Oracle® Banking Branch Cloud Service Release Notes





Oracle Banking Branch Cloud Service Release Notes, Release 14.8.1.0.0

G47183-01

Copyright © 2025, Oracle and/or its affiliates.

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.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. 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 fail-safe, 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.

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

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about 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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.

Contents

Purpose	i
Audience	
Documentation Accessibility	i
Diversity and Inclusion	ii
Acronyms and Abbreviations	
Related Documents	i
Conventions	ii
Common Branch Features	
1.1 Dashboard Overview	1
1.2 Customer Panel	1
Teller Operations	
2.1 Branch Operations	1
2.2 Till-Vault Operations	1
2.3 Customer Transactions	2
2.4 Miscellaneous Transactions	2
2.5 Transfers	2
2.6 Remittances	2
2.7 Clearing	3
2.8 Journal Log	3
2.9 Branch Maintenance	3
2.10 Salient Features	3
Account Services	
3.1 Generic Feature Enhancements	1
3.1.1 Account View	1
3.1.2 Maintenance	1
3.1.3 Statement	2

3.1.4

Status Update

2

3.1.5	Limits	2	
3.1.6	Amount Block	2	
3.1.7	Check Book	2	
3.1.8	Instructions	2	
3.1.9	Inquiry	2	
3.1.10	Salient Features	2	
3.2 US (Geography Feature Enhancements	3	
3.2.1	Customer Relationship maintenance	3	
3.2.2	Activate Inactive/Dormant Account	3	
3.2.3	Courtesy Pay Maintenance	4	
3.2.4	Regulation D transaction inquiry	4	
3.2.5	Online Account Sweep In	2	
Deposit	t Services		
4.1 Gen	eric Feature Enhancements	1	
4.1.1	Deposit Account Opening	1	
4.1.2	Deposit 360 View	1	
4.1.3	Transactions	2	
4.1.4	Maintenance		
4.1.5	Amount Block		
4.1.6	Statement	2	
4.1.7	Transaction inquiry	2	
4.1.8	Salient Features	2	
4.2 US (Geography Feature Enhancements	2	
4.2.1	Initial Funding	3	
4.2.2	Customer Relationship maintenance	3	
IRA Sei	rvices		
5.1 US (Geography Feature Enhancements	1	
5.1.1	Account View	1	
5.1.2	Transactions	1	
5.1.3	Maintenance	2	
5.1.4	Statement	2	
5.1.5	Status Update	2	
5.1.6	Amount Block	2	
5.1.7	Inquiry	2	
Loan Se	ervices		
6.1 Accounts			

	6.2	Balances	1	
	6.3	Instruction preferences	1	
	6.4	Repayment	1	
	6.5	Schedule	2	
	6.6	Salient Features	2	
7	Tec	Technical Changes		
	7.1	SQL-cL Adoption (Infra)	1	
	7.2	Adoption of API versioning as per release version	1	



Preface

- Purpose
- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Acronyms and Abbreviations
- Related Documents
- Conventions

Purpose

The purpose of this Release Notes is to highlight the various features in .

is built on a highly scalable, cloud native architecture capable of high concurrent transaction processing with enhanced controls and minimal risks. The offering enables banks to handle massive transactional volumes thereby providing the industry's highest TPS (Transaction per second) per CPU that scales linearly.

allows for highly configurable process automation and workflow. Real-time insights, intuitive dashboards and simple enquiry screens facilitate tracking and maintaining a 360-degree view of the account operations.

Audience

This guide is intended for the following audience:

- Customers
- Partners

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.



Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Acronyms and Abbreviations

This abbreviations used in this guide are as follows:

Table 1 Abbreviations

Term	Description
API	Application Programming Interface
BWHT	Backup Withholding Tax
CD	Certificate of Deposit
EOD	End of Day
IRA	Individual Retirement Accounts
KYC	Know Your Customer
PII	Personally Identifiable Information
TD	Term Deposit
TIN	Tax Identification Number
UI	User Interface

Related Documents

For more information, refer to the following documents:

- Account Configurations User Guide
- Corporate Accounts User Guide
- Nostro Reconciliation User Guide
- Retail Accounts User Guide
- Retail Deposits User Guide
- Teller User Guide

Conventions

The following text conventions are used in this document:



Table 2 Conventions

Convention	Meaning		
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.		
italic	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.		

