

BANKING SYSTEM INTERVIEW

Interviewer – Henry Comfort Mothobi

Interviewee (Client) – Kentsenao Basaki

Date – 18/09/2025

Starting Time – 1030AM

End Time - 1215PM

Type Of Interview – Virtual Interview

Platform – Microsoft Teams

Transcript of Interview

- 1) What are the main services provided by the Banking system?
 - To provide core banking services to any type of customers

- 2) Which types of accounts should the customer be able to open?
 - Customers should be able to open any type of accounts including **a Cheque account, Savings account and Investment account**

- 3) Should customers be able to open more than one account?
 - Yes, customers should be able to open more than one type of account, **but not duplicate accounts of the same type**

- 4) Are there special conditions for opening each type of account?
 - There are constraints when opening certain accounts,, for an investment account one must deposit at least P500.00. And for the cheque account a customer must be an employee of a certain organization or having a stable source of income

- 5) What transactions must the system allow?
 - The system must allow deposit, withdrawal and balance queries of balance for certain accounts

6) For each account type what transactions are allowed?

- The savings account must allow only depositing and viewing of balance, while the investment and cheque can allow withdrawal, depositing, and viewing of balance

7) Should the system maintain a record of all transactions

- Yes!!! The system must record the **date** of the transaction, **type** of transaction, the **amount** withdrawn and the remaining balance

8) How does the system calculate and apply interest rates for the savings and investment account

- The system calculates the interest monthly at different rates to each account, for the savings account it applies 0.05% to the balance while an investment account applies 5%

9) How should the interface be

- The interface of the system should be user friendly, intuitive and be modern, that is to follow present day trends. Also, the design should be consistent across the system and align with current design trends

Functional Requirements Of the Banking System

1) Account Management

- The system must allow customers to open different types of accounts of the following, **cheque, savings and investment accounts**
- The system must prevent customers from opening duplicate accounts of the same type, but they can hold multiple accounts of different types.

- The system must enforce account opening conditions:

Investment account: Minimum initial deposit of **P500.00**.

Cheque account: Customer must be employed in a recognized organization or have a stable source of income.

2) Transaction Management

- The system must allow the following core transactions:

Deposit

Withdrawal

Balance inquiry

- Transaction restrictions per account type:

Savings account: Only deposits and balance inquiries are allowed.

Investment account: Deposits, withdrawals, and balance inquiries are allowed.

Cheque account: Deposits, withdrawals, