

Oracle® Banking Digital Experience

Retail Originations Savings Accounts User Manual



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ORACLE®

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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 Installation Manuals
- Oracle Banking Digital Experience Licensing Manuals

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	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.

Convention	Meaning
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
OBDX	Oracle Banking Digital Experience

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
Back	In case you missed to specify or need to modify the details in the previous segment, click Back to navigate to the previous segment.
Cancel	Click Cancel 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.
Next	On completion of input of all parameters, click Next to navigate to the next segment.
Save	On completion of input of all parameters, click Save to save the details.
Save & Close	Click Save & Close to save the data captured. The saved data will be available in View Business Product with <i>In Progress</i> status. You can work on it later by picking it from the View Business Product .
Submit	On completing the input of all parameters, click Submit to proceed with executing the transaction.
Reset	Click Reset to clear the data entered.
Refresh	Click Refresh to update the transaction with the recently entered data.
Download	Click Download 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

Savings Account Application

This topic describes the structure of the Savings Account application, which captures information regarding the applicant's personal, employment, nominee information and financial information.

A savings account is an interest-bearing deposit account held at a bank or in a financial institution that yields a modest interest. The savings account application of OBDX has been created to enable customers to apply for savings accounts easily by providing minimal personal details. Applicants can quickly apply for savings accounts by simply specifying their basic personal information and defining account preferences, if required.

OBDX supports both single as well as joint applications for savings account 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 OCR (Optical Character Recognition) 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 (primary applicant as well as joint applicant) 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 online KYC of the applicants are completed successfully, the personal information sections of each applicant will be prefilled with information fetched from the identification proof documents uploaded as part of the online KYC process.

In case the applicant is an existing digital banking customer (only supported in case of single applicant applications and not joint applications), he/she can simply provide his/her online banking credentials to have his/her personal information and if required, his/her employment and information sections of the form prefilled with information as maintained with the bank.

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

1. OBDX 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.
2. At present, only the primary applicant will have access to the application tracker.
3. Currently, in the case of joint application forms, OBDX only supports the scenario where both the primary as well as the joint applicant are new to the bank i.e. neither of the applicants can be existing customers of the bank.

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 (not supported for either primary or joint applicant in case of joint application forms) 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. Please note – as of this release, mobile verification is applicable only for the primary applicant even in the case of joint application forms.
- **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.
 1. Liveness Check – Selfie Capture
 2. (National) ID Verification

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

- **Personal Information:** This section captures information pertaining to the applicants' personal information which will include full name, date of birth, address details, etc. In case, you have skipped online KYC, 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. In case of joint application forms, there will be two sections to capture personal information i.e. one to capture the personal information of the primary applicant and another to capture the personal information of the joint applicant.
- **Employment Information:** Employment information of the primary and or joint applicant might be required to be captured or can also be an optional step in the form, depending on certain product maintenances in the mid office system. In case the product supports

overdraft and if it is opted for, then the employment as well as financial information of atleast one applicant will be required to be captured mandatorily.

Depending on whose employment information is being captured, the first record will have to be that of the current main source of employment. You can also add additional records to capture other current or past employment details.

- **Financial Information:** Similar to employment information, the capture of financial information is dependent on the maintenances in the mid office system that impact the product being applied for. Also if the overdraft feature is opted for, it would be mandatory to capture the financial information of atleast one applicant in the form.
- **Savings Account Specifications:** The bank may offer certain add-on services for the account. These might include a Debit Card, Passbook, Cheque Book, Access to Direct Banking, Phone Banking, etc. In this section, you can define your preferences with regards to these features. You can also specify the currency in which you would like the account to be maintained and define your preferences regarding account statement frequency and mode of delivery. In case of joint account applications forms, you will be able to provide specifications related to optional services available to both the primary as well as the joint applicant separately. There will also be an additional sub section under this section in which you can specify the mode of operation of the account.
- **Nominee Information:** If you wish to do so, you can specify details of your nominee in this section. Nominee details will include basic information such as name, date of birth, address etc. In case the nominee is a minor, you will have to mandatorily also specify information of the nominee's guardian.
- **Review and Submit:** Once you have filled out all the information required in the account application form, you will be displayed this information on the review page. You can verify the details provided and if required, can edit the information in any sections by selecting the option provided against each section.
- **Terms of Service:** On having reviewed the application, you can then proceed to view the terms and conditions of the account application 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. In case of joint account application forms, this section will list down the terms and conditions specific to the product being applied for, as well as terms and conditions that are required to be read and accepted by each of the applicant, separately. The signature sub section will also have a provision to capture the signature of both applicants.
Digital signatures can be added by uploading a document containing the applicant's signature or by physically signing the provided space in case the application is being filled out from a touchscreen device.
- **Fund your account:** This step will be part of the application form if it has been configured for Savings Account applications. Through this step you will be able to fund your new account if you wish to do so. If you opt to fund your account, you will be required to specify the initial deposit amount and then proceed to furnish information regarding mode of transfer. If you are a prospect applicant, you will be navigated to the payment gateway where you will be able to specify information related to the mode of transfer. If you are an existing customer you will be provided with the additional feature of being able to select any of your existing savings or checking accounts that you hold with the bank, from which to transfer funds.

 Note

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

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

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

To apply for a checking account:

1. Perform anyone of the following navigation for the **Savings Account** application.
 - a. From the Bank Portal page, goto **Product Offerings** section, and then click **Retail** tab. Under **Retail** tab, click **Personal** tab, and then click **Savings Account**.
 - b. From the Bank Portal page, click **Customer Services** , then click **Our Products** .

Under **Our Products**, goto **Product Offerings** section, click **Personal**, and then click **Savings Account**.
- [Savings Account - Product Listing](#)
This topic describes the Savings Account products offered by the bank that can be applied for online, which are displayed on this page in a card format.
- [Savings Account - Product Details](#)
This topic describes how to view product details.
- [Savings Account - Product Comparison](#)
This topic describes the functionality that enables users to compare the features of products within a specific product category.
- [Initiate Application Kick Off](#)
This describes the product application process that you need to fill out to apply for the product.
- [Mobile Number Verification](#)
This topic describes the registration process for guest customers, enabling them to track submitted applications and retrieve abandoned applications.
- [Personal Information](#)
This topic describes the section of the application form where you provide your personal information.
- [Savings Account Specifications](#)
This topic describes the section where you can specify your service preferences.
- [Nominee Information](#)
This topic explains the section of the application where you can provide nominee information.
- [Employment Information](#)
This topic describes the section where you can provide your employment details.
- [Financial Profile](#)
This topic describes the section where you can provide details pertaining to your income, expenses, assets, and liabilities.
- [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.
- [Fund your account](#)
This topic describes the option that allows you to fund your savings account by specifying an initial deposit amount and providing the details of the card or account to be debited.
- [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 Savings Account - Product Listing

This topic describes the Savings Account products offered by the bank that can be applied for online, which are displayed on this page in a card format.

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

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

1. Navigate to the **Savings Accounts** product category page.

The list of savings accounts products offered by the bank that can be applied for online, which are displayed on this page in a card format.

Figure 1-1 Product Categories

↑ Savings Accounts

Savings Accounts

Secure your savings for a strong future by opening interest-bearing deposit account.