Common Branch Features

- Dashboard Overview
- Customer Panel

1.1 Dashboard Overview

The Branch Dashboard presents a holistic view of branch operations, including teller statuses, cash positions, real-time transaction activity, My Diary, Bulletin Board, and servicing task details. This widget-driven dashboard enables branch staff to quickly review open and close statuses, monitor pending activities, and access frequently used operation shortcuts for optimal workflow efficiency. Integrated widgets display current till positions, open batches, quick links to high-usage screens, and key updates, further improving daily branch management.

1.2 Customer Panel

The Customer Information Panel delivers a customer insight into customer profiles and account information during any transaction process. It features advanced search (by Customer ID, Name, Account Number), real-time KYC status, images, signature validation, active account lists, and address/contact details.

Integration with Customer 360 for deeper contextual insights. This consolidated view improves customer service accuracy, assists in compliance checks, and helps cross-sell/upsell opportunities.

Teller Operations

<Enter a single subject here.>

- Branch Operations
- <u>Till–Vault Operations</u>
- Customer Transactions
- Miscellaneous Transactions
- Transfers
- Remittances
- Clearing
- Journal Log
- Branch Maintenance
- Salient Features

2.1 Branch Operations

Enables daily branch-level activities not involving direct customer interaction. Staff can open/close branch batches, teller batches, and vault batches; monitor till/vault cash positions; book shortages/overages; and manage breach limits. The system automates next-working-day rollovers and ensures all branch transactions are accounted for before batch closure.

Key Functions:

- · Open/Close Branch, Vault, and Teller Batch
- View Current Open Tills
- Till/Vault Cash Position and Branch Total Position
- Book Shortage/Overage and Vault Shortage/Overage
- Monitor Branch Breach Limits

This ensures the branch operates within defined cash and regulatory limits, with clear segregation of teller and vault responsibilities.

2.2 Till-Vault Operations

Enables cash movement across the branch ecosystem. Supports cash and currency movement between till and vault, along with denomination management. Vault tellers can buy/ sell cash, execute denomination exchanges, and perform interbranch transfers.

Key Functions:

- Buy/Sell Cash between Till, Vault, Currency Chest, and Head Office
- Denomination Exchange and Inter-Branch Transfers
- Return Travellers Cheques (TC)



2.3 Customer Transactions

Handles diverse customer-facing teller-initiated transactions linked to customer accounts or walk-in customers. Teller can use Customer Transactions to perform financial transactions for customer accounts, which includes, cash deposits, cash withdrawals, and check withdrawals.

Examples:

- Cash Deposit / Withdrawal
- Cheque Withdrawal
- Foreign Exchange Sale and Purchase (Account or Walk-in)

The system validates account states, retrieves real-time customer information, and supports charge details entry. Customer screens display transaction headers, KYC status, and active account views to facilitate secure, efficient service.

2.4 Miscellaneous Transactions

Teller can use Miscellaneous Transactions to perform General Ledger transactions such as miscellaneous debit and credit transactions against a Customer's CASA account and GL account.

- Miscellaneous Customer Debit/Credit
- GL Debit/Credit/Transfer
- Adjustments for internal settlement and branch-level accounting

2.5 Transfers

Handles intra-bank and international account transfers, including walk-in and in-house cheque deposit flows. The transfer screens guide staff through payment/receipt details and regulatory validations, supporting both domestic and cross-border transactions.

Functions:

- Account-to-Account and In-House Cheque Deposits.
- Domestic and International Transfers for both Walk-in and Account customers.
- AML and Sanctions validation embedded within transaction submission.

2.6 Remittances

Facilitates issuance and management of banking instruments such as Banker's Cheques (BC), Demand Drafts (DD/DF), and Cash Remittances. Teller can use Remittances to issue remittances such as demand drafts and banker's cheques, perform payment or cancellation of the issued remittances, and perform further operations on the issued remittances.

Features:

- Issue, Payment, Refund, and Cancellation (Account, Cash, or GL based).
- Print and Reprint of Instruments.
- Inward Registration and Status Inquiry.



Integrated ledger posting for audit and compliance.

2.7 Clearing

Automates the cheque clearing process. Teller can use Clearing to capture the Inward Clearing Data Entry, Outward Clearing Data Entry, Cheque Return, and Cheque Deposit transactions.

Capabilities:

- Inward and Outward Clearing Data Entry
- Cheque Deposit and Return Operations
- Integration with external clearing networks and reconciliation modules

2.8 Journal Log

Provides complete visibility into teller and vault transaction history. Teller or Supervisor can use Journal Log to view the status of transactions performed by them. Also, it allows to resubmit or reject an incomplete transaction, or to reverse a completed transaction. Each action is traceable, supporting compliance monitoring and internal/external audit needs.

- Tracks transaction status across Initiation, Approval, Completion, and Reversal.
- Supports manual resubmission and reversal actions.
- Generates Electronic and Servicing Journals for audit.

2.9 Branch Maintenance

Centralized setup area for defining branch parameters and control attributes. Branch Maintenance covers a set of definitions maintained to perform the branch-based operations, transactions, and services.

Includes:

- Function Code and Preferences.
- Role Maintenance.
- Charge Definitions and Charge Condition Group Maintenances.
- Settlement Definition for Accounting.
- Group Maintenances (Account, Customer, Branch).
- External System and Static Data Configuration.

This ensures operational consistency across branches within the same region or bank network.

2.10 Salient Features

- Application Layout The general layout of the Oracle Banking Branch application consists
 of the main menu, Dashboard Widgets, Transaction area including customer summary, and
 additional widgets available to display the Current Till Position, Memo and frequently used
 transaction icons.
- Advice Generation: Multi-language printing for teller transaction advice.



- Generation of Teller Sequence Number The system generates a unique Teller Sequence Number and displays an information message Teller Sequence Number nnn indicating the generated number after submission of each teller transaction.
- Transaction Flow: All teller and vault transactions follow a standardized workflow ensuring control, authorization, and auditability comprising:
- Teller Request: Input and enrichment of transaction details (e.g., deposits, withdrawals, cheque operations).
 - Authorization: Supervisor review and approval for amounts above threshold or flagged transactions.
 - Resubmission/Override: Resubmit if corrections are needed; override flows available for warnings.
 - Completion/Reversal: Finalize or reverse transactions, with audit trails maintained in journal logs.
- Keyboard Navigation: Enhanced accessibility for high-volume teller operations.
- Till Balancing Automation: Denomination validation and real-time position update.
- Shortcut key support: To facilitate better navigation through Menu Search, Customer Panel, and Journal Logs.
- Fast path Based on Function code: The Menu Item Search feature has been improved to allow for function code (Fast Path) based searches to open the screen.
- API Support Additional APIs have been introduced, that facilitate efficient transaction processing by improving external system compatibility.
- Transaction Notification Alert: An instant notification feature has been introduced to alert supervisors whenever a teller submits a transaction for approval. This ensures timely transaction processing and faster authorization decisions, helping reduce delays in customer service.
- Fees & Charges: Oracle Banking Branch Cloud Service facilitates the calculation of specific fees and charges on Transactions. The key features of this functionality are:
- Ability to define different fee or charge headers with fixed or percentage-based calculation methods.
 - Ability to Compute and apply different fees and charges automatically based on predefined Configurations at transaction level.
 - Relationship Pricing Integration: Added support to send the External Data Elements for the Teller transaction charges to OPDS-RP for Relationship Pricing evaluation.

