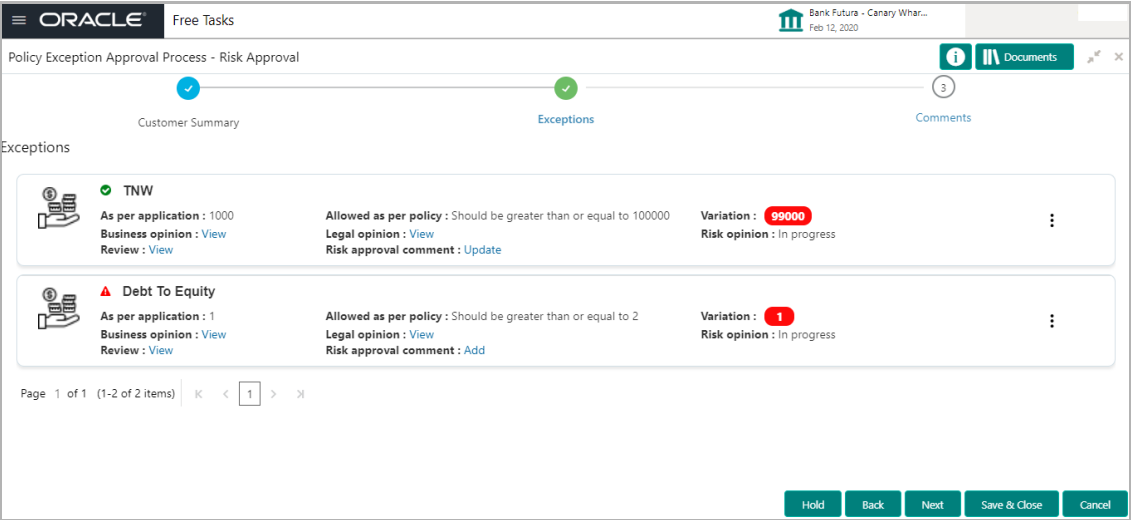
Upon clicking the **Next** button, comments page appears.

59. Post comments for the overall task and click **Submit**. *Checklist* window appears.
60. Select the Outcome as **Proceed**. The exception is approved.

Risk Approval

This task is listed in the *Free Task* page, if Risk option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the credit application based on comments posted.

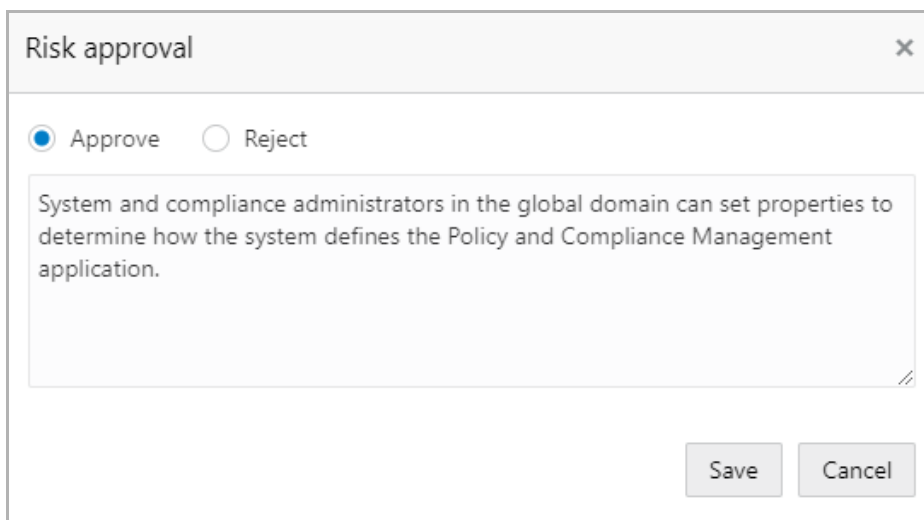
61. To acquire the Business Approval task, navigate to **Tasks > Free Tasks**. *Free Tasks* page appears.
62. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
63. View the customer summary and click **Next**. *Exceptions* page appears:



64. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears.
65. After viewing the opinions, click **Done** to exit the window.

Chapter 2 - Approval Process

66. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Risk approval* window appears:



Risk approval

☒ Approve ☐ Reject

System and compliance administrators in the global domain can set properties to determine how the system defines the Policy and Compliance Management application.

Save Cancel

- 67. **Approve** or **Reject** the exception based on the justifications provided.
- 68. Post comments for the action in the text box.
- 69. Click **Save**. *Exception* page appears:
- 70. To hold the task, click **Hold**.
- 71. To go back to the previous page, click **Back**.
- 72. To go to the next page, click **Next**.
- 73. To save the provided information and exit the page, click **Save & Close**.
- 74. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

- 75. Post comments for the overall task and click **Submit**. *Checklist* window appears.
- 76. Select the Outcome as **Proceed**. The exception is approved.

Chapter 2 - Reference and Feedback

Reference and Feedback

References

For more information on any related features, you can refer to the following documents:

- Oracle Banking Procedure User Guide
- Oracle Banking SMS User Guide
- Oracle Banking Common Core
- Oracle Banking Retail Mid Office Installation Guides

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>.

Feedback and Support

Oracle welcomes customer's comments and suggestions on the quality and usefulness of the document. Your feedback is important to us. If you have a query that is not covered in this user guide or if you still need assistance, please contact documentation team.