

# Oracle® Banking Digital Experience Cloud Service

## Retail Originations Home Loans User Manual



Release 25.1.2.0.0

G51596-01

April 2026

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# Preface

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## Purpose

This guide is designed to help acquaint you with the Oracle Banking application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

## Before you Begin

Kindly refer to our **Getting Started User Guide** for common elements, including Symbols and Icons, Conventions Definitions, and so forth.

## Pre-requisites

Specify **User ID** and **Password**, and login to **Home** screen.

## Audience

This document 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 customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

## Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at [Critical Patches, Security Alerts and Bulletins](#). All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

## 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.

## Related Resources

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

- Oracle Banking Digital Experience Cloud Service Licensing Manuals

## 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.

## Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

## Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

**Table 1 Acronyms and Abbreviations**

Abbreviation	Description
OBDXCS	Oracle Banking Digital Experience Cloud Service

## Basic Actions

Most of the screens contain icons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:











**Table 2 Basic Actions and Descriptions**

Action	Description
<b>Back</b>	In case you missed to specify or need to modify the details in the previous segment, click <b>Back</b> to navigate to the previous segment.
<b>Cancel</b>	Click <b>Cancel</b> to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.
<b>Next</b>	On completion of input of all parameters, click <b>Next</b> to navigate to the next segment.
<b>Save</b>	On completion of input of all parameters, click <b>Save</b> to save the details.
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured. The saved data will be available in <b>View Business Product</b> with <i>In Progress</i> status. You can work on it later by picking it from the <b>View Business Product</b> .
<b>Submit</b>	On completing the input of all parameters, click <b>Submit</b> to proceed with executing the transaction.
<b>Reset</b>	Click <b>Reset</b> to clear the data entered.
<b>Refresh</b>	Click <b>Refresh</b> to update the transaction with the recently entered data.
<b>Download</b>	Click <b>Download</b> to download the records in PDF or XLS format.

## Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3 Symbols and Icons

Symbols and Icons	Description
	Add data segment
	Close
	Maximize
	Minimize
	Open a list
	Open calendar
	Perform search
	View options
	View records in a card format for better visual representation.
	View records in tabular format for better visual representation.

## Post-requisites

After finishing all the requirements, please log out from the **Home** screen.

# 1

## Home Loan Application

A home loan is a sum of money borrowed from a financial institution or bank to purchase a house. Individuals might also seek to take home loans for the purpose of constructing a house, to purchase land or even for home repair or renovation. A home loan is a secured loan in which the property or real estate is provided as collateral. The lender will hold the deed or title until the loan is paid in full.

The home loan application has been built so as to capture information pertaining to the property being purchased/renovated, loan requirements as well as basic personal, employment and financial information of the applicant.

*Oracle Banking Digital Experience* supports both single as well as joint applications for home loan products (depending on whether the product, as maintained in the mid-office system, supports joint applications). If the product supports joint applications, the option to apply jointly will be provided on the kickoff page. On selecting this option, the application form will be adapted to also capture information of joint applicants. This will include the joint applicant's personal information and, depending on the maintenances in the mid-office system with regards to capture of financial and employment information, might also include sections to capture this information of the joint applicant.

The application form is Optical Character Recognition (OCR) enabled so as to save the applicant's time and effort in filling out the application form. The inline document upload feature that is provided on various sections of the form, enables the applicant to upload supporting documents to have the specific section prefilled with information.

Online KYC of the prospect can also be conducted by means of liveness check or through integration with third party identity verification service providers. For more information, please refer **User Manual Oracle Banking Digital Experience Originations - KYC Modes**.

Once the applicant's identity is verified successfully through online KYC, 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 log in to the system.

The application form also has the feature of QR code scan enablement which can be used to continue applications on mobile devices.

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

*Oracle Banking Digital Experience* is integrated with Oracle KYC to fetch the applicant's risk level (high risk or low risk) along with the reference number for the same as generated in the Oracle KYC system, at the time of application submission. OBDX will further send this information to the mid office system to be utilized as required.

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. You can also view the documents required to be uploaded as part of the application. As an applicant, you can identify how you are going to proceed with the application – whether you want to apply for a single or joint account, If you, the primary applicant, 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.
- **Online KYC:** Online KYC of the applicant can be done through any of the following modes, depending on which mode has been enabled by the bank in the Originations Workflow Maintenance screen available to bank administrators.

a. Liveness Check – Selfie Capture

b. (National) ID Verification

For more information on Online KYC and modes, please refer **User Manual Oracle Banking Digital Experience Originations - KYC Modes**.

- **Financial Profile:** The capture of financial information is dependent on the maintenances in the mid office system that impact the product being applied for.
- **Loan Requirements:** In this section, you are required to specify information related to the loan along with details of the property for which you wish to avail the loan.
- **Disbursement & Repayment:** In this section, you can specify details of the account in which the sanctioned loan amount is to be disbursed along with details of the account from which the regular loan repayments are to be made. This section will be part of the application form only in case the capture of disbursement and repayment information is mandatory for the product selected.
- **Personal Information:** This section captures information pertaining to your personal information which will include your full name, date of birth, address details, etc. You can opt to upload an identity proof document to have the information on this section pre-populated or you can alternately enter the required information manually. If applying jointly, you will also need to furnish the same information of your joint applicant.
- **Employment Information** Employment details might need to be collected or could be an optional part of the form, based on the bank administrator's settings in the Originations Workflow Maintenance screen.  
The first record should be that of your current main source of income. You can include additional entries to document other current or past employment details. If applying jointly you might also be required to specify the joint applicant's employment information.
- **Review and Submit:** Once you have filled out all the information required in the loan 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 loan 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.
- **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.

#### To apply for a home loan:

- Perform any of the following navigation to access the **Home Loan** application screen.
  - From the Bank Portal page, click on the **Retail** tab and scroll down to access the **Product Offerings** section, click **Home Loan**.
  - From the Bank Portal page, click **Customer Services**, then click **Our Products**.

The **Product Offerings** page is loaded, click **Personal**, and then click **Home Loan**.

A screen containing the home loan products available for online application will be displayed.

- [Home Loan - Product Listing](#)  
This topic describes the page on which the home loan products offered by the bank that can be applied for online, are displayed.
- [Home Loan - Product Details](#)  
This topic describes the product details page.
- [Home Loan – Product Comparison](#)  
This topic describes the functionality that enables users to compare the features of up to three products within a specific product category.
- [Kick Off Page](#)  
This topic describes the product application kick off page and the options available to the applicant to proceed with the application form.
- [Mobile Number Verification](#)  
This topic describes the registration process for guest customers, enabling them to track submitted applications and retrieve abandoned applications.
- [Financial Profile](#)  
This topic describes the section where you can provide details pertaining to your income, expenses, assets, and liabilities.
- [Loan Requirements](#)
- [Disbursement & Repayment](#)  
This topic describes the section of the application form where you can specify the account for loan disbursement, following successful processing and sanction of your application.
- [Personal Information](#)  
This topic describes the section of the application form where you provide your personal information.
- [Joint Applicant Information](#)

- [Employment Information](#)  
This topic describes the section where you can provide your employment details.
- [Review and Submit](#)  
This topic describes how to review and edit your application summary.
- [Terms of Service](#)  
This topic describes the terms and conditions associated with the product for which you are applying.
- [Submitted Application - Confirmation](#)  
This topic describes the confirmation page that appears after application submission.
- [Existing User](#)  
This topic describes the product application process for existing customers.

## 1.1 Home Loan - Product Listing

This topic describes the page on which the home loan products offered by the bank that can be applied for online, are displayed.

All the home loan 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 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.

1. Navigate to the **Home Loans** product listing page.

All the home loan products offered by the bank that can be applied for online are displayed on this page in card format.

Figure 1-1 Product Listing

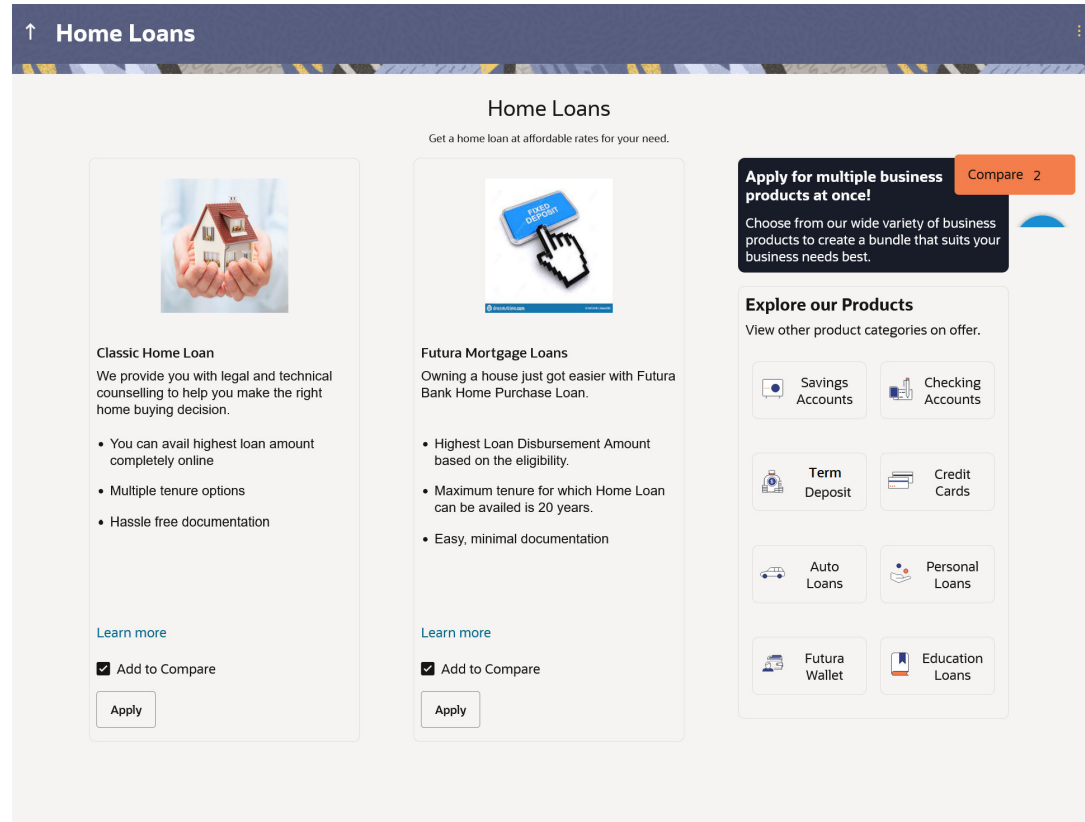


Table 1-1 Product Listing - Field Description

Field Name	Description
<b>Product Name &amp; Image</b>	The name of the product along with an image that represents the product is displayed on each card.
<b>Product Description</b>	The short description of the product is displayed on each card.
<b>Features</b>	The features of the product are listed down on each card.
<b>Cross Sell cards</b>	Cross-sell cards are displayed on this page, allowing users to navigate to the listing page of the selected product. A card to navigate to the bundled application listing page is also displayed.