Account Services

Introduction

Retail Account Services enable banks to perform lifecycle transactions on customer accounts, from maintenance and controls to inquiries and closures. The screens are designed on the of concept of conductor workflow that guides each activity through a predefined set of business processes, ensuring consistency, approvals, and auditability. This design helps users easily and logically perform their day-to-day operations while maintaining compliance and operational efficiency.

- Generic Feature Enhancements
- US Geography Feature Enhancements

3.1 Generic Feature Enhancements

- Account View
- Maintenance
- Statement
- Status Update
- Limits
- Amount Block
- Check Book
- Instructions
- Inquiry
- Salient Features

3.1.1 Account View

Account 360 view provides a comprehensive snapshot of each account, consolidating balances, recent activity, relationships, limits, and status into a single, actionable view. Users can quickly assess account health, identify required actions, and launch the appropriate servicing workflows without navigating multiple screens.

3.1.2 Maintenance

Maintenance menus ensure accurate and up-to-date customer and account details throughout the account lifecycle. Users can update addresses and preferences, manage joint ownership and beneficiary information, maintain customer-to-account relationships, and perform account closures with prerequisite checks and approvals. This consolidates routine servicing into guided steps that preserve data integrity and compliance.



3.1.3 Statement

Statement controls streamline periodic and on-demand statement generation and delivery. Users can set or adjust statement frequencies for periodic statements as well as produce consolidated, ad-hoc views tailored to customer requests.

3.1.4 Status Update

Status Update supports reactivation of inactive or dormant IRA accounts and applies status changes in accordance with policy and risk controls. Automatic authorization accelerates completion, while audit logs and access controls ensure compliance and accountability.

3.1.5 Limits

Limits management focuses on configuring and maintaining courtesy pay and overdraft parameters. Users can enable or adjust thresholds and review settings to align with risk appetite and customer agreements.

3.1.6 Amount Block

Amount Block functions allow users to place, view, modify, and release holds on funds for legal, regulatory, or operational purposes. Garnishment processing is supported end-to-end, from placing funds under block, inquiry and to releasing funds back into customer accounts while ensuring traceability and compliance throughout the process

3.1.7 Check Book

Check book functions let bank users request and issue check books to customers, manage series and delivery preferences, and monitor usage. They also enable staff to place and manage stop-payment instructions on individual checks or ranges, with full visibility into statuses and amendments. This consolidates fulfilment and risk controls into a cohesive process.

3.1.8 Instructions

Instructions support automated sweeps into accounts based on predefined thresholds and schedules. Users can configure, monitor, and adjust sweep parameters to optimize balances and reduce idle funds with minimal manual intervention.

3.1.9 Inquiry

Inquiry tools provide real-time balances, transaction history, and insights into specialized activities such as sweeps, account transactions, and closures. Users can investigate activity with filters and drill-downs, verify compliance, and quickly respond to customer requests.

3.1.10 Salient Features

- 1. Staff Restriction: Bank staff are prevented from transacting on their own accounts and from viewing other employees' account details.
- Access Restriction: Access restriction functionality has been implemented for branch servicing transactions. Users now require special permissions to view or operate on



- accounts belonging to designated access groups (e.g., HNI, celebrity). Accounts in these groups are restricted from unauthorized viewing and transaction activity.
- 3. Memo: A new facility allows users to create memos for customers or deposit accounts. Memo details will be automatically displayed when performing branch servicing operations on the related deposit account, ensuring important information is visible to branch staff during servicing activities.
- 4. Auto Authorization: Facility provided to enable or disable auto authorization for account servicing operations.
- Multi-Currency Account Support: Branch servicing operations supports for multi-currency account.
- 6. Branch Servicing Pending Transaction View: Branch managers can monitor all pending account servicing transactions specific to their branch, with options to filter by user.
- 7. Fee & Charges: Online servicing charge supported for certain servicing operations.