Compare 2



Regular Savings Account

- Average Monthly Balance across Savings Account
- Higher interest rate on your Savings account
- Hassle free documentation

[Learn more](#)
☒ Add to Compare

Apply



Multi Savings Account

- Highest Loan Disbursement Amount based on the eligibility.
- Maximum tenure for which Home Loan can be availed is 20 years.
- Easy, minimal documentation

[Learn more](#)
☐ Add to Compare

Apply



Max Savings Account

- Average Monthly Balance across Savings Account
- Higher interest rate on your Savings account
- Hassle free documentation

[Learn more](#)
☒ Add to Compare

Apply



Savings Account US

- Everyone knows what a good habit saving money can be. After all, your savings are what you will rely on during the lean days. That is why everyone needs a dedicated savings account, to square away some much-needed money for a rainy day. The Futura Bank Savings Value Account – A complete value for money offering. Enjoy a host of banking benefits with a minimal balance requirement.

[Learn more](#)
☐ Add to Compare

Apply

Apply for multiple business products at once!

Choose from our wide variety of business products to create a bundle that suits your business needs best.

Explore our Products

View other product categories on offer.



Checking Accounts



Term Deposit



Credit Cards



Auto Loans



Personal Loans



Futura Wallet



Home Loans



Education Loans

Note

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

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

Table 1-1 Product Categories - Field Description

Field Name	Description
Product Name & Image	Specify the name of the product along with an image that represents the product is displayed on each card.
Product Description	Specify the short description of the product is displayed on each card.
Features	The features of the product are listed down on each card.
Cross Sell cards	Cross-sell cards are displayed on this page, allowing users to navigate to the listing page of the selected product. A card for navigating to the bundling application listing page, along with individual cards for accessing specific product listing pages, is displayed on this page.

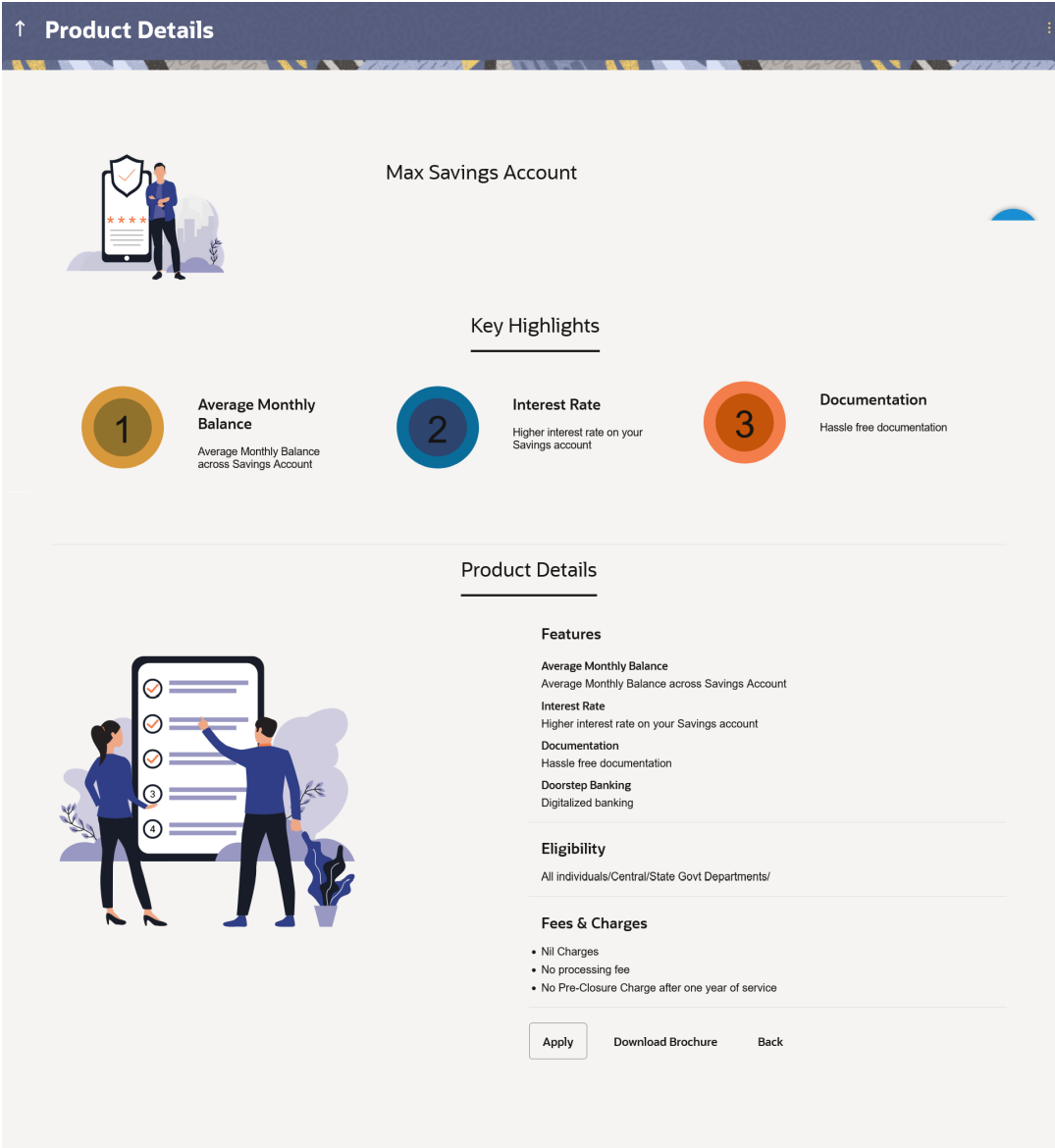
2. Perform any one of the following actions:
 - a. Identify the product for which you want to make an application and click **Apply** product provided on the specific card.
 - b. Click **Add to Compare** against any (up to three) products to compare them with each other.
 - c. Click the **Learn more** link displayed on any product card to view additional details of that product.
 - d. Under the kebab menu, perform anyone 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 Savings Account - Product Details

This topic describes how to view product details.

1. Click **Learn more** link provided on the product cards on the product listing page.

Figure 1-2 Product Details



Note

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

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

Table 1-2 Product Details - Field Description

Field Name	Description
Product Name & Image	Displays the name of the product along with image.
Product Description	Displays the description of each product.
Key Highlights	Displays the top three features of the selected product.

Table 1-2 (Cont.) Product Details - Field Description

Field Name	Description
Product Details	Displays all the details of the product including features, eligibility and fees and charges.

2. Perform anyone 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 anyone 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**.

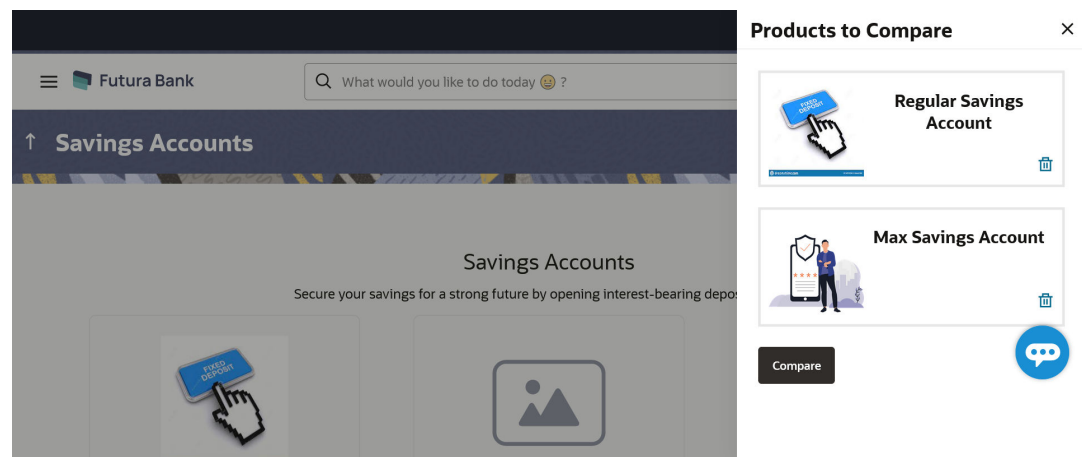
1.3 Savings Account - Product Comparison

This topic describes the functionality that enables users to compare the features of 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 **Product to Compare** overlay screen is displayed.