2. Perform any of the following actions:
  - a. Identify the product for which you want to make an application and click **Apply** provided on the specific card.  
The **Kick Off** page will be displayed.
  - b. Click **Add to Compare** against any (up to three) products to compare them with each other.
  - c. Click the **Learn more** link displayed on any product card to view additional details of that product.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click the **View Other Products** option to navigate to the **Product Offerings** page.

- ii. Click the **Track/Complete an Application** option to navigate to the **Application Tracker**.

## 1.2 Home Loan - Product Details

This topic describes the product details page.

1. Click the **Learn more** link provided on the product cards on the product listing page. The **Product Details** screen appears.

**Figure 1-2 Product Details**

↑ **Product Details**

**Classic Home Loan**  
We provide you with legal and technical counselling to help you make the right home buying decision.

**Key Highlights**

- 1 Loan Amount**  
You can avail highest loan amount completely online
- 2 Loan Tenure**  
Multiple tenure options
- 3 Documentation**  
Hassle free documentation

**Product Details**

**Features**

- Loan Amount**  
You can avail highest loan amount completely online
- Loan Tenure**  
Multiple tenure options
- Documentation**  
Hassle free documentation
- Doorstep Banking**  
Digitalized banking

**Eligibility**

- Any resident above 18 years
- Transfer your existing home loan

**Fees & Charges**

- Lowest interest rate
- Minimum processing fee
- No Pre-Closure Charge after one year of service
- No Pre-closure charges post 1 Year of Loan Disbursement.

[Apply](#) [Download Brochure](#) [Back](#)

**Table 1-2 Product Details - Field Description**

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

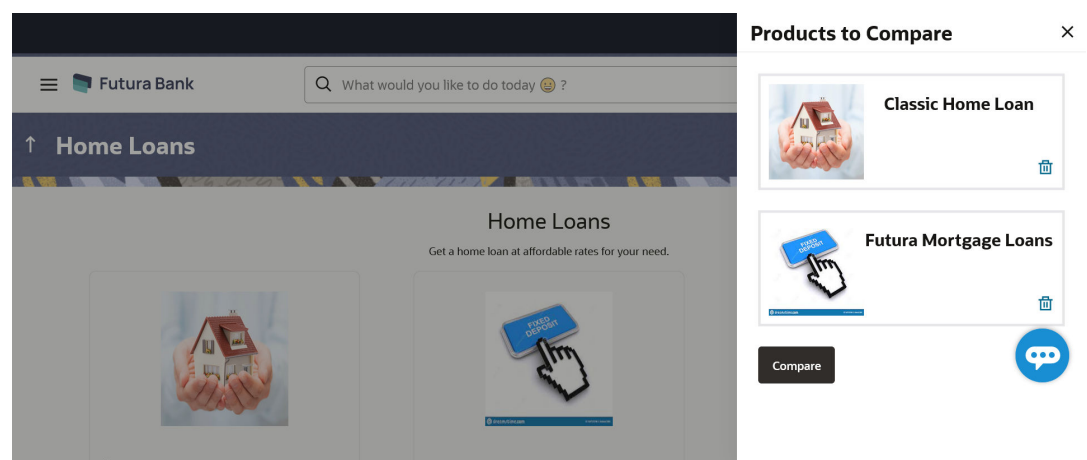
2. Perform any of the following actions:
  - a. Click **Apply** to apply for the product.  
The **Product Kickoff** page is displayed.
  - b. Click on the **Download Brochure** link to view and download the product brochure.
  - c. Click **Back** to navigate back to the previous page.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click the **View Other Products** option to navigate to the **Product Offerings** page.
    - ii. Click the **Track/Complete an Application** option to navigate to the **Application Tracker**.

## 1.3 Home Loan – Product Comparison

This topic describes the functionality that enables users to compare the features of up to three products within a specific product category.

1. Select the products by selecting the **Add to Compare** check-box provided on each product card.

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** check-box is selected. The **Products to Compare** overlay screen appears.

**Figure 1-3 Products to Compare**

2. Click **Compare** provided 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.

**Figure 1-4 Compare Products**


↑
Compare Products

## Compare Products

Compare and choose a product which suits you best.





**Classic Home Loan**




**Futura Mortgage Loans**

Eligibility Criteria	
Any resident above 18 years Transfer your existing home loan	Resident with age 21 years & above
Special Features	
<b>Loan Amount</b>	
You can avail highest loan amount completely online	Highest Loan Disbursement Amount based on the eligibility.
<b>Loan Tenure</b>	
Multiple tenure options	Maximum tenure for which Home Loan can be availed is 20 years.
<b>Documentation</b>	
Hassle free documentation	Easy, minimal documentation
<b>Doorstep Banking</b>	
Digitalized banking	Doorstep servicing for a convenient banking experience
Fees and Bank Charges	
<b>Interest Rate</b>	
Lowest interest rate	Attractive Interest Rates
<b>Processing fee</b>	
Minimum processing fee	Up to 2% of loan amount
<b>Pre-Closure</b>	
No Pre-Closure Charge after one year of service	-
<b>Pre Closure Charge</b>	
No Pre-closure charges post 1 Year of Loan Disbursement.	No Pre-closure charges post 1 Year of Loan Disbursement.
<b>Government Charges</b>	
-	As per regulations
<input type="button" value="Apply"/>	<input type="button" value="Apply"/>

**Table 1-3 Compare Products - Field Description**

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

3. Perform any of the following actions:
  - a. Click **Apply** against any product to apply for that product and proceed to the application form for that specific product.  
The **Kickoff** page of that specific product is displayed.
  - b. Click  provided against each product card to delete a specific card.  
The specific product card is removed from the comparison table.

## 1.4 Kick Off Page

This topic describes the product application kick off page and the options available to the applicant to proceed with the application form.

The information will cover the eligibility criteria you as well as any joint applicant are required to meet in order to apply for the product and the documents that can serve as various proofs including ID proof, address proof etc. This page also provides the means by way of which you can proceed with the application form – as an existing customer of the bank or as a guest who has no current relationship with the bank.

In case the product you have selected, allows for joint applications, this page will also provide the option by way of which you can add a joint account. The eligibility criteria will reflect the conditions that both you, as the primary applicant, as well as the joint applicant, will need to meet in order to be able to apply for the account.

If you are an existing customer of the bank with online access, you can select the option provided and continue to log in using your online banking credentials. In this case, you will be required to only specify information pertaining to the account. Information related to your personal details, etc will not be required to be entered as it is already available with the bank.

On the other hand, if you are new to the bank, you will be required to furnish all information including information pertaining to your personal details and will also be provided with the option to complete online KYC. You will also be required to upload mandatory documents such as ID proof, proof of employment etc. to support your application.

1. Perform any of the following actions:
  - a. From the **Product Listing** page, click **Apply Now** proceed to the application form for that specific product.

- b. From the **Product Details** page, click **Apply Now** proceed to the application form for that specific product.
- c. From the **Product Comparison** page, click **Apply Now** proceed to the application form for that specific product.
- d. On **Compare Products** screen, click **Apply Now** against any product to apply for that product and proceed to the application form for that specific product.

The **Kick Off Page** screen is displayed.

**Figure 1-5 Kick Off Page**

**Table 1-4 Kick Off page - Field Description**

Field Name	Description
<b>How would you like to apply for this loan?</b>	<p>Select the type of account. The options are:</p> <ul style="list-style-type: none"> <li>• <b>By myself</b> - If this option is selected, on clicking on the <b>Apply Now</b> button, the application form that loads will be specific to a single applicant.</li> <li>• <b>With a joint applicant</b> - If this option is selected, on clicking on the <b>Apply Now</b> button the application form will contain sections in which you can specify the information both the joint applicant as well.</li> </ul> <p>This field is enabled only if the product being applied for supports joint applications.</p>
<b>I am an existing customer with online banking access</b>	Select this check-box if you (the primary applicant) are an existing online customer of the bank.

2. Applicable only if the product supports joint accounts – Under the **How would you like to apply for this loan?** field, select the desired option.
  - a. If you select the option **By myself**, on clicking on the **Apply Now** button, the application form that loads will contain the sections to capture information of the loan as well as that of a single applicant.



**Figure 1-6 Mobile Number Verification – Enter Mobile Number**

1. In the **Mobile Number** field, select the country code and enter your mobile number.  
For more information on fields, refer to the field description table.