3.2 US Geography Feature Enhancements

Introduction

For the US region, Retail Account Services enable banks to perform lifecycle transactions on customer accounts with regionalized terminology, controls, and workflows. "Nominee" is renamed to "Beneficiary", "Cheque" to "Check," and US-specific capabilities are introduced, including Customer Relationship Maintenance, Courtesy Pay, Account Garnishment, and Regulation D Transaction Inquiry; non-applicable features such as Temporary Overdraft Facility, Secured/Unsecured Limits, and Advance Against Uncollected Funds are hidden. Automatic transaction authorization is enabled to streamline operations while maintaining complete audit logs for every action.

US specific functionalities apart from the commonly available account servicing features:

- Customer Relationship maintenance
- Activate Inactive/Dormant Account
- Courtesy Pay Maintenance
- Regulation D transaction inquiry
- Online Account Sweep In

3.2.1 Customer Relationship maintenance

Relationships can be maintained for accounts in which ownership remains with the primary customer, while designated relationships—such as guardians or custodians—may perform account operations as permitted.

3.2.2 Activate Inactive/Dormant Account

Based on configured inactivity thresholds in Oracle Banking Retail Accounts, accounts automatically transition from Active to Inactive and subsequently to Dormant status. This screen enables authorized users to update an account's status: Active to Inactive, Inactive to Active, and Dormant to Active.



3.2.3 Courtesy Pay Maintenance

The system now supports configuration of the courtesy pay limit, charge code, and charge fee account at the business product definition level. Account servicing supports courtesy pay opt-in/opt-out for transactions originating from ATM, POS, and check clearing. Courtesy pay limit utilization is determined in accordance with the defined opt-in/opt-out settings for each source.

3.2.4 Regulation D transaction inquiry

Business product–level parameters enable tracking of Regulation D monthly transaction thresholds and related controls. Detected violations are displayed by month for the previous 12 months, or for a user-specified period, within the Regulation D Transaction Inquiry screen in Account Servicing.

3.2.5 Online Account Sweep In

Online sweeps enable coverage of debit transactions by utilizing available funds from linked savings and checking accounts when the primary account has insufficient funds. Customers' eligible savings and checking accounts can be linked as cover accounts within a defined sweep structure.

Deposit Services

Introduction

Deposit Servicing offers comprehensive functionality for managing deposit accounts across their lifecycle. The module supports Account opening, maintenance, Transactions, inquiry, and closure activities. The screens are designed on the of concept of conductor workflow that guides each activity through a predefined set of business processes, ensuring consistency, approvals, and auditability. This design helps users easily and logically perform their day-to-day operations while maintaining compliance and operational efficiency.

- Generic Feature Enhancements
- US Geography Feature Enhancements

4.1 Generic Feature Enhancements

Introduction

Deposit Servicing offers comprehensive functionality for managing deposit accounts across their lifecycle. The module supports Account opening, maintenance, Transactions, inquiry, and closure activities. The screens are designed on the of concept of conductor workflow that guides each activity through a predefined set of business processes, ensuring consistency, approvals, and auditability. This design helps users easily and logically perform their day-to-day operations while maintaining compliance and operational efficiency.

- Deposit Account Opening
- Deposit 360 View
- Transactions
- Maintenance
- Amount Block
- Statement
- Transaction inquiry
- Salient Features

4.1.1 Deposit Account Opening

This release enables users to open new deposit accounts for existing customers, supporting pay-in through various modes. During account creation, maturity instructions, nominee details, and joint holder information can be captured as required. Additionally, users can generate and issue deposit certificates to account holders.

4.1.2 Deposit 360 View

Deposit 360° view provides a comprehensive snapshot of each deposit account, consolidating account details, holder information, deposit balance, maturity details, interest and tax information, upcoming events, maturity instructions, rollover history, redemption simulation,



amount blocks, and recent transactions into a single, actionable view. Users can quickly assess account status, identify required actions, and perform all servicing operations without navigating multiple screens.