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.
3. Perform anyone of the following actions:

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

Figure 1-4 Compare Products

↑ Compare Products

Compare Products

Compare and choose a product which suits you best.



Regular Savings Account





Max Savings Account



Eligibility Criteria

All individuals/Central/State Govt Departments/

All individuals/Central/State Govt Departments/

Special Features

Average Monthly Balance

Average Monthly Balance across Savings Account

Higher interest rate on your Savings account

Hassle free documentation

Digitalized banking

Average Monthly Balance

Average Monthly Balance across Savings Account

Higher interest rate on your Savings account

Hassle free documentation

Digitalized banking

Fees and Bank Charges

Debit Card Annual Fees

Nil Charges

Processing fee

No processing fee

Pre-Closure

No Pre-Closure Charge after one year of service

Debit Card Annual Fees

Nil Charges

Processing fee

No processing fee

Pre-Closure

No Pre-Closure Charge after one year of service

Apply

Apply

Note

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

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

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Table 1-3 Field Description

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

- b. 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.

- i. You can select a maximum of three products to compare with each other.
 - ii. In order to compare products, selection of atleast two products of the same product category is required.
- c. Click  provided against each product card to delete a specific card.
- The specific product card is removed from the comparison overlay layer.
- d. Click the  to close the layer.

1.4 Initiate Application Kick Off

This describes the product application process that you need to fill out to apply for the product.

The information will cover the eligibility criteria you 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 choose to apply for a single account or joint account. In case you select the option to apply jointly, 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 online banking customer of the bank, you can select the provided option and proceed to Login with 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. In case of Joint Applications, OBDX only supports two applicants to apply i.e. the primary applicant along with one joint applicant.
2. At present, joint online applications only support the case where both the primary and the joint applicants are prospects i.e. new to the bank.
1. On **Compare Products** screen, click **Apply** against any product to apply for that product and proceed to the application form for that specific product.

The **Kick Off** screen is displayed.

Figure 1-5 Kick Off page – Single Account Application

The screenshot shows the 'Ready to Apply?' page for a 'Max Savings Account'. The page has a dark blue header with the account name and a back arrow. The main content area is white. It starts with the heading 'Ready to Apply?' followed by the instruction 'Please start by specifying the type of account you wish to apply for.' Below this, there are two radio button options: 'I want to open' with 'A Single Account' selected (indicated by a filled circle) and 'A Joint Account' (indicated by an empty circle). Below the radio buttons is a 'Check Your Eligibility' box with a light blue border. It contains two bullet points: 'I am a legal adult in my state and country of residence.' and 'I am a tax resident of the country in which I am applying for the product and I am not a tax resident of any other country.' Below the box is a 'Read more' link. At the bottom of the page, there is a checkbox labeled 'I am a Futura Bank online banking customer' which is checked, with the text 'Login for a faster application experience' below it. An 'Apply Now' button is located at the bottom right of the page.

Figure 1-6 Kick Off page – Joint Account Application

The screenshot shows the 'Ready to Apply?' page for a 'Max Savings Account'. The page has a dark blue header with the account name and a back arrow. The main content area is white. It starts with the heading 'Ready to Apply?' followed by the instruction 'Please start by specifying the type of account you wish to apply for.' Below this, there are two radio button options: 'I want to open' with 'A Joint Account' selected (indicated by a filled circle) and 'A Single Account' (indicated by an empty circle). Below the radio buttons is a 'Check Your Eligibility' box with a light blue border. It contains two bullet points: 'Both applicants are legal adults in their state and country of residence.' and 'Both applicants are tax residents of the country in which the product is being applied for and neither applicants are tax residents of any other country.' Below the box is a 'Read more' link. At the bottom of the page, there is an 'Apply Now' button.

Note

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

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

Table 1-4 Kick Off page - Field Description

Field Name	Description
I want to open	Select the type of account. The options are: • A single account - If the A Single Account option is selected, clicking the Apply Now button initiates the application process accordingly. • A joint account - If the A Joint Account option is selected, clicking the Apply Now button loads the application form specific to a joint account. This field is enabled only if the product being applied for supports joint applications.
I am a Futura Bank online banking customer	Select this check-box if you are an existing online customer of the bank. This check-box will be worded as such in case the product being applied for does not support joint applications or if in the case that the product does support joint applications, the option A single account has been selected. This check-box will not appear in case the Joint Account option has been selected since in this case both the applicants will need to be new to the bank.

2. Click **View List** link.

An overlay window on which the list of documents required to support the application for the selected product, will be listed.

3. Click **View Privacy Policy** link to view the privacy policy of the bank on a new tab within the same browser window.
4. Select the **I am a Futura Bank online banking customer** option and click **Apply Now**.

The **Login** screen is displayed.

For more information on the application of an existing online banking customer, view the [Existing Online Banking Customer](#) section.

1.5 Mobile Number Verification

This topic describes the registration process for guest customers, enabling them to track submitted applications and retrieve abandoned applications.

This step is applicable only for prospect/guest customers. Even in the case of joint applications, at present, it is only the primary applicant's mobile that gets verified. This check is used to register guest customers so that they can track submitted applications and also retrieve applications that were abandoned before submission. This check is also used to identify whether the applicant is truly a new customer or if he/she is already an existing customer of the bank. Additionally, the system is able to identify if there are any existing applications in draft mode for the mobile number defined and can provide applicants with the option to continue with those applications if they wish to do so.

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

1. In the **Mobile Number** field, select the country code and enter your (the primary applicant's) mobile number.

The **Mobile Verification – Enter Mobile Number** screen is displayed.

Figure 1-7 Mobile Verification – Enter Mobile Number

Note

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

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

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

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

2. Click **Send OTP** to receive the OTP on your mobile number.

The **Enter OTP** screen is displayed.

Figure 1-8 Mobile Verification – Enter OTP

↑ Max Savings Account

Enter OTP

We have sent you an OTP on your mobile number
+1 212 1111111

• • • •

Didn't receive the OTP?

Resend Back

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 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 anyone 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 anyone 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 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 1-9 Personal Information - Basic Details

Note

The fields which are marked as Required are mandatory.

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

Table 1-7 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.
Title	The salutation/title applicable to you. Examples of salutation are Mr., Mrs., Dr. etc.
First Name	Specify first name.
Middle Name	Specify middle name, if applicable.
Last name	Specify last name.
Date of Birth	Specify the date of birth. The system validates the date of birth to ascertain whether you have attained the age of majority. The format of the date should be DD/MM/YYYY.
Gender	Select the gender from the drop-down list. The options are: • Male • Female • Other • Do not wish to disclose
Marital Status	Select the marital status from the drop-down list. The options are: • Legally Separated • Married • Unmarried • Widow
Citizenship	Specify the country of your citizenship

1. Click **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 **Marital Status** list, select your marital status.
3. Click **Continue** to move to next sub-section.
The **Identity** sub-section appears.

Figure 1-10 Personal Information - Identity

4. In the **Identity** 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 1-8 Personal Information - Identity - Field Description

Field Name	Description
Identification Type	Select the type of identification that the applicant wishes to provide as proof of identity. The options are: Passport Driving License
ID Number	The applicant's identity number of the proof of identity selected.
Valid Till	The date till which the identification document is valid. This field is optional.