**Table 1-5 Mobile Number Verification – Enter Mobile Number - Field Description**

Field Name	Description
<b>Mobile Number: Country Code</b>	Select the country code applicable to your mobile number.
<b>Mobile Number</b>	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.

2. Click **Send OTP** to receive the OTP on your mobile number.  
The **Enter OTP** screen is displayed.

**Figure 1-7 Mobile Number Verification – Enter OTP**
**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

**Table 1-6 Mobile Number Verification – Enter OTP - Field Description**

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

3. Perform any of the following actions:
  - a. 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.
  - b. Click **Resend** to request for a new OTP to be generated and sent to your mobile number if have not received the OTP.
  - c. Click **Back** to navigate back to the previous page.
4. Under the kebab menu, perform any of the following actions:
  - a. Click the **View Other Products** option to navigate to the **Product Offerings** page.
  - b. Click the **Track/Complete an Application** option to navigate to the **Application Tracker**.

## 1.6 Financial Profile

This topic describes the section where you can provide details pertaining to your income, expenses, assets, and liabilities.

In this section, you can provide details pertaining to your income, expenses, assets and liabilities. If you do not have any assets or liabilities or do not want to furnish that information as part of this application, you can select the options provided against each card to skip providing that specific information.

In the case of joint application forms, the sections in which you can specify financial information of each applicant will be displayed as **Primary Applicant – Finances** and **Joint Applicant – Finances** respectively.

1. Click the **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.

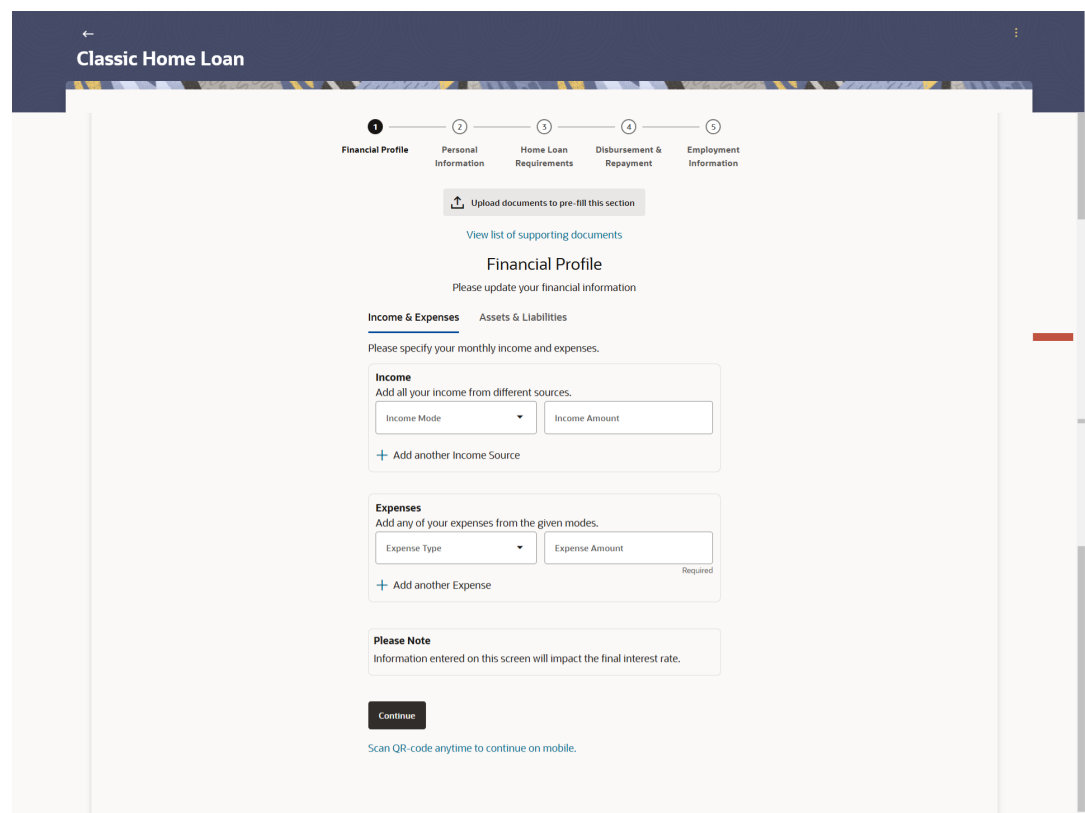
For more information on fields, refer to the field description table.

**Table 1-7 Financial Profile – Upload Documents - Field Description**

Field Name	Description
<b>Upload documents to prefill this section</b>	Click the link to upload an ID proof document so as to auto fill this section with the information available in your ID proof. These documents will also serve to support your application.
<b>View list of supporting documents</b>	Click the link to view the documents supported for this section to be prefilled with data.

2. Under **Income & Expenses** section, specify the required details.

**Figure 1-8 Financial Profile – Income & Expenses**



**Note**

The fields which are marked as **Required** are mandatory.

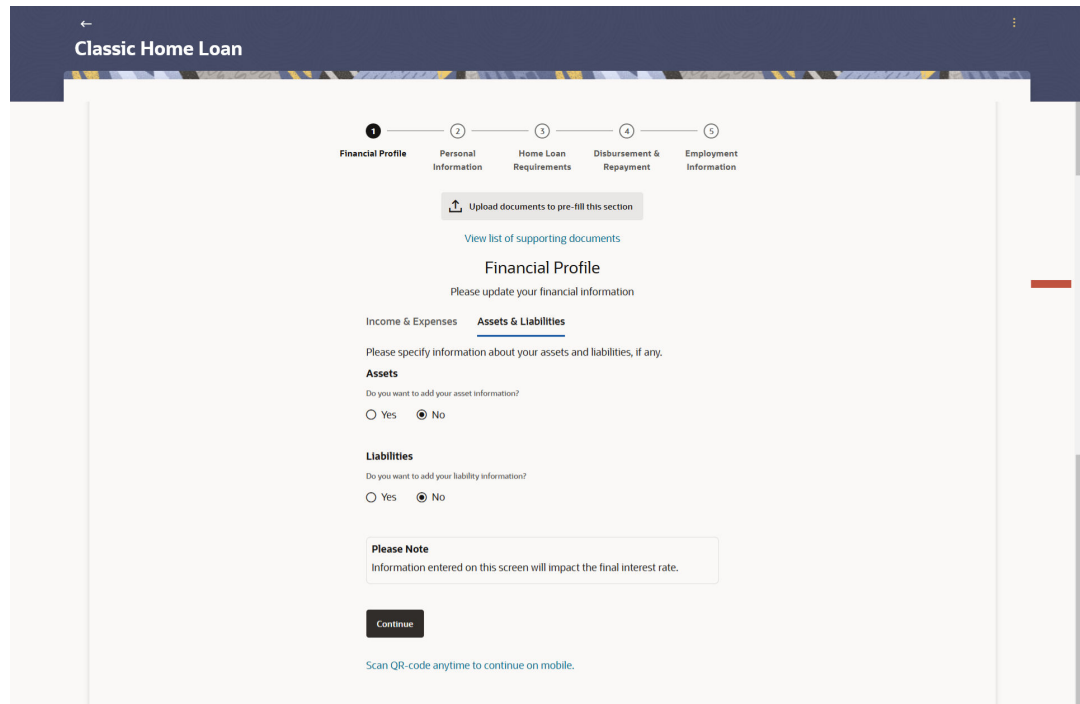
For more information on fields, refer to the field description table.

**Table 1-8 Financial Profile – Income & Expenses - Field Description**

Field Name	Description
<b>Income Mode</b>	The possible modes of income will all be listed in the drop-down. Select any income mode to specify the amount earned on a monthly basis.
<b>Income Amount</b>	Specify the amount of income earned on a monthly basis against the selected income mode.
<b>Add another Income Source</b>	The option to add another income record. The applicant can select this option to add multiple income records.
<b>Expense Type</b>	The possible types of expenditure supported by the bank will all be listed in the drop-down. Select any expense type to specify the amount spent on a monthly basis against it.
<b>Expense Amount</b>	Specify the amount of expenditure incurred on a monthly basis against the type selected.
<b>Add another Expense</b>	The option to add another expense record. The applicant can select this option to add multiple expense records.

- a. From the **Income Mode** list, select the income mode to specify the amount earned on a monthly basis.
  - b. In the **Income Amount** field, enter the amount of income earned on a monthly basis against the selected income mode.
  - c. Click on the **Add another Income Source** link to add another income record.
  - d. From the **Expense Type** list, select the expense type mode to specify the amount spend on a monthly basis.
  - e. In the **Expense Amount** field, enter the amount of expenditure incurred on a monthly basis against the type selected.
  - f. Click on the **Add another Expense** link to add another expense record.
3. Under **Assets & Liabilities** section, specify the required details.

Figure 1-9 Financial Profile – Assets &amp; Liabilities



**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 1-9 Financial Profile – Assets &amp; Liabilities - Field Description

Field Name	Description
<b>Do you want to add your asset information?</b>	Specify whether asset information is to be provided or not. The options are: <ul style="list-style-type: none"> <li><b>Yes</b></li> <li><b>No</b></li> </ul>
<b>Asset Type</b>	Specify the type of asset you wish to add.
<b>Asset Value</b>	Enter the current value of the asset
<b>Add another Asset</b>	The option to add another asset record.
<b>Do you want to add your liability information?</b>	Specify whether information about the applicant's liabilities is to be specified or not. The options are: <ul style="list-style-type: none"> <li><b>Yes</b></li> <li><b>No</b></li> </ul> <p>If the option <b>Yes</b> is selected, the fields by way of which you can specify liability information will appear as follows.</p>
<b>Liability Type</b>	Specify the type of liability you wish to define.
<b>Liability Value</b>	Enter the value of the liability selected.
<b>Add another Liability</b>	The option to add another liability record.