4.1.3 Transactions

Deposit top-up functionality has been enabled, allowing users to add funds using multiple payin options such as Account, Ledger, and Cheque. The release also supports partial or full redemption of deposit accounts, with different payout options available.

4.1.4 Maintenance

Account Maintenance ensure accurate and up-to-date deposit account details throughout the account lifecycle. Users can update interest rate details, modify maturity and payout instructions, view and update customer relationship information, and manage joint holder and nominee details.

4.1.5 Amount Block

Enabled creation, viewing, modification, and closure of Amount Blocks on deposit accounts.

4.1.6 Statement

Provided facility to generate ad hoc statements for deposit accounts.

4.1.7 Transaction inquiry

Inquiry operations enable branch user to view transaction details for deposit accounts, process transaction reversals, and review interest paid out and other financial information.

4.1.8 Salient Features

- Memo: A new facility allows users to create memos for customers or deposit accounts.
 Memo details will be automatically displayed when performing branch servicing operations on the related deposit account, ensuring important information is visible to branch staff during servicing activities.
- Access Restriction: Access restriction functionality has been implemented for branch servicing transactions. Users now require special permissions to view or operate on accounts belonging to designated access groups (e.g., HNI, celebrity). Accounts in these groups are restricted from unauthorized viewing and transaction activity.
- **3.** Auto Authorization: Facility provided to enable or disable auto authorization for deposit servicing operations
- Multi-Currency Account Support: For deposit pay-in and pay-out operations, users can now select both normal and multi-currency accounts.
- Branch Servicing Pending Transaction View: Branch managers can monitor all pending deposit servicing transactions specific to their branch, with options to filter by user.

4.2 US Geography Feature Enhancements

US specific functionalities apart from the commonly available deposit servicing features:



- Initial Funding
- Customer Relationship maintenance

4.2.1 Initial Funding

Facility provided to create Certificate of Deposit (CD) accounts with a zero opening balance, and to subsequently perform initial funding to the account using different pay-in options.

4.2.2 Customer Relationship maintenance

Relationships can be maintained for accounts in which ownership remains with the primary customer, while designated relationships—such as guardians or custodians—may perform account operations as permitted.

IRA Services

Introduction

IRA Services enable banks to perform lifecycle transactions on IRA accounts and deposits linked to an IRA plan. The screens are designed to support both IRA accounts and IRA deposits within the same workflow—using a wrapper service that recognizes the input account number and launches the appropriate context—so users don't need duplicate screens (for example, Beneficiary maintenance can update either an IRA account or an IRA deposit from the same screen). All servicing is orchestrated using conductor workflow concept that routes transactions through predefined business processes with validations, approvals, and audit logging. This design helps users easily and logically execute day-to-day IRA servicing while maintaining consistency, control, and compliance.

<u>US Geography Feature Enhancements</u>
 (Required) <Enter a short description here.>

5.1 US Geography Feature Enhancements

(Required) <Enter a short description here.>

(Required) < Enter introductory text here, including the definition and purpose of the concept.>

- Account View
- Transactions
- Maintenance
- Statement
- Status Update
- Amount Block
- Inquiry

5.1.1 Account View

IRA 360 provides a consolidated view across IRA accounts and deposits, bringing together balances, contributions and distributions, maturity details, plan linkages, and key servicing actions. From this hub, users can quickly assess the customer's overall IRA position and launch guided workflows in the correct account or deposit context without switching screens. The unified view provides streamlined navigation, reduces distraction and improves the turnaround times for transaction posting.

5.1.2 Transactions

Transactions streamline opening of IRA deposit accounts and support contribution and distribution processing for IRA plans. Guided steps enable transaction type selection, tax-year attribution, contribution limits, tax withholding preferences, and payout instructions to ensure compliance with plan rules and regulatory requirements. Approvals and audit trails are embedded to maintain controls and traceability from initiation through posting.