5. Click **Continue** to move to next sub-section.
The **Contact** sub-section is displayed.

Figure 1-11 Personal Information - Contact

6. In the **Contact** 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 1-9 Personal Information - Contact - Field Description

Field Name	Description
Is your Home Address same as Primary Applicant's Home Address?	This field will be displayed only under the Contact sub section of the Joint Applicant's personal information section. The options are: - Yes - No
Home Address	Enter the applicant's address in this field. This field is prompt enabled, hence, as you type characters, addresses that match the characters will be listed and you can select the desired address. In case the option Yes has been selected in the above field (applicable only in the Joint Applicant's Personal Information section) then the Primary Applicant's Home address will be prefilled in this field.
Home Address Overlay	This overlay is displayed when you click on the Click Here link available under the Home Address field. On this overlay, you can enter the applicant's address line by line.
House/Unit Number	The applicant's house or flat number.
Building Name	Enter the building name of the applicant's home address.
Street	Specify the street address of the applicant's home address.
Country	The country in which the applicant's home address is located.

Table 1-9 (Cont.) Personal Information - Contact - Field Description

Field Name	Description
City	Specify the city in which the applicant resides.
State	Select the state in which the applicant's home address is located.
Locality	Specify the locality in which the applicant's home address is located.
Zip Code	The zip code of the applicant's home address.
Is your mailing address the same as above?	Identify if your mailing address is the same as the home address entered. The options are: • Yes • No
Mailing Address	Enter your mailing address in this field. This field is prompt enabled, hence, as you type characters, addresses that match the characters will be listed and you can select the desired address. This option will appear only if you have selected option No under the Is your mailing address the same as above? field.
Mailing Address	
Mailing Address Overlay	This overlay is displayed when you click on the Click Here link available under the Mailing Address field. On this overlay, you can enter your mailing address line by line.
House/Unit Number	The house or flat number of the applicant's mailing address.
Building Name	Enter the building name of the applicant's mailing address.
Street	Specify the street address of the applicant's mailing address.
Country	The country in which the applicant's mailing address is located.
City	The city in which the applicant's mailing address is located.
State	The state in which the applicant's mailing address is located.
Locality	Specify the locality in which the applicant's mailing address is located.
Zip Code	Enter the zip code of the applicant's mailing address.
Email ID	Enter the applicant's email ID.
Mobile Number	Displays the mobile number that you had entered on the mobile verification page. This is applicable in the case of single applicant application forms and also for Primary Applicant's Contact sub section. When entering contact information of the joint applicant, this field will be blank and you will be required to specify the joint applicant's mobile number in this field.

- 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 **Is your mailing address the same as above?** field, select the option of choice; Perform anyone of the following actions:

- If you select **No**;
 - i. In the **Mailing Address** field, enter your mailing address.

OR

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.

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.
- If you select **Yes**, your home address will be considered as your mailing address.
7. In the **Email ID** field, specify email ID.
8. Perform anyone 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 on 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 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.

1.7 Savings Account Specifications

This topic describes the section where you can specify your service preferences.

You can provide your preferences related to services you would like on your account which could include Debit Card, Passbook, Cheque Book, access to Direct Banking and Phone Banking, etc. You can also select the currency in which you wish your account to be held and define account statement preferences such as the delivery mode and frequency. In the case of joint application forms, you can specify the optional services as preferred by each applicant separately. Additionally, if applying for a joint account, you will also be required to specify information regarding how the account is to be operated.

1. From **Personal Information**, click **Continue**.

The **Savings Account Specification** screen is displayed.

Figure 1-12 Savings Account Specifications

↑ Max Savings Account

1

Personal Information

2

Savings Account Specifications

3

Nominee Information

4

Employment Information

5

Financial Profile

Savings Account Specifications

Choose from our range of features to create an account that suits your needs best.

Specifications

Preferred Currency

GBP

Apply for Overdraft

Yes

No

Account Statement Mode

Email

Physical

Statement Frequency

Monthly

Optional Services

Cheque Book

Pass Book

Debit Card

Direct Banking

Phone Banking

Kiosk Banking

Continue

Back

Skip this Step

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 Checking Account Specification - Field Description

Field Name	Description
Preferred Currency	The currency in which you wish to hold your checking account.
Apply for Overdraft	Specify whether you want to apply for overdraft facility or not. The options are: - Yes - No

Table 1-10 (Cont.) Checking Account Specification - Field Description

Field Name	Description
Overdraft Limit Amount	The amount of overdraft limit to be requested. This field is enabled only if the Yes option is selected in the Apply for Overdraft field.
Account Statement Mode	Specify the mode through which you would like the account statement to be delivered. The options are: • Email • Physical
Statement Frequency	The frequency at which you would like to receive account statements. The options are: • Monthly • Quarterly • Bi Annual • Annual
Optional Services	In case of joint application forms, there will be two sub sections to capture each applicant's preference with regards to the optional services offered against the account. In this case the sub sections will be titled as Primary Applicant – Optional Services and Joint Applicant – Optional Services respectively.
Service	Each service that has been configured for the product you are applying for will be listed here. Select the check box against the service that the applicant wishes to enable on the account.
Account Operation Mode	This sub-section will be displayed only in the case of joint applicant application forms.
Mode of Operation	The available modes of operation by way of which the account will be operated. The options are : • Jointly • Either or Survivor • Anyone or Survivor • Former or Survivor • As per Mandate
Amount From	Specify the minimum amount of the amount range for which the mandate is to be set up.
Amount To	Specify the maximum amount of the amount range for which the mandate is to be set up.
Required Signatories	Specify the required number of signatories for the specific amount range. The options are: • Anyone • Both
Add another Mandate	Select this option if you wish to add another mandate record.

2. From the **Preferred Currency** list, select the currency in which you wish your account to be held.
3. In the **Apply for Overdraft** field, select the desired option.
 - If you select **Yes** option;
 - i. In the **Overdraft Limit Amount** field, enter the amount of overdraft limit to be requested.

4. In the **Account Statement Mode** field, select the desired option.
5. From the **Statement Frequency** list, select the desired frequency at which you wish to receive account statements.
6. Select the check-box against any service that the respective applicant wishes to have enabled on the account.
7. Select the desired **Mode of Operation** from the provided options.

Note

The **Account Operation Mode** sub-section and this field is displayed only in case of Joint Applications.

- a. If you select the **As per Mandate** option;
 - i. In the **Amount From** field, specify the minimum amount of the amount range for which the mandate is to be set up.
 - ii. In the **Amount To** field, specify the maximum amount of the amount range for which the mandate is to be set up.
 - b. Click **Add another Mandate** to add another mandate record.
 - c. Click  icon against a mandate record to delete the specific record.
8. Perform anyone 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 on the **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 on the **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
 - e. Under the kebab menu, perform anyone 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.

1.8 Nominee Information

This topic explains the section of the application where you can provide nominee information.

This step is not mandatory and if you do not wish to add a nominee to your account, you can opt to skip this step. If you do opt to add a nominee, you will be required to provide information pertaining to the nominee's name, date of birth, address etc. In case the nominee is a minor, you will also be required to specify information about the nominee's guardian.

1. From **Savings Account Specification**, click **Continue**.

The **Nominee Information** screen is displayed.

Figure 1-13 Nominee Information – Basic Details

↑ Max Savings Account

Personal Information Savings Account Specifications **Nominee Information** Employment Information Financial Profile

Nominee Information

Nominee Details

Basic Details Contact

Title Mr. First Name Tom

Middle Name (Optional)

Last Name Rege

Date of Birth 11/18/2009

Relationship with Applicant Child

Continue Back Skip this Step

Scan QR-code anytime to continue on mobile.