4. In the **Do you want to add asset information?** field, perform any of the following actions:
  - a. If you select option **Yes**:
    - i. From the **Asset Type** list, select the type of asset you wish to add.
    - ii. In the **Asset Value** field, specify the value of the selected asset.
    - iii. Click on the **Add another Asset** link to add another asset record.
  - b. Select option **No**, if you do not wish to add asset information.
5. In the **Do you want to add liability information?** field, Perform any of the following actions:
  - a. If you select option **Yes**:
    - i. From the **Liability Type** list, select the type of liability you wish to define.
    - ii. In the **Liability Value** field, specify the value of the selected liability.
    - iii. Click the **Add another Liability** link to add another liability record.
  - b. Select option **No** if you do not wish to add liability information.
6. Perform any of the following actions:
  - a. Click **Continue** to proceed to the next step in the application, once you have furnished all your financial information in the various sections.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click the **Save and Continue Later** option to save the application.
    - ii. Click the **Continue on Mobile** option to continue the application on a mobile device.

## 1.7 Loan Requirements

In this step, you are required to specify information pertaining to the property for which you wish to avail the loan and also specify loan details such as the down payment amount, the amount you wish to borrow and the tenure of the loan.

Figure 1-10 Loan Requirements

←
⋮

## Classic Home Loan

**Home Loan Requirements**  
Provide your loan details to proceed.

### Loan Details

Loan Purpose ▼

Property Type ▼
Required

Property Ownership  
 Primary Applicant ▼

Property Location 🔍

Prefer to enter your address line by line? [Click Here](#)

Current Market Value Required

Down Payment Amount

**Loan Term**

Years  
0

Months  
0

Days  
0

⓪ Term range - 1 Months to 240 Months.

Loan Amount  
GBP 0,00

⓪ Amount range - GBP 10,000.00 to GBP 999,999,999.00

**Interest Rate Type**

Fixed
Floating

Loan Repayment Frequency ▼

[View Repayment Schedule](#)

**Please Note**

The final interest rate may vary depending on additional factors such as your financial and employment details.

Continue

Back

Scan QR-code anytime to continue on mobile.

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 1-10 Loan Requirements - Field Description

Field Name	Description
<b>Loan Purpose</b>	The purpose for which the loan is being availed. If this field is a drop-down, the options are: <ul style="list-style-type: none"> <li>• <b>Buy new home</b></li> <li>• <b>Construct home</b></li> <li>• <b>Home renovation</b></li> <li>• <b>Other</b></li> </ul> <b>Note:</b> Depending on the maintenance in OBO, this field can be a drop-down or an input field.
<b>Property Type</b>	The type of property being purchased. The options are: <ul style="list-style-type: none"> <li>• <b>Independent</b></li> <li>• <b>Villa</b></li> <li>• <b>Apartment</b></li> <li>• <b>Other</b></li> </ul>
<b>Property Ownership</b>	Specify who owns or will own the property. The options are: <ul style="list-style-type: none"> <li>• <b>Primary Applicant</b></li> <li>• <b>Joint Applicant</b></li> <li>• <b>Both Applicants</b></li> </ul>
<b>Property Location</b>	The state and city in which the property is located.
<b>Property Address Overlay</b>	This overlay is displayed when you click on the <b>Click Here</b> link available under the <b>Property Address</b> field. On this overlay, you can enter the property address line by line or even select it on the map that is provided.
<b>House/Unit Number</b>	Enter the house number of the property.
<b>Building Name</b>	Enter the building name of the property.
<b>Street</b>	Specify the street address of the property.
<b>Locality</b>	Specify the locality in which the property is located.
<b>Zip Code</b>	Enter the zip code of the property.
<b>City</b>	Specify the city in which the property is located.
<b>State</b>	Specify the state in which the property is located.
<b>Country</b>	Specify the country in which the property is located.
<b>Current Market Value</b>	Specify the current market value of the property.
<b>Down Payment Amount</b>	The amount that you are willing to pay from own funds for the purchase of the property.
<b>Loan Term</b>	The tenure of the loan in terms of years, months, and days. <b>Note:</b> <ol style="list-style-type: none"> <li>The loan term must be within the minimum and maximum allowed range defined at the product level.</li> <li>The units in which the loan term can be captured will depend on the maintenance for the same in OBO.</li> </ol>
<b>Loan Amount</b>	The loan amount that you would like to borrow.
<b>Interest Rate Type</b>	The type of interest rate to be applied on the loan i.e. fixed or floating. <b>Note:</b> In the event that a single type of interest rate is defined for the loan product, this field will be designated as read-only, and the corresponding applicable interest rate type will be presented alongside it.

**Table 1-10 (Cont.) Loan Requirements - Field Description**

Field Name	Description
<b>Loan Repayment Frequency</b>	Select the repayment frequency from the drop-down list.

1. From the **Loan Purpose** list, select the purpose for which the loan is being applied, if the field is a drop-down.  
If the field is an input field, enter the purpose of the loan.
2. From the **Property Type** list, select the type of property for which you wish to avail the loan.
3. From the **Property Ownership** list, select the owner of the property for which you wish to avail the loan.
4. In the **Property Location** field, enter the name of the state and city in which the property is located.
  - a. If you have clicked the **Click Here** link, the **Property Address** overlay is displayed.  
You can specify the property address as follows:
    - i. In the **House/Unit Number** field, enter the house number of the property, if applicable.
    - ii. In the **Building Name** field, enter the name of the building/house, if applicable.
    - iii. In the **Street** field, enter the name of the street on which the property is located.
    - iv. In the **Locality** field, enter the locality in which the property is located.
    - v. In the **Zip Code** field, enter the zip code of the property.
    - vi. In the **City** field, enter the name of the city in which the property is located.
    - vii. In the **State** field, enter the name of the state in which the property is located.
    - viii. In the **Country** field, enter the name of the country in which the property is located.
    - ix. Click **Update** to add the property address details.  
The **Loan Requirements** page displays the property address.
  - b. If you have clicked the **Click Here** link, the **Property Address** overlay is displayed.
5. In the **Current Market Value** field, enter the current market value of the property along with the currency.
6. In the **Down Payment Amount** field, enter the amount that you will be willing to pay from your own funds towards the purchase of the property.
7. In the **Loan Term** lists and field, define the term of the loan in years, months and/or days.
8. From the **Interest Rate Type** field, select the type of interest rate you want to be applied on the loan.
9. From the **Loan Repayment Frequency** field, select the type of frequency you want to be applied on the loan.
10. Select the **View Repayment Schedule** option to view the loan repayment schedule in a detailed tabular form.

Figure 1-11 Loan Repayment Schedule

**Classic Home Loan**

Financial Profile    Personal Loan Requirements    Disbursement & Repayment

**Personal Loan Requirements**  
Provide your loan details to proceed.

**Loan Details**

**Loan Repayment Schedule**

Loan Amount: \$12,222.00    Loan Duration: 3 Years 3 Months

59 EMIs

Download    Manage Columns

Due Date	Installment Amount	Interest	Principal
4/30/2020	\$548.55	\$67.47	\$281.08
5/30/2020	\$548.55	\$63.79	\$284.76
6/30/2020	\$548.55	\$64.35	\$284.20

11. Perform any of the following actions:
  - a. Click **Continue** to proceed to the next step in the application, once you have furnished all your financial information in the various sections.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click the **Save and Continue Later** option to save the application.
    - ii. Click the **Continue on Mobile** option to continue the application on a mobile device.

## 1.8 Disbursement & Repayment

This topic describes the section of the application form where you can specify the account for loan disbursement, following successful processing and sanction of your application.

You can also specify information pertaining to the account from which you intend on making loan repayments.

In case you are an existing online banking customer, all the checking and savings accounts that you hold with the bank will be displayed and available for selection. You can alternately, specify information of accounts that you hold with other banks if you want the loan amount disbursed into an external bank account or wish to make repayments from an account held with another bank.

Figure 1-12 Disbursement Details

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 1-11 Disbursement Details - Field Description

Field Name	Description
<b>Capture Later</b>	The option to capture disbursement account details at a later date.  Select this option if you do not wish to specify information of the account in which the loan is to be disbursed, at present.
<b>Loan amount to be credited in account held with</b>	Specify whether the loan amount is to be credited into an account that is held with the same bank or into an account held with another bank. The options are: <ul style="list-style-type: none"> <li>• <b>Own Internal Transfer</b></li> <li>• <b>Other Bank</b></li> </ul> This field will only be displayed in case the primary applicant is an existing online banking customer that has active savings or checking accounts with the bank.

Table 1-11 (Cont.) Disbursement Details - Field Description

Field Name	Description
<b>Account Number</b>	The account number in which the loan is to be disbursed.
<b>Confirm Account Number</b>	Re-enter the account number to confirm the same.
<b>Account Holder Name</b>	The name of the account holder.
<b>Bank Code</b>	The Bank code through which the transfer is to be made.
<b>Verify</b>	Click on the link to verify the Bank Code defined in the <b>Bank Code</b> field.
<b>Lookup Bank Code</b>	The lookup for the Bank Code search. The below fields appears in modal window if the <b>Lookup Bank Code</b> link is selected.
<b>Bank Name</b>	The facility to search for the bank code based on the bank name.
<b>Search Results</b>	Based on search criteria or bank Code, fetch bank details.
<b>Bank Code</b>	The facility to lookup bank details based on Bank Identifier code through which the transfer is to be made.
<b>Bank Name</b>	The name of the bank in which the account is held.
<b>Address</b>	The address of the bank in which the account is held.