5.1.3 Maintenance

Maintenance consolidates updates across IRA accounts and deposits, including beneficiary changes, customer relationship management, and deposit-specific modifications. Account-level functions cover address updates, preferences, and account closures with required checks and approvals, while deposit-level updates support account and payout modifications without duplicating screens. Entitlements, validations, and audit logging protect sensitive changes and preserve data integrity.

5.1.4 Statement

Statement capabilities enable statement frequency updates for IRA accounts and enable consolidated, ad-hoc statements spanning both accounts and deposits. Automated authorization and auditing reduce handling time while preserving compliance and a clear record of servicing actions.

5.1.5 Status Update

Status Update supports reactivation of inactive or dormant IRA accounts and applies status changes in accordance with policy and risk controls. Automatic authorization accelerates completion, while audit logs and access controls ensure compliance and accountability.

5.1.6 Amount Block

Amount Block functions for deposits allow users to create, review, modify, and release holds on funds for legal, regulatory, or operational purposes. Clear visibility into active holds, effective periods, and release criteria helps ensure accurate reservation and timely release. All updates require appropriate authorization and are captured in the audit log.

5.1.7 Inquiry

Inquiry tools provide real-time balances, transaction history, and insights into specialized activities such as sweeps, account transactions, and closures. Users can investigate activity with filters and drill-downs, verify compliance, and quickly respond to customer requests.

Loan Services

Introduction

Loan Servicing offers comprehensive functionality for managing Loan accounts across their lifecycle. The module supports Transactions that would happen in a loan's life – from disbursements to repayments along with amendment related transactions and related Inquiries. Transaction screens are designed on the of concept of conductor workflow that guides each activity through a predefined set of business processes, ensuring consistency, approvals, and auditability. This design helps users easily and logically perform their day-to-day operations while maintaining compliance and operational efficiency.

- Accounts
- Balances
- Instruction preferences
- Repayment
- Schedule
- Salient Features

6.1 Accounts

This sections allows the user perform key lifecycle transactions on the selected loan account. It includes disbursements, condition maintenances and refunds. Also, when loan is slipping into non-performing stages transactions like hardship maintenance, write-off and provisioning can be done through screens under this section. A facility for reversal of transactions is also available. This sections also has, Loan 360, a comprehensive dashboard giving a synopsis of various aspects of a loan account along with quick access to respective transactional screens.

6.2 Balances

Balances allows the user to understand the outstanding balances of selected loan account, manage the outstanding balances and retrieve account statements that has been generated and sent out to the loan's customer by the host.

6.3 Instruction preferences

Payment preferences allows the user to capture/maintain default debit account and default credit account that would be used for settlements in transactional screens. Periods for auto payment window would also be maintained.

6.4 Repayment

Repayment section allows the user to initiate payment transactions for the selected loan account. Closure quote that gives the liability as on a specific data can also be generated. Inquiries are available to understand the status of the bills and statements generated.



6.5 Schedule

In a loan's life cycle various amendments can result in a change to the loan's schedule. Through this section, user can initiate such amendment transactions which would include modifying repayment dates, interest rates, tenure and instalment. Schedule inquiry to view the changes once the amendments are approved is also available.

6.6 Salient Features

- 1. Staff Restriction: Bank staff are prevented from transacting on their own accounts and from viewing other employees' account details
- 2. Branch Servicing Pending Transaction View: Branch managers can monitor all pending account servicing transactions specific to their branch, with options to filter by user.

Technical Changes

- SQL-cL Adoption (Infra)
- Adoption of API versioning as per release version

7.1 SQL-cL Adoption (Infra)

SQLcL is a Java-based command-line interface for Oracle Database. Using SQLcL, you can execute SQL and PL/SQL statements interactively or as as a batch file. SQLcL provides inline editing, statement completion, command recall, and also supports existing SQL*Plus scripts. Converted all the existing flyway scripts to sqlcl scripts and new scripts released has to be in sqlcl format along with the change log files.

7.2 Adoption of API versioning as per release version

Implemented API versioning to support backward compatibility, enabling continued support for N-1 versions when significant changes are introduced to Service APIs.