2. Click on **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.
3. In the **Basic Details** 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 1-11 Nominee 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.
Title	Specify the salutation/title applicable to the nominee. Examples of salutation are Mr., Mrs., Dr. etc.
First Name	Specify the first name of the nominee.
Middle Name	Specify the middle name of the nominee.
Last Name	Specify the last name or surname of the nominee.

Table 1-11 (Cont.) Nominee Information – Basic Details - Field Description

Field Name	Description
Date Of Birth	Specify the date of birth of the nominee. The system validates the date of birth to ascertain whether the nominee has attained the age of majority as per the definition of age of majority in the state in which the nominee is residing. If the nominee is a minor, the Guardian Information sub-section will be displayed and you will be required to mandatorily specify information of the nominee's guardian.
Relationship with applicant	Specify the nominee's relationship with the primary applicant. E.g. If the nominee is the primary applicant's mother, choose the value 'Mother' from the list of values. Note In the case of Joint Application forms, this field will be labelled as Relationship with primary applicant so as to make it clear that you are required to specify the nominee's relationship with the primary applicant. The options are: • Spouse • Mother • Father • Brother • Sister • Daughter • Son

4. Click **Continue** to move to next sub-section.

The **Contact** sub-section is displayed.

Figure 1-14 Nominee Information – Contact

↑ Max Savings Account

Personal Information Savings Account Specifications **Nominee Information** Employment Information Financial Profile

Nominee Information

Nominee Details

Basic Details **Contact**

Is nominee's home address same as that of applicant's home address?

☒ Yes ☐ No

Email ID
tom@example.com

Mobile Number
+91 4645642228

Continue Back Skip this Step

Scan QR-code anytime to continue on mobile.

5. 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 1-12 Nominee Information – Contact - Field Description

Field Name	Description
Is nominee's address same as that of applicant's home address?	Specify whether the nominee's address is the same as that of your home address. Info: In the case of Joint Application forms, this field will be labelled as Is nominee's address same as that of primary applicant's home address. The options are: Yes No If you have selected the option No , you will be required to specify the nominee's address.
Nominee Address	specify the nominee's address in this field. This field is prompt enabled, hence, as you type characters, addresses that match the characters will be listed and you can select the desired address.
Nominee Address Overlay	This overlay is displayed when you click on the Click Here link available under the Nominee Address field. On this overlay, you can specify the nominee's address line by line.
House/Unit Number	The house or unit number of the nominee.
Building Name	Specify the building name of the nominee.
Street	Specify the street in which the nominee's address is located.
Country	Specify the country in which the nominee's residence is located.
City	Specify the city in which the nominee's residence is located.
State	Select the state in which the nominee's residence is located.
Locality	Specify the locality in which the nominee's address is located.
Zip Code	Specify the zip code of the nominee's residence.
Email ID	Specify the email ID of the nominee.
Mobile Number	Specify the mobile number of the nominee.
Guardian Details	This section will be displayed only if the nominee is a minor as identified by the nominee's date of birth.
Title	Specify the salutation/title applicable to the guardian. Examples of salutation are Mr., Mrs., Dr. etc.
First Name	Specify the first name of the guardian.
Middle Name	Specify the middle name of the guardian.
Last Name	Specify the last name or surname of the guardian.
Date Of Birth	Specify the date of birth of the guardian.

Table 1-12 (Cont.) Nominee Information – Contact - Field Description

Field Name	Description
Is guardian's address same as that of applicant's home address?	Specify whether the guardian's address is the same as that of your home address. The options are: • Yes • No If you have selected the option No , you will be required to specify the guardian's address.
Guardian Address	Specify the guardian's address in this field. This field is prompt enabled, hence, as you type characters, addresses that match the characters will be listed and you can select the desired address.
Guardian Address Overlay	This overlay is displayed when you click on the Click Here link available under the Guardian Address field. On this overlay, you can specify guardian address line by line .
House/Unit Number	The house or unit number of the guardian.
Building Name	Specify the building name of the guardian.
Street	Specify the street in which the guardian's address is located.
Country	Specify the country in which the guardian's residence is located.
City	Specify the city in which the guardian's residence is located.
State	Select the state in which the guardian's residence is located.
Locality	Specify the locality in which the guardian's address is located.
Zip Code	Specify the zip code of the guardian's residence.
Email ID	Specify the email ID of the guardian.
Mobile Number	Specify the mobile number of the guardian.

6. In the **Is nominee's address same as applicant's permanent address?** field, select the option of choice.

Perform anyone of the following actions:

- a. If you have selected the option **No**, perform anyone of the following actions:
 - i. In the **Nominee Address** field, specify nominee's address.
 - ii. Click on the **Click Here** link provided under the **Nominee Address** field to invoke the overlay on which you can specify the nominee's address line by line.
 - iii. If you have clicked the **Click Here** link,

The **Nominee Address** overlay is displayed.

You can specify nominee address as follows:

- i. In the **House/ Unit Number** field, specify the house or unit number of the nominee, if applicable.
- ii. In the **Building Name** field, specify the name of the building/house of the nominee, if applicable.
- iii. In the **Street** field, specify the name of the street on which the nominee's address is located.
- iv. From the **Country** field, select the country in which the nominee's address is located.
- v. In the **City** field, specify the name of the city in which the nominee's address is located.

- vi. From the **State** field, select the state in which the nominee's address is located.
 - vii. In the **Locality** field, specify the locality in which the nominee's address is located.
 - viii. In the **Zip Code** field, specify the zip code of the nominee's address.
 - ix. Click **Add** to add the address details. The **Nominee Information** page displays the nominee address.
 - b. If you have selected option **Yes**, your home address will be considered as the nominee's address.
- 7. In the **Email ID** field, enter the email ID of the nominee.
- 8. In the **Mobile Number** field, enter the mobile number of the nominee.
- 9. The **Guardian Details** section will appear if the nominee is a minor as identified on the basis of the nominee's date of birth.
- 10. Click **Upload** to upload the guardian's ID proof so as to have his/her information pre-populated based on the ID document.
- 11. specify guardian details.
 - a. From the **Title** list, select the title that applies to the guardian.
 - b. In the **Last Name** field, specify the last name of the guardian.
 - c. In the **First Name** field, specify the first name of the guardian.
 - d. In the **Middle Name** field, specify middle name of the guardian, if applicable.
 - e. From the **Date of Birth** date picker, select the date of birth of the guardian.
 - f. In the **Is guardian's address same as applicant's permanent address?** field, select the option of choice.

Perform any one of the following actions:

- i. If you have selected the option **No**;

In the **Guardian Address** field, specify guardian's address.

Click on the **Click Here** link provided under the **Guardian Address** field to invoke the overlay on which you can specify guardian address line by line.

If you have clicked the **Click Here** link, the **Guardian Address** overlay is displayed. You can specify your guardian address as follows:

- i. In the **House/Unit Number** field, specify the house or flat number of the guardian, if applicable.
- ii. In the **Building Name** field, specify the name of the building/house of the guardian, if applicable.
- iii. In the **Street** field, specify the name of the street on which the guardian's address is located.
- iv. From the **Country** field, select the country in which the guardian's address is located.
- v. In the **City** field, specify the name of the city in which the guardian's address is located.
- vi. From the **State** field, select the state in which the guardian's address is located.