1. Under the **Disbursement** section; Perform any of the following actions:
  - a. Select option **Capture Later** if you wish to specify disbursement account details at a later date.
  - b. In the **Loan amount to be credited in account held with** field, specify in which account the loan amount is to be credited in the **Disbursement Details** section.
    - i. If you have selected the **Own Internal Transfer** option:
      - i. Select an account from the **Account Number** list.
      - ii. If you have selected the **Other Bank** option:
        - i. In the **Account Number** field, enter the account number in which the loan is to be disbursed.
        - ii. In the **Confirm Account Number** field, re-enter the account number to confirm the same.
        - iii. In the **Account Holder Name** field, enter the name of the account holder in whose account the loan is to be disbursed.
        - iv. In the **Bank Code** field, enter the bank code through which the transfer is to be made.
  - c. Perform any of the following actions:
    - i. Click on the **Verify** link to verify the **Bank Code** defined in the **Bank Code** field. The system fetch bank details based on **Bank Code**.
    - ii. Click on **Lookup Bank Code** link, and enter the details to search the **Bank Code** through the lookup option provided.
2. Click **Continue** to proceed to the next step in the application.  
The **Repayment** tab appears.

Figure 1-13 Repayment Details

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 1-12 Repayment Details - Field Description

Field Name	Description
<b>Capture Later</b>	The option to capture repayment account details at a later date.  Select this option if you do not wish to specify information of the account from which the loan is to be repaid, at present.
<b>Same as disbursement account details?</b>	Specify whether loan repayments will be made from the same account defined for disbursement or if the account will be different. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>

Table 1-12 (Cont.) Repayment Details - Field Description

Field Name	Description
<b>Repay loan from account held with</b>	Specify whether loan repayments will be made from an account held with the same bank or whether repayments will be made from an account held with another bank. The options are: <ul style="list-style-type: none"> <li>• <b>Own Internal Transfer</b></li> <li>• <b>Other Bank</b></li> </ul> This field will be displayed only if the primary applicant is an existing online banking customer that has active Savings or Checking accounts with the bank.
<b>Account Number</b>	The account number from which loan repayments will be made. In case <b>Own Internal Transfer</b> is selected, this field will be a drop-down and will list all the active savings and checking accounts of the primary applicant. No other fields will be displayed in this case.
<b>Confirm Account Number</b>	Re-enter the account number to confirm the same.
<b>Account Holder Name</b>	The name of the account holder.
<b>Bank Code</b>	The payment network code through which the transfer will be made.
<b>Verify</b>	Click on the link to verify the payment network code defined in the <b>Bank Code</b> field.
<b>Lookup Bank Code</b>	The option to search for payment network code. The below fields appears in modal window if the <b>Lookup Bank Code</b> link is selected.
<b>Bank Name</b>	The facility to search for the bank code based on the bank name.
<b>Search Results</b>	Based on search criteria or bank code, fetch bank details.
<b>Bank Code</b>	The facility to lookup bank details based on payment bank code through which the transfer is to be made.
<b>Bank Name</b>	The name of the bank in which the account is held.
<b>Address</b>	The address of the bank in which the account is held.

3. Under the **Repayment** sub-section, Perform one of the following actions:
  - a. Select the option **Capture Later** if you wish to specify repayment account details at a later date.
  - b. In the **Same as disbursement account details?** field, specify whether the account details specified in the **Disbursement Details** section is same for loan repayment.
  - c. In the **Repay loan from account held with** field, specify the account from which loan repayments will be made.

If you select the option **Own Internal Transfer**;

- i. From the **Account Number** list, select a savings or checking account from which you wish to make regular loan repayments.

If you have selected the option **Other Bank**;

- i. From the **Account Number** list, enter the account number in which the loan is to be disbursed.
- ii. In the **Confirm Account Number** field, re-enter the account number to confirm the same.
- iii. In the **Account Holder Name** field, enter the name of the account holder in whose account the loan is to be disbursed.
- iv. In the **Bank Code** field, enter the bank code through which the transfer is to be made.

- v. Perform any of the following actions:
  - i. Click on the **Verify** link to verify the **Bank Code** defined in the **Bank Code** field. The system fetch bank details based on **Bank Code**.
  - ii. Click on **Lookup Bank Code** link, and enter the details to search the **Bank Code** through the lookup option provided.
- 4. Perform any of the following actions:
  - a. Click **Continue** to proceed to the next step in the application.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - d. Under the kebab menu, perform one of the following actions:
    - i. Click the **Save and Continue Later** option to save the application.
    - ii. Click the **Continue on Mobile** option to continue the application on a mobile device.

## 1.9 Personal Information

This topic describes the section of the application form where you provide your personal information.

You can opt to upload your ID proof so as to have your information pre-populated on the basis of the ID document.

In the case of joint applications, the personal information of both applicants i.e., the primary applicant as well as the joint applicant will need to be captured.

There will be two separate sections to capture this information of each applicant, which will have headers as Primary Applicant – Personal, Joint Applicant – Personal, respectively.

Figure 1-14 Personal Information - Basic Details

← Classic Home Loan

Progress: 1 Primary Applicant - Finances, 2 Joint Applicant - Finances, 3 Home Loan Requirements, 4 Disbursement & Repayment, 5 Primary Applicant - Personal, 6 Joint Applicant - Personal, 7 Primary Applicant - Employment, 8 Joint Applicant - Employment

Upload documents to pre-fill this section  
View list of supporting documents

Primary Applicant - Personal  
Please take a moment to verify your personal information.

Basic Details Identity Contact

Title Required

First Name Required

Middle Name (Optional)

Last Name Required

Date of Birth Required

Citizenship Required

Gender Required

Marital Status

Are you an employee of the bank?  
 Yes  No

Continue Back

Scan QR-code anytime to continue on mobile.

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

Table 1-13 Personal Information - Basic Details - Field Description

Field Name	Description
Upload documents to prefill this section	Click this link to upload an ID proof document so as to auto fill this section with the information available in your ID proof. These documents will also serve to support your application.
View list of supporting documents	Click on the link to view the documents supported for this section to be prefilled with data.

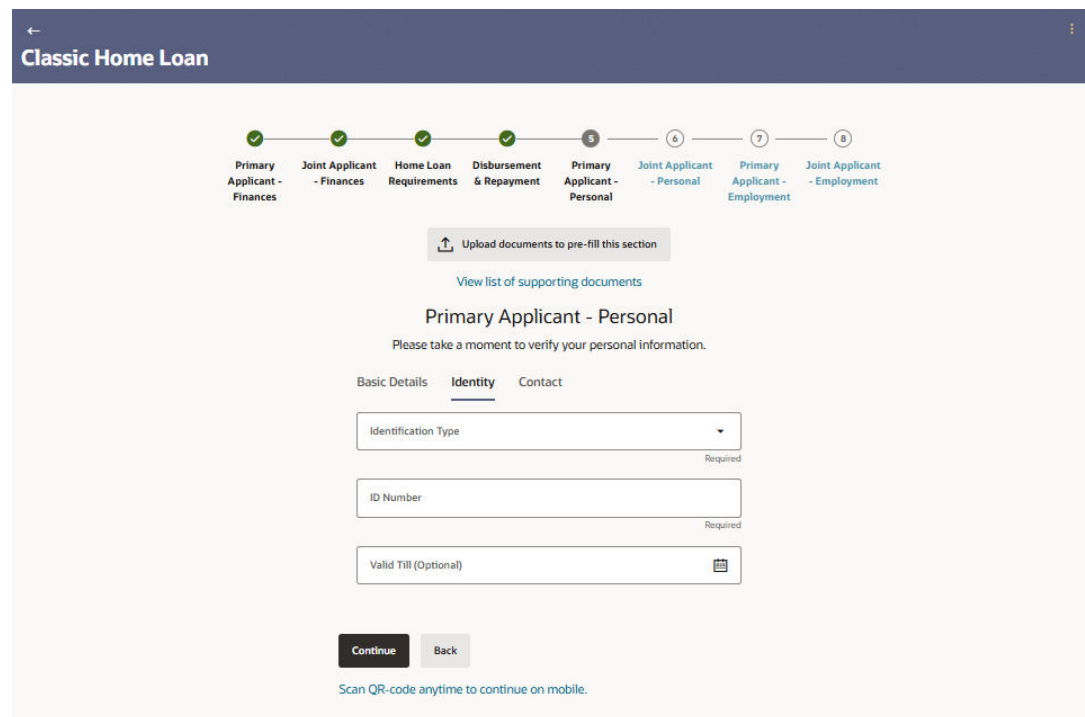
Table 1-13 (Cont.) Personal Information - Basic Details - Field Description

Field Name	Description
<b>Title</b>	The salutation/title applicable to the applicant. Examples of salutation are Mr., Mrs., Dr. etc.
<b>First Name</b>	Specify the first name of the applicant.
<b>Middle Name</b>	Specify the middle name of the applicant, if applicable.
<b>Last name</b>	Specify the last name of the applicant.
<b>Date of Birth</b>	Specify the date of birth of the applicant. 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.
<b>Gender</b>	Select the gender of the applicant from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• <b>Male</b></li> <li>• <b>Female</b></li> <li>• <b>Other</b></li> <li>• <b>Do not wish to disclose</b></li> </ul>
<b>Marital Status</b>	Select the marital status of the applicant from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• <b>Legally Separated</b></li> <li>• <b>Married</b></li> <li>• <b>Unmarried</b></li> <li>• <b>Widow</b></li> </ul>
<b>Citizenship</b>	Specify the country of your citizenship.
<b>Are you an employee of the bank?</b>	This field captures the applicant's relationship with the bank in terms of employment i.e. whether the applicant is an employee of the bank or not. This information is captured to handle possible conflicts of interest and to provide special employee benefits, if applicable. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>

1. Click on **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.
2. In the **Basic Details** section, specify the required details.
  - a. From the **Title** list, select the title that applies to you.
  - b. In the **First Name** field, enter your first name.
  - c. In the **Middle Name** field, enter your middle name, if applicable.
  - d. In the **Last Name** field, enter your last name.
  - e. From the **Date of Birth** date picker, select your date of birth of yours.
  - f. In the **Citizenship** list, select the country of which the applicant is a citizen.
  - g. From the **Gender** list, select your gender.
  - h. From the **Martial Status** list, select your marital status.
  - i. Under the **Are you an employee of the bank?** field, select **Yes** if you are currently serving as an employee of the bank, or select **No** if you are not an employee of the bank.
3. Click **Continue** to move to next sub-section.

The **Identity** sub-section appears.

**Figure 1-15 Personal Information - Identity**



4. In the **Identity** sub-section, enter the required details

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

**Table 1-14 Personal Information - Identity - Field Description**

Field Name	Description
<b>Identification Type</b>	Select the type of identification that the applicant wishes to provide as proof of identity. The options are: <ul style="list-style-type: none"> <li>• <b>Passport</b></li> <li>• <b>Driving License</b></li> </ul>
<b>ID Number</b>	The applicant's identity number of the proof of identity selected.
<b>Valid Till</b>	The date till which the identification document is valid. This field is optional.

5. In the **Identity** sub-section;
  - a. From the **Identification Type** list, select an identification document which you would like to provide as proof of identity.
  - b. In the **ID Number** field, enter the identity number of the proof of identity selected.

- c. From the **Valid till** date picker, select the date till which the identification document is valid, if required.
- 6. Click **Continue** to move to next sub-section.  
The **Contact** sub-section appears.

**Figure 1-16 Personal Information - Contact**

The screenshot shows the 'Classic Home Loan' application interface. At the top, there is a progress bar with eight steps: 1. Primary Applicant - Finances, 2. Joint Applicant - Finances, 3. Home Loan Requirements, 4. Disbursement & Repayment, 5. Primary Applicant - Personal (highlighted), 6. Joint Applicant - Personal, 7. Primary Applicant - Employment, and 8. Joint Applicant - Employment. Below the progress bar, there is a button to 'Upload documents to pre-fill this section' and a link to 'View list of supporting documents'. The main section is titled 'Primary Applicant - Personal' and includes the instruction 'Please take a moment to verify your personal information.' There are three sub-sections: 'Basic Details', 'Identity', and 'Contact' (which is selected). The 'Contact' sub-section contains several required fields: 'Home Address', 'Address Since', 'Mailing Address', and 'Email ID'. Each of these fields has a search icon and is marked as 'Required'. There are also radio buttons for 'Is your mailing address the same as above?' with 'Yes' and 'No' options. A 'Continue' button is at the bottom, and a QR code is provided for mobile access.

- 7. In the **Contact** sub-section, specify the required details.

**Note**  
The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

**Table 1-15 Personal Information - Contact - Field Description**

Field Name	Description
Home Address	Enter the applicant’s address in this field.

Table 1-15 (Cont.) Personal Information - Contact - Field Description

Field Name	Description
<b>Home Address Overlay</b>	This overlay is displayed when you click on the <b>Click Here</b> link available under the <b>Home Address</b> field. On this overlay, you can enter the applicant's address line by line.
<b>House/Unit Number</b>	Enter the applicant's house or flat number.
<b>Building Name</b>	Enter the building name of the applicant's home address.
<b>Street</b>	Specify the street address of the applicant's home address.
<b>Country</b>	Specify the country in which the applicant's home address is located.
<b>City</b>	Specify the city in which the applicant resides.
<b>State</b>	Select the state in which the applicant's home address is located.
<b>Locality</b>	Specify the locality in which the applicant's home address is located.
<b>Zip Code</b>	The zip code of the applicant's home address.
<b>Address Since</b>	Specify the date since when you have been residing at this address. This field will only be displayed if address stability verification is required for the product as maintained in the mid-office system.
<b>Is your mailing address the same as above?</b>	Identify if the applicant's mailing address is the same as the home address entered. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Mailing Address</b>	Enter the applicant's mailing address in this field. This option will appear only if you have selected option <b>No</b> under the <b>Is your mailing address the same as above?</b> field.
<b>Mailing Address Overlay</b>	This overlay is displayed when you click on the <b>Click Here</b> link available under the <b>Mailing Address</b> field. On this overlay, you can enter your mailing address line by line.
<b>House/Unit Number</b>	Enter the house or flat number of the applicant's mailing address.
<b>Building Name</b>	Enter the building name of the applicant's mailing address.
<b>Street</b>	Specify the street address of the applicant's mailing address.
<b>Country</b>	Specify the country in which the applicant's mailing address is located.
<b>City</b>	Specify the city in which the applicant's mailing address is located.
<b>State</b>	Specify the state in which the applicant's mailing address is located.
<b>Locality</b>	Specify the locality in which the applicant's mailing address is located.
<b>Zip Code</b>	Enter the zip code of the applicant's mailing address.
<b>Address Since</b>	Specify the date since when you have been using this mailing address. This field will be hidden if the option <b>Yes</b> has been selected under the field <b>Is your mailing address the same as above?</b> . This field will only be displayed if address stability verification is required for the product as maintained in the mid-office system.
<b>Email ID</b>	Enter the applicant's email ID.
<b>Mobile Number</b>	Displays the mobile number that you had entered on the mobile verification page.

8. In the **Contact** sub-section;
  - a. In the **Home Address** field, enter your home address.

- b. Click on the **Click Here** link provided under the **Home Address** field to invoke the overlay on which you can enter your address line by line.
- c. If you have clicked the **Click Here** link, the **Home Address** overlay is displayed. You can specify your home address as follows:
  - i. In the **House/Unit Number** field, enter your house or flat number.
  - ii. In the **Building Name** field, enter the building/house name of your permanent address, if applicable.
  - iii. In the **Street** field, enter the name of the street on which your permanent address is located.
  - iv. From the **Country** field, select the country in which your home address is located.
  - v. In the **City** field, specify the city in which your home address is located.
  - vi. From the **State** field, select the state in which your home address is located.
  - vii. In the **Locality** field, enter the locality in which your permanent address is located.
  - viii. In the **Zip Code** field, enter the zip code of your permanent address.
  - ix. Click the **Add** button to add the address.

The overlay window will be closed and the address will be updated in the **Home Address** field under the **Contact Details** section on the **Personal Information** page.

- x. From the **Current Location** list, select your current location in terms of home address.
- d. In the **Address Since** field, enter the date since when you have been residing at this address.
- e. In the **Is your mailing address the same as above?** field, select the option of choice; Perform any of the following actions:
  - If you select **No**:
    - i. In the **Mailing Address** field, enter your mailing address.
    - ii. Click on the **Click Here** link provided under the **Mailing Address** field to invoke the overlay on which you can enter your address line by line.
    - iii. If you have clicked the **Click Here** link, the **Mailing Address** overlay is displayed. You can specify your mailing address as follows:
      - i. In the **House/Unit Number** field, enter your house or flat number.
      - ii. In the **Building Name** field, enter the building/house name of your mailing address, if applicable.
      - iii. In the **Street** field, enter the name of the street on which your mailing address is located.
      - iv. From the **Country** field, select the country in which your mailing address is located.
      - v. In the **City** field, enter the name of the city in which your mailing address is located.
      - vi. From the **State** field, select the name of the state in which your mailing address is located.
      - vii. In the **Locality** field, enter the locality in which your mailing address is located.

- viii. In the **Zip Code** field, enter the zip code of your mailing address.
  - ix. Click the **Add** button to add the address. The overlay window will be closed and the address will be updated in the Mailing **Address** field under the **Contact Details** section on the **Personal Information** page.
  - iv. In the **Address Since** field, enter the date since when you have been using this mailing address.  
This field in addition to the other mailing address fields will only be enabled if the option No has been selected under the field Is your mailing address the same as above?.
    - If you select **Yes**, your home address will be considered as your mailing address.
9. In the **Email ID** field, enter your email ID.
10. Perform any of the following actions:
- a. Click **Continue** to proceed to the next step in the application.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click the **Save and Continue Later** option to save the application.
    - ii. Click the **Continue on Mobile** option to continue the application on a mobile device.

## 1.10 Joint Applicant Information

This step is displayed in joint application forms only. You will be able to specify whether the joint applicant is an existing customer of the bank or not. If the joint applicant is an existing customer of the bank, you will only be required to specify their customer ID, their name and date of birth. The system will validate this information and you can proceed with the application form. You will not be required to provide any personal information of the applicant since this information is already available with the bank. The employment and financial information sections of the joint applicant (if enabled for the product application) will be displayed and can be modified. If the joint applicant is new to the bank, you will be required to furnish personal as well as employment and financial information (if enabled for the product application) of the joint applicant.

This section documents the joint applicant information screen, which captures the relationship of the joint applicant with the bank—specifically, whether they are an existing customer or a new customer. It also details the fields displayed if the option indicating that the joint applicant is an existing customer, is selected.

For information on all other sections that capture the joint applicant's details if they are new to the bank—such as Personal Information (including the sub-sections Basic Information, Identity, and Contact), and Employment Information—please refer to the respective sections labeled as such in this user manual.

Figure 1-17 Joint Applicant Information

← Classic Home Loan

Progress: 1 Primary Applicant - Finances, 2 Joint Applicant - Finances, 3 Home Loan Requirements, 4 Disbursement & Repayment, 5 Primary Applicant - Personal, 6 Joint Applicant - Personal, 7 Primary Applicant - Employment, 8 Joint Applicant - Employment

### Joint Applicant Information

Is the Joint Applicant an existing customer of the bank?

Yes  No

**Continue** **Back**

Scan QR-code anytime to continue on mobile.

1. Select **Yes**, if the Joint Applicant is an existing customer of the bank.

Figure 1-18 Joint Applicant Information

← Classic Home Loan

Progress: 1 Primary Applicant - Finances, 2 Joint Applicant - Finances, 3 Home Loan Requirements, 4 Disbursement & Repayment, 5 Primary Applicant - Personal, 6 Joint Applicant - Personal, 7 Primary Applicant - Employment, 8 Joint Applicant - Employment

### Joint Applicant Information

Is the Joint Applicant an existing customer of the bank?

Yes  No

Customer ID Required

First Name Required

Middle Name (Optional)

Last Name Required

Date Of Birth Required

**Continue** **Back**

Scan QR-code anytime to continue on mobile.

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.

**Table 1-16 Joint Applicant Information - Field Description**

Field Name	Description
<b>Is the joint applicant an existing customer of the bank?</b>	Specify whether the joint applicant is an existing customer of the bank or not. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Customer ID</b>	Specify the banking customer ID of the joint applicant.
<b>First Name</b>	Enter the first name of the joint applicant.
<b>Middle Name</b>	Enter the middle name of the joint applicant. This field is optional.
<b>Last Name</b>	Enter the last name or surname of the joint applicant.
<b>Date of Birth</b>	Enter the date of birth of the joint applicant. The system validates the joint applicant's age on the basis of this field to determine whether the joint applicant's age meets with the minimum age requirement set up for the specific product.

2. In the **Is the joint applicant an existing customer of the bank?** field, select the option to define whether or not the joint applicant is an existing customer of the bank.
  - a. If you have selected the option **Yes**, under the **Is the joint applicant an existing customer of the bank?** field.
    - i. In the **Customer ID** field, enter the joint applicant's banking customer ID.
    - ii. In the **First Name** field, enter the first name of the joint applicant.
    - iii. In the **Middle Name** field, enter the middle name of the joint applicant, if applicable.
    - iv. In the **Last Name** field, enter the last name of the joint applicant.
    - v. In the **Date of Birth** field, enter the date of birth of the joint applicant.
  - b. If you have selected the option **No**, under the **Is the joint applicant an existing customer of the bank?** field, click **Continue** to proceed to the section in which you can enter the joint applicant's personal information.
3. Perform any of the following actions:
  - a. Click **Continue** to proceed to the next step in the application.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - d. Under the kebab menu, perform any of the following actions:
    - i. Click **Save and Continue Later** option to save the application.
    - ii. Click **Continue on Mobile** option to continue the application on a mobile device.

## 1.11 Employment Information

This topic describes the section where you can provide your employment details.

In the case of joint application forms the names of the sections in which employment information of each applicant is to be captured will be displayed as **Primary Applicant – Employment** and **Joint Applicant – Employment** respectively.

**Note**

The employment information sections for both the primary and joint applicant (if applicable) will be included in the application form only if the bank administrator has enabled them individually in the Originations Workflow Maintenance screen.

1. Click the **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.

For more information on fields, refer to the field description table.

**Table 1-17 Employment Information - Upload Documents - Field Description**

Field Name	Description
<b>Upload documents to prefill this section</b>	Click this link to upload supporting documents to prefill the section.
<b>View list of supporting documents</b>	Click on the link to view the documents supported for this section to be prefilled with data.

2. Under **Employment Information** section, specify the required details.

**Figure 1-19 Employment Information**

← Classic Home Loan

Financial Profile
  Personal Information
  Home Loan Requirements
  Disbursement & Repayment
  Employment Information

[Upload documents to pre-fill this section](#)  
[View list of supporting documents](#)

### Employment Information

Please take a moment to verify your personal information.

#### Current Main Employment

Occupation: Salaried

Employment Status: Required

Company/Employer Name: Required

Employment Start Date: Required

Organization Category: Required

Organization Operations:  Domestic  Global

Add Another Employment Record

Scan QR-code anytime to continue on mobile.

**Note**

The fields which are marked as **Required** are mandatory.

For more information on fields, refer to the field description table.


**Table 1-18 Employment Information - Field Description**

Field Name	Description
<b>Occupation</b>	Specify the occupation of the applicant. The options are: <ul style="list-style-type: none"> <li>• <b>Salaried</b></li> <li>• <b>Self Employed/Professional</b></li> </ul>
The following fields will be applicable if the applicant has selected the option <b>Salaried</b> in the <b>Occupation</b> drop-down list.	
<b>Employment Status</b>	Specify the status of the applicant's employment. The options are: <ul style="list-style-type: none"> <li>• <b>Full Time</b></li> <li>• <b>Part Time</b></li> <li>• <b>Contract</b></li> <li>• <b>Professional</b></li> <li>• <b>Lawyer</b></li> <li>• <b>Proprietor</b></li> <li>• <b>Self Employed</b></li> <li>• <b>Business</b></li> <li>• <b>Agriculturist</b></li> <li>• <b>Govt. Employee</b></li> <li>• <b>Professional</b></li> <li>• <b>Others</b></li> </ul>
<b>Company/Employer Name</b>	Specify the name of the company or employer at which the applicant is employed.
<b>I currently work in this role</b>	Specify whether the applicant is currently working in this role with this organization. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> This field is applicable when the applicant is entering the additional employment information.
<b>Employment Start Date</b>	The date on which the applicant started working with the specific company/employer.
<b>Employment End Date</b>	The date on which your applicant ended with the specific company/ employer. This field is applicable when the applicant is entering additional employment information and has selected <b>No</b> against the field <b>I currently work in this role</b> .
<b>Organization Category</b>	Select the category under which the organization falls. The options are: <ul style="list-style-type: none"> <li>• <b>Private Ltd.</b></li> <li>• <b>Government</b></li> <li>• <b>NGO</b></li> </ul>

Table 1-18 (Cont.) Employment Information - Field Description

Field Name	Description
<b>Organization Operations</b>	Specify the area of operations of the organization with which the applicant is employed. The options are: <ul style="list-style-type: none"> <li>• <b>Global</b></li> <li>• <b>Domestic</b></li> </ul>
<b>Add Another Employment Record</b>	Click on this link if you wish to provide details of other past or current employment. Once you click on this link, the fields in which you can enter additional employment details, will be displayed.
<b>Additional Employment &lt;Number&gt;</b>	The following fields will be displayed for each Additional Employment record that is added.
The following fields will be applicable if you select the option <b>Self Employed/Professional</b> in the <b>Occupation</b> drop-down list.	
<b>Profession</b>	Specify the applicant's profession.
<b>Company/Firm Name</b>	Specify the name of the Company/Firm where the applicant is working.
<b>I currently work in this role</b>	Specify whether the applicant is currently working in this role with this organization. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> This field is applicable when the applicant is entering the additional employment information.
<b>Business Start Date</b>	Specify the date on which the applicant started working with the specific company/business.
<b>Business End Date</b>	Specify the date on which the applicant's employment ended at the specific company/business. This field will only be displayed and mandatory if the option <b>No</b> has been selected under the field <b>I currently work in this role</b> .
<b>Add Another Employment Record</b>	Click on this link if you wish to provide details of other past or current employment. Once you click on this link, the fields in which you can enter additional employment details, will be displayed.

3. From the **Occupation** list, select the occupation in which you are/were involved when employed at the company/business.
  - a. Perform any of the following actions:
    - i. If you select the option **Salaried** in the **Occupation** drop-down list.
      - i. From the **Employment Status** list, select the employment status applicable to you.
      - ii. From the **Company/Employer Name** list, select name of the company / employer at which you are employed.
      - iii. From the **Employment Start Date** date picker, select the date on which you started working with this employer.
      - iv. From the **Organization Category** list, select your category under which the organization with which you are employed, falls.
      - v. From the **Organization Operations** list, select the area of operations of the company/organization with which you are employed.
    - ii. If you select the option **Self Employed/Professional** in the **Occupation** drop-down list.

- i. From the **Profession** list, select your profession.
    - ii. From the **Company/Firm Name** list, select the name of the Company/Firm where you are working.
    - iii. From the **Business Start Date** date picker, select the date on which you started working with this business/employer.
  - b. Click **Add another Employment** to capture other past or current employment details.
  - c. Click the  icon against any of the additional employee details records to delete the specific employment record.
4. Perform any of the following actions:
  - a. Click **Continue** to proceed to the next step in the application.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Click **Skip this Step** link. This option will only be provided, if this step is optional for the product for which the application is being made.

The next step in the application will be displayed.
  - d. Click **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - e. Under the kebab menu, perform any of the following actions:
    - i. Click **Save and Continue Later** option to save the application.
    - ii. Click **Continue on Mobile** option to continue the application on a mobile device.

## 1.12 Review and Submit

This topic describes how to review and edit your application summary.

Each step of the application is available as a section. The order of the section will be the same as the order of the steps in the application, except for the Personal Information panel and the Documents panel. These panels always appear first and last respectively. In the case of joint application forms as well, the personal information of both applicants will appear first starting with the information of the primary applicant and followed by the joint applicant's information. You can modify the information in any section by selecting the link provided against each section.

Figure 1-20 Review and Submit

↑ Classic Home Loan
⋮

### Your Application Summary

#### Personal Information

✎

**Basic Details**

DJ

**Name**  
Mr. Davy Jones

<b>Marital Status</b> Married	<b>Gender</b> Male
<b>Citizenship</b> India	<b>Date Of Birth</b> 6/1/05

**Identity**

<b>Identification Type</b> Driving License	<b>ID Number</b> xL787
<b>Valid Till</b> --	

**Contact**

**Permanent Address**  
1,Park,Avenue,High,Pune,MP,India,411021

**Mailing Address**  
1,Park,Avenue,High,Pune,MP,India,411021

**Mailing Address Current Location**  
INDIA

**Email ID**  
davy@yahoo.com

**Mobile Number**  
+91-66667777

**Additional Number**  
--

#### Financial Profile

✎

**Income Information**

Income earned per month.  
**Other Income**  
GBP 10,000.00

**Expense Information**

Expenditure incurred per month.  
**Loan Payments**  
GBP 2,000.00

#### Home Loan Requirements

✎

**Loan Details**

---

**Property Type**  
Apartment

**Loan Purpose**  
Buy a New Home

**Property Address**  
1,Park,Avenue,TL,PL,MI,India,452010

**Down payment Amount**  
INR 1,500,000.00

**Loan Term**  
15 years 0 months 0 days

**Loan Amount**  
INR 3,500,000.00

The screenshot displays a review screen with two main sections, each with a blue pencil icon in the top right corner for editing.

**Disbursement & Repayment**

**Disbursement Details**  
Account Name  
Davy SA  
Account Number  
12321  
Network Code  
HDFC0000101  
Bank Details  
Address Line 1,Mumbai,India

**Repayment Details**  
Account Name  
Davy SA  
Account Number  
12321  
Network Code  
HDFC0000101  
Bank Details  
Address Line 1,Mumbai,India

**Employment Information**

**Primary Employment**

Occupation  
Salaried

Employment Status  
Full Time

Company/Employer Name  
OFSS


Organization Category  
Government

Organization Operations  
Global

Employment/Business Start Date  
6/1/23

At the bottom of the screen, there are two buttons: **Confirm** and **Back**.

Review the application details.

- Perform one of the following actions:
  - Click **Confirm**, to proceed with application submission.  
The **Terms of Service** page appears.
  - 1. Click the  icon against any section if you wish to update any information in the respective step.
  - 2. Click **Back** to navigate back to the previous step in the application.
  - 3. Click on the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
  - 4. Under the kebab menu, perform one of the following actions:
    1. Click **Save and Continue Later** option to save the application.
    2. Click **Continue on Mobile** option to continue the application on a mobile device.

## 1.13 Terms of Service

This topic describes the terms and conditions associated with the product for which you are applying.

You will be required to read the terms and conditions and then click on the check-box 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.

In the case of joint application forms, the consent of each applicant to certain terms and conditions, will be required. Hence, in this case, there will be two separate sub sections capturing the consents of each applicant, in addition to the sub section capturing the primary applicant's consent to product specific terms and conditions. Each individual consent subsection of the applicants will be marked with the name of the respective applicant and their role, such as Primary Applicant or Joint Applicant, to clarify whose consent needs to be obtained. Similarly, in the case of joint applications, each applicant can also provide their digital signatures, if they wish to do so. The sub sections capturing the signatures of each applicant will also be labelled with the name as well as the role of the applicant.


**Figure 1-21 Terms of Service**

↑ Classic Home Loan

### Terms of Service

Please read the following information carefully.

Terms and Conditions

 Classic Home Loan Agreement


- I have read and agree to the Privacy Notice
- I have read and agree to the Electronic Signature Card

### Signature (Optional)


Draw Signature  Upload Signature

(Please ensure that the signature matches the signature on your submitted Identify Proof.)

Please enter your signature in the box below.



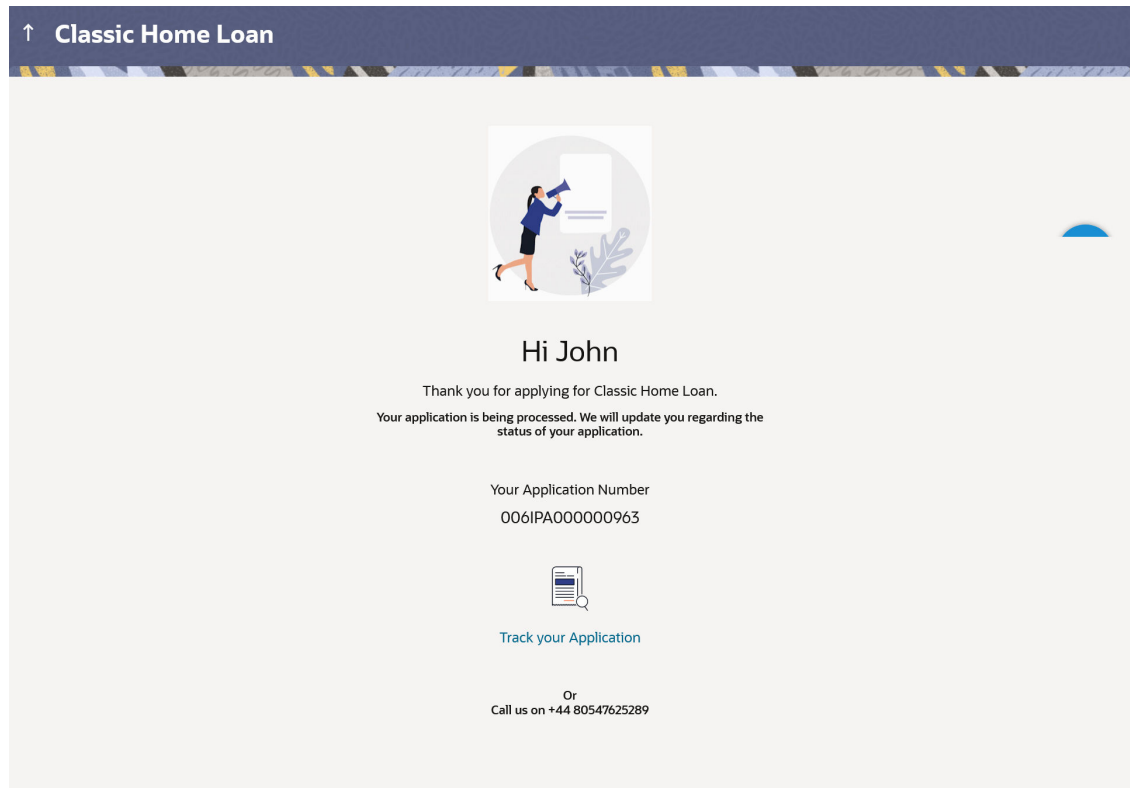
[Clear Signature](#)

1. Select each check-box to accept the specific term and condition.
2. Click **Upload Signature** tab to upload a document containing your digital signature.  
The **Upload your Signature** section is displayed.
3. Perform any of the following actions:
  - a. In **Upload Signature Here** card, drag and drop or upload your digital signature document.  
The uploaded signature image is listed.
  - b. Click the  icon to delete the uploaded signature document.
  - a. The formats supported for the uploaded signature document can be configured. By default the supported formats are PDF, PNG, JPG and JPEG.
  - b. The maximum size allowed for the signature document is configurable. By default the maximum size allowed is 5 MB
4. Click **Draw Signature** tab to draw signature.
5. Click **Clear Signature** link to reset the drawn signature.  
The **Draw Signature** option is enabled only if you are applying from a touch screen device.
6. Perform any of the following actions:
  - a. Click **Confirm** to proceed with application submission.
  - b. Click **Back** to navigate back to the previous step in the application.
  - c. Under the kebab menu, perform any of the following actions:
    - i. Click **Save and Continue Later** option to save the application.
    - ii. Click **Continue on Mobile** option to continue the application on a mobile device.

## 1.14 Submitted Application - Confirmation

This topic describes the confirmation page that appears after application submission.

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.

**Figure 1-22 Confirmation**

- Click on the **Track your application** link to navigate to the **Application Tracker Login** page.

For information on the **Application Tracker**, refer to the **Oracle Banking Digital Experience Retail Originations Application Tracker User Manual**.

## 1.15 Existing User

This topic describes the product application process for existing customers.

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 home loan application form for existing customers will comprise of the following sections:

1. **Kickoff Page** - Regardless of whether you are applying from the bank's portal (pre-login page) or after having logged into the bank's website/application, you will be displayed a kickoff page. In addition to the eligibility criteria that need to be met in order to apply for the

product, you will be displayed the fields applicable to application type (single or joint) and the subsequent fields related to overdraft if you opt to apply for a joint account.

2. **Employment Information** – This section will only be part of the application form if employment information is to be captured for the product you have selected and if your employment information is either not maintained with the bank at all or if the information is maintained but is not current.
3. **Financial Information** – Like employment information, the financial information section will also be part of the application form only if it is configured for the product you have selected as well as certain factors such as whether your financial information is already maintained with the bank or not and if maintained whether the information is current or not. Hence, the financial information section will only be part of the application form if your information is either not maintained with the bank at all or if the information is maintained but is not current.
4. **Loan Information** – This section will be part of the application form and you will be required to specify details pertaining to the loan i.e. the amount, tenure etc. along with property details such as the property address, dimensions, current value, etc.
5. **Disbursement & Repayment** – The Disbursement & Repayment section will be part of the application form in case the capture of this information is mandatory for the product selected. In this section you will be required to specify information pertaining to the account in which you wish to have the loan amount disbursed and also specify information related to the account from which you will be making regular payments to the bank towards repayment of the loan.
6. **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.
7. **Review** - The details filled in the application form will be displayed. The user can edit the information in any section by clicking the edit icon displayed against the section header.
8. **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.

# 2

## 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?**

Yes, provided the product you have selected supports this feature. If the joint account option is available for the chosen product, the user must provide details of both applicants, i.e, the primary applicant as well as the joint applicant. An account applied for online can have a maximum of two joint account holders.
- 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. 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, cancel the entire bundled application, if you wish to do so.
- 6. 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.
- 7. For how long I can access and resume my applications that are saved as drafts?**

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.
- 8. 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.
- 9. Can I view the offer provided by the bank against my application?**

Yes, you can view the bank offer from the application tracker. You will even be able to accept or reject the offer issued by bank.
- 10. 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.

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

Yes, Bank administrator can define the sequence of steps using 'Origination Workflow Maintenance'.

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

The bank can integrate with government or other third party systems (which store and maintain 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.

**13. How does OCR work?**

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

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