

Workflows

Customer Onboarding Workflow

- Collect customer information
- Verify identity documents
- Create customer profile in system
- Provide welcome materials
- Assign relationship manager

Credit Card Processing Workflow

- Receive application
- Validate applicant information
- Perform credit check
- Approve or reject application
- Issue card and PIN
- Activate card

KYC (Know Your Customer) Workflow

- Collect identity documents
- Verify authenticity of documents
- Cross-check with government databases
- Assess risk profile
- Approve or reject customer onboarding

Loan Approval Workflow

- Receive loan application
- Verify applicant details
- Perform creditworthiness assessment
- Evaluate collateral (if any)

- Approve or reject loan
- Disburse funds

Payroll Processing Workflow

- Collect employee timesheets
- Calculate gross pay
- Deduct taxes and contributions
- Generate payslips
- Transfer salaries to bank accounts

Compliance Audit Workflow

- Define audit scope
- Collect compliance data
- Review policies and procedures
- Test compliance controls
- Document findings
- Report to management