- vii. In the **Locality** field, specify the locality in which the guardian's address is located.
 - viii. In the **Zip Code** field, specify the zip code of the guardian's address.
 - ix. Click **Add** to add the address details. The **Nominee Information** page displays the guardian's address.
 - ii. If you have selected option **Yes**, your home address will be considered as the guardian's address.
- 12. In the **Email ID** field, specify the email ID of the guardian's.
- 13. In the **Mobile Number** field, specify the mobile number of the guardian's.
- 14. Perform anyone 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 anyone 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.

1.9 Employment Information

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

You can provide details of the applicant's employment in this step. 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.

1. From **Nominee Information**, click **Continue**.
The **Employment Information** screen is displayed.
2. Click on **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.

Note

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

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

Table 1-13 Employment Information - Upload Documents - Field Description

Field Name	Description
	Click this link to upload supporting documents to prefill the section.
Upload documents to prefill this section	Click this link to upload supporting documents to prefill the section.

Table 1-13 (Cont.) Employment Information - Upload Documents - Field Description

Field Name	Description
View list of supporting documents	Click on the link to view the documents supported for this section to be prefilled with data.

3. Under **Current Main Employment** section, specify the required details.

Figure 1-15 Employment Information

↑ Max Savings Account

Progress: Personal Information (✓), Savings Account Specifications (✓), Nominee Information (✓), **Employment Information (4)**, Financial Profile (5)

[Upload documents to prefill 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: Full Time

Company/Employer Name: OFSS

Employment Start Date: 11/16/2020

Organization Category: Private Limited

Organization Operations: ☒ Domestic ☐ Global

[Add Another Employment Record](#)

[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 1-14 Employment Information - Current Main Employment - Field Description

Field Name	Description
Occupation	Specify the occupation of the applicant. The options are: Salaried Self Employed/Professional

Table 1-14 (Cont.) Employment Information - Current Main Employment - Field Description

Field Name	Description
Employment Status	Specify the status of the applicant's employment. The options are: • Full Time • Part Time • Contract • Professional • Lawyer • Proprietor • Self Employed • Business • Agriculturist • Govt. Employee • Professional • Others
Employer/Business Name	specify the name of the company or employer at which the applicant is employed.
Employment Start Date	Specify the date on which the applicant started working with the specific company/employer.
Organization Category	Select the category under which the organization falls. The options are: • Private Ltd. • Government • NGO
Organization Operations	Specify the area of operations of the organization with which the applicant is employed. The options are: • Global • Domestic
Add Another Employment Record	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.
Profession	Specify the applicant's profession.
Company/Firm Name	specify the name of the Company/Firm where the applicant is working.
I currently work in this role	Specify whether the applicant is currently working in this role with this organization. The options are: • Yes • No
Employment/Business Start Date	Specify the date on which the applicant started working with the specific company/business.
Employment/Business End Date	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 No has been selected under the field I currently work in this role .
Add Another Employment Record	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.

4. From the **Occupation** list, select the occupation in which you are/were involved when employed at the company/business.
 - a. Perform anyone 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  icon against any of the additional employee details records to delete the specific employment record.
5. Perform anyone 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 anyone 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.

1.10 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 the income, expenses, assets and liabilities of each applicant. If the applicant does not have any assets or liabilities or does 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 **Upload documents to prefill this section** option to upload the supporting documents to prefill the section.

Note

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

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

Table 1-15 Financial Profile – Upload Documents - Field Description

Field Name	Description
Upload documents to prefill this section	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.
View list of supporting documents	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 1-16 Financial Profile – Income & Expenses

↑ **Luxury Car Loan**

1 — 2 — 3 — 4 — 5

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

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

Financial Profile

Please update your financial information

Income & Expenses Assets & Liabilities

Please enter income earned and expenses incurred per month in your preferred currency. Please note - input of value in at least one field is mandatory.

Income
Add all your income from different sources.

Income Mode: Salary Income Amount: USD 100,000.00

+ Add another Income Source

Expenses
Add any of your expenses from the given modes.

Expense Type: Vehicle Expense Amount: USD 2,000.00

+ Add another Expense

Continue

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 Financial Profile – Income & Expenses -Field Description

Field Name	Description
Income Mode	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.
Income Amount	Specify the amount of income earned on a monthly basis against the selected income mode.
Add another Income Source	The option to add another income record. The applicant can select this option to add multiple income records.
Expense Type	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.
Expense Amount	Specify the amount of expenditure incurred on a monthly basis against the type selected.
Add another Expense	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 expenserecord.
3. Under **Asset & Liabilities** section, specify the required details.

Figure 1-17 Financial Profile – Asset & Liabilities

↑

Max Savings Account

✓

Personal Information

✓

Savings Account Specifications

✓

Nominee Information

✓

Employment Information

5

Financial Profile

↑

Upload documents to prefill this section

[View list of supporting documents](#)

Financial Profile

Please update your financial information

Income & Expenses

Assets & Liabilities

ⓘ

Please enter value of assets owned and outstanding amounts of each liability in your preferred currency.

Assets

Do you want to add your asset information?

☒ Yes
 ☐ No

Add assets from the given options

Asset Type

House

Asset Value

USD 120,000.00

+

Add another Asset

Liabilities

Do you want to add your liability information?

☒ Yes
 ☐ No

Add liability from the given options

Liability Type

Home Loan

Liability Value

USD 34,000.00

+

Add another Liability

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 1-17 Financial Profile – Asset & Liabilities - Field Description

Field Name	Description
Do you want to add your asset information?	Specify whether asset information is to be provided or not. The options are: - Yes - No
Asset Type	Specify the type of asset you wish to add.
Asset Value	The current value of the asset
Add another Asset	The option to add another asset record.

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Table 1-17 (Cont.) Financial Profile – Asset & Liabilities - Field Description

Field Name	Description
Do you want to add your liability information?	Specify whether information about the applicant's liabilities is to be specified or not. The options are: • Yes • No If the option Yes is selected, the fields by way of which you can specify liability information will appear as follows.
Liability Type	Specify the type of liability you wish to define.
Liability Value	The value of the liability selected.
Add another Liability	The option to add another liability record.

- In the **Do you want to add liability information?** field:
Perform one of the following actions:
 - 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, enter the value of the selected liability.
 - iii. Click on the **Add another Liability** link to add another liability record.
 - Select option **No** if you do not wish to add liability information.
- 4. In the **Do you want to add liability information?** field, Perform anyone 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 on the **Add another Liability** link to add another liability record.
 - b. Select option **No** if you do not wish to add liability information.
- 5. In the **Do you want to add asset information?** field, Perform anyone 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.
- 6. Perform anyone 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 **Scan QR-code anytime to continue on mobile** link to continue the application on mobile or tablet device.
 - d. Under the kebab menu, perform anyone 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 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. User can modify the information in any section by selecting the link provided against each section.

Figure 1-18 Review and Submit

↑ Max Savings Account

Your Application Summary

Personal Information

Basic Details

SJ

Name
Mr. Smith John

Marital Status
Married

Gender
Male

Citizenship
United States

Date Of Birth
11/21/1995

Identity

Identification Type
Passport

ID Number
xxxx5123

Valid Till
11/13/2030

Contact

Permanent Address
1209,Park Avenue,M G Road,South Block,Los
angeles,California,United States,90005

Mailing Address
1209,Park Avenue,M G Road,South Block,Los
angeles,California,United States,90005

Mailing Address Current Location

Email ID
Smith@example.com

Mobile Number
+91-5464252388

Additional Number
--

Savings Account Specifications

Specifications

Preferred Currency
USD

Account Statement Mode
Physical

Statement Frequency
Quarterly

Optional Services

Cheque Book

Passbook

Debit Card

Nominee Information

Nominee Details

Full Name
Mr. Tom Rege

Date of Birth
11/18/2009

Relationship with Applicant
Child

Nominee's Residential Address
1209,Park Avenue,M G Road,South Block,Los angeles,California,United States,90005

Email ID
tom@example.com

Mobile Number
+91-4645642228

Guardian Details

Full Name
Mr. Tom Rege

Date of Birth
11/18/2009

Guardian's Residential Address
1209,Park Avenue,M G Road,South Block,Los angeles,California,United States,90005

Email ID
tom@example.com

Mobile Number
+91-4645642228

Employment Information

Current Main Employment

Occupation
Salaried

Employment Status
Full Time

Company/Employer Name
OFSS

Organization Category
Private Limited

Organization Operations
Domestic

Employment/Business Start Date
11/24/2021

Financial Profile

Income Information

Income earned per month:
Salary
AUD 21,000.00

Expense Information

Expenditure incurred per month:
Medical
AUD 5,000.00

Asset Information
AUD 5,600.00

Liability Information

Outstanding Liabilities:
Home Loan
AUD 12,000.00

Confirm

Back

Review the application details.

- Perform one of the following actions:
 - Click **Confirm**, to proceed with application submission.
The **Terms of Service** page screen is displayed.
 - Click  against any section to update any information in the respective step.
 - Click **Back** to navigate back to the previous step in the application.
 - Click **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.

1.12 Terms of Service

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

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

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

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 of the applicant specific consents sub sections will be labelled with the name of each applicant to make it clear as to whose consents are required to be captured. 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 of the applicant.

Figure 1-19 Terms of Service

↑ Max Savings Account

Terms of Service

Please read the following information carefully.

Max Savings Account Agreement

- ☒ I have read and agree to the [Deposit Account 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 anyone 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 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 anyone 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 anyone 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.

1.13 Fund your account

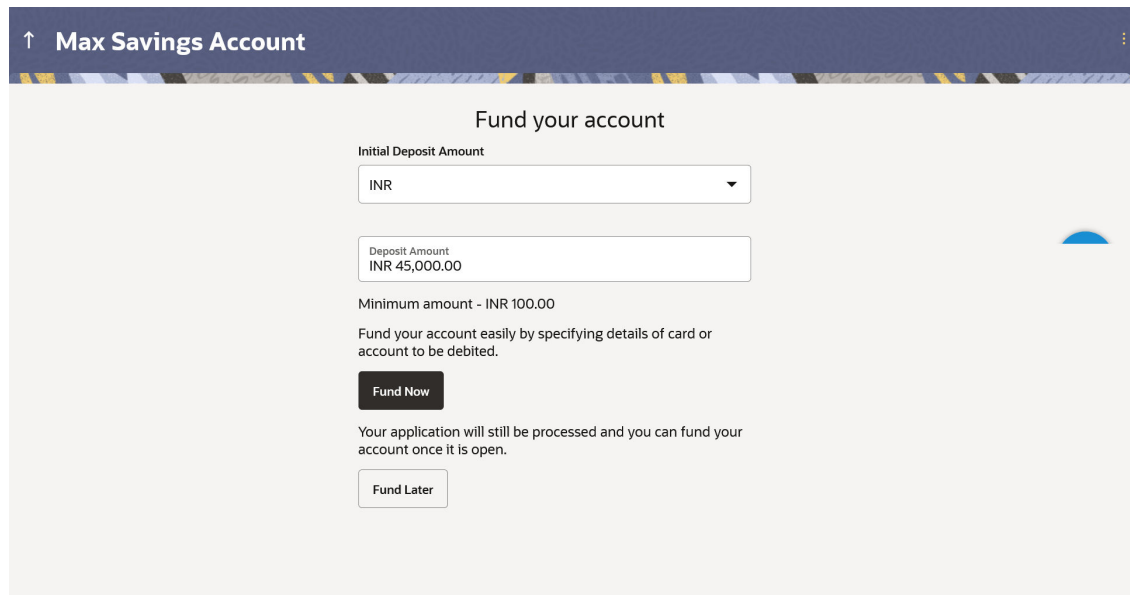
This topic describes the option that allows you to fund your savings account by specifying an initial deposit amount and providing the details of the card or account to be debited.

Alternately, you can also opt to fund your savings account later, in which case you will be required to fund your savings account once your application has been processed.

Note

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

Figure 1-20 Fund your account



↑ Max Savings Account

Fund your account

Initial Deposit Amount

INR

Deposit Amount

INR 45,000.00

Minimum amount - INR 100.00

Fund your account easily by specifying details of card or account to be debited.

Fund Now

Your application will still be processed and you can fund your account once it is open.

Fund Later

Note

The fields which are marked as Required are mandatory.

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

Table 1-18 Fund your account - Field Description

Field Name	Description
Initial Deposit Amount	Specify the amount to be deposited in the account once it is opened. This field will be enabled only if the applicant is a prospect. The Initial Deposit Amount should be greater than the Minimum amount specified below this field. Note For existing customer applications, the facility to specify the initial deposit amount will be provided on a separate screen applicable only for existing customer applications
Minimum amount	Displays the minimum amount that is to be funded if the user selects the Fund Now option.
Fund Now	Click this button if you wish to fund the account right away.
Fund Later	Click this button if you do not wish to fund the account right away. Your application will still be processed and you can fund your account once it is open.

1. In the **Fund your account** modal window, specify fund the account right away or at a later time.

Perform one of the following actions:

- If you have selected the **Fund Now** option;
 - a. If you are a **prospect**,
The payment gateway page will be opened on which you can select the mode through which you can fund the account.
 - b. If you are an **existing customer**,
The screen on which you can specify the initial amount to be deposited and select the mode through which you wish to fund your account, will be displayed.
- If you have selected the **Fund Later** option,
The preference will be updated and your application will be submitted. And the **Confirmation** page gets displayed.

Under the kebab menu, perform one of the following actions:

- Click **Save and Continue Later** option to save the application.
- Click **Continue on Mobile** option to continue the application on a mobile device.

Figure 1-21 Fund your account screen (Applicable for Existing Customer applications only)

↑ Max Savings Account

Fund Your Account
Select the desired option to fund your account.

Initial Deposit

Currency: GBP Amount: Required

Minimum Amount - GBP 0.00

Funding Options

Futura bank Other payment mode

Account: XXXXXXXXXXXX1442

Balance: GBP 0.00

Pay Back

Help

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

Note

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

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

Table 1-19 Fund your account screen (Applicable for Existing Customer applications only) - Field Description

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

2. Perform anyone of the following actions:
 - a. If you have selected the **Fund Now** option;
 - i. If you are a **prospect**,

The payment gateway page will be opened on which you can select the mode through which you can fund the account.

- ii. If you are an **existing customer**,

The screen on which you can specify the initial amount to be deposited and select the mode through which you wish to fund your account, will be displayed.

- b. If you have selected the **Fund Later** option,

The preference will be updated and your application will be submitted. and the **Confirmation** page gets displayed.

3. Under the kebab menu, perform one of the following actions:
 - a. Click **Save and Continue Later** option to save the application.
 - b. Click **Continue on Mobile** option to continue the application on a mobile device.
4. In the **Initial Deposit Amount** field, enter the amount and currency to be deposited in the account once it is opened.
5. Perform anyone of the following actions:
 - In the **Fund Through** field, select the appropriate mode through which funding is to be done.
 - i. Perform anyone of the following actions:
 - i. If you select the **Futura Bank** option;
 - i. From the **Account Number** list, select the CASA account from which funds are to be transferred to the new account.
 - ii. Click **Pay** to initiate a funds transfer.
 - iii. Click **Submit** to authenticate the transaction.

An application submitted successfully message appears along with the application number on the confirmation page.
 - ii. If you select the **Other Payment Mode** option;
 - i. Click **Select Mode**.

The payment gateway page will be opened on which you can select the mode through which you can fund the account.

6. Under the kebab menu, perform one of the following actions:
 - a. Click **Save and Continue Later** option to save the application.
 - b. Click **Continue on Mobile** option to continue the application on a mobile device.

Payment Gateway

This page will appear in the following scenarios:

7. You are a prospect and have opted to fund your account right away by selecting the **Fund Now** option on the **Fund your deposit** modal window.
8. You are an existing customer of the bank, and have selected the **Other Payment Mode** option on the Fund your account screen applicable only to existing customers.

Figure 1-22 Payment Gateway screen

Bill Desk

Payment Amount (undefined) : 12000

Select payment method

☒ Debit Card

☐ Credit Card

☐ Net Banking

We accept



Name on Card

Card Number

Expiry Date

CVV

☐ Save Card

Proceed Securely

Cancel

Note

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

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

Table 1-20 Payment Gateway screen - Field Description

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

9. Select your preferred funding method for your account, then enter the required card or account information to complete the transfer.

The **Confirmation** screen will appear once the fund transfer is complete.

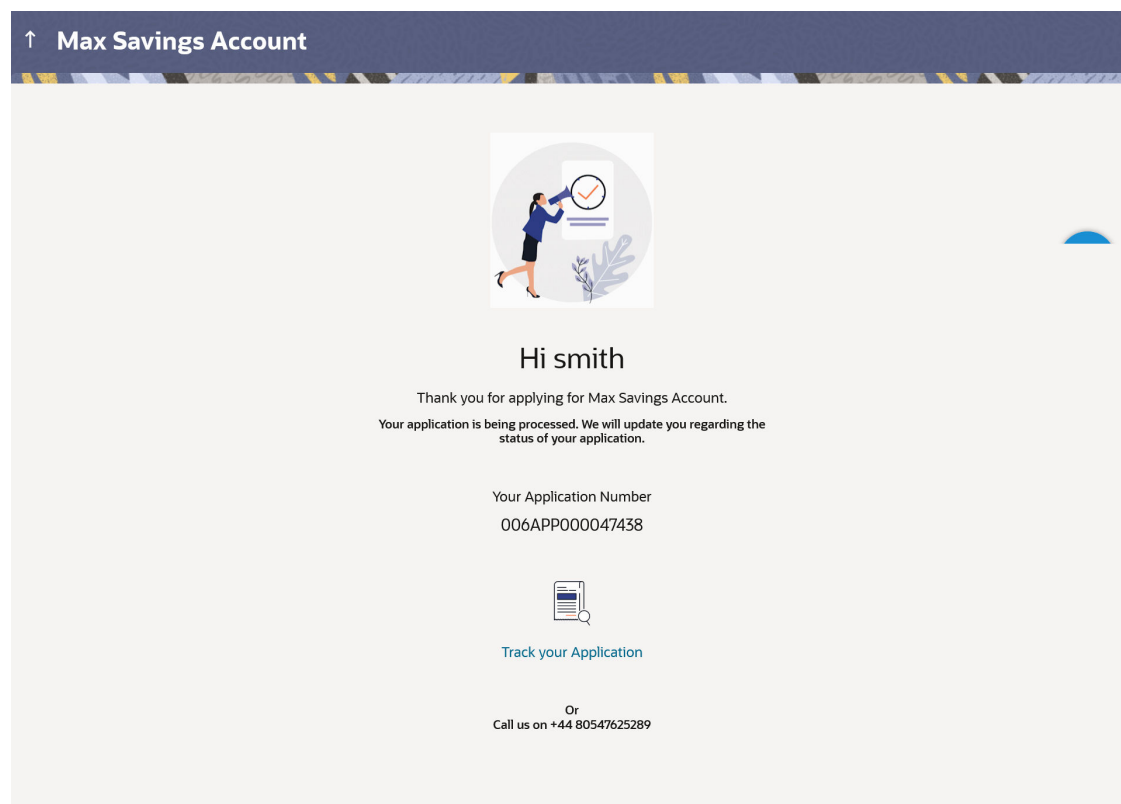
1.14 Submitted Application - Confirmation

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

This page displays the name of the product that you have applied for along with the account number, generated by the bank. A link to register for online banking is also provided.

Note

In case of non-insta account application or, if for any reason (such as KYC verification failure), the account number could not be generated, the application reference number will be displayed along with the link to track the application.

Figure 1-23 Confirmation

- Perform anyone of the following actions:
 1. In case of insta account application processed successfully:
 1. Click **Register for Online Banking** link navigate to the **Registration** page.
For information on **Registration**, refer to the **Oracle Banking Digital Experience Retail Customer Services** user manual.
 2. In case of non-insta account application or if the insta account application could not be processed instantly:
 1. Click **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.

user 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 user have applied via the bank portal page) or by selecting the product of choice from the product showcase available to user post login via the hamburger menu. In either case, the application form will vary from that of a prospect applicant's.

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

Note

When applying for a joint Savings account online, the system does not support application by existing customers of the bank i.e. both the primary as well as the joint applicant will always be prospects or new to the bank.

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

1. **Employment Information** – This section will only be part of the application form if employment information is to be captured for the product user 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.
2. **Financial Profile** – Like employment information, the financial information section will also be part of the application form only if user have specified that user are currently employed by having selected the provided option on the disclaimer modal window displayed once user select a product for application. Subsequently, if user have identified that user are currently employed, this section will be part of the application form only if financial profile is configured for the product user 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.
3. **Savings Account Preferences** – This section will be part of the application form and user will be required to define the currency in which user would like the account to be maintained and define your preferences regarding account statement frequency and mode of delivery.
4. **Nominee Information** – This section will be part of the application form if it is configured for the product that user are applying for. user can add information pertaining to the nominee to add to the account in this section.
5. **Terms of Service** – user will be required to read through and accept the terms and conditions related to the online application of the product user have selected.
6. **Fund your Account** – If this step is configured for savings account applications, it will appear as part of your application form. user will be able to specify your preference with regards to funding your account. If user opt to fund your account, user will be required to specify the amount that is to be deposited in your account and also select the mode through which user will be making the transfer.
7. **Confirm** – Once user have submitted your application, user will be displayed a confirmation page. If the application is processed instantly, the account number as

generated by the bank will be displayed along with the link to access the Current & Savings Accounts (summary) page. In case the application is being processed through the non-insta or manual processing mode, the application reference number along with the link to access the Application Tracker will be displayed.

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. Please note that currently existing customer applications are supported only for single applicant applications and not for joint applications.

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 feature is supported for the selected product, you will be required to specify information of both applicants i.e. the primary applicant as well as the joint applicant's information. An account can have only two joint account holders. Please note that currently joint application forms are available only to prospects i.e. both the primary as well as the joint applicant should be new to the bank.

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

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

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

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

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

Only you can resume and complete a draft application.

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

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

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

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

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

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

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

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

- 10. 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 administrators can configure the sequence of steps in the application forms of all product categories supported for online application, through the Origination Workflow Maintenance feature available on the OBDX platform.

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

Similarly, an out of box integration is available with the internal 'Document verification framework'.

Extensibility hooks can be used to support OCR for most identity and financial documents.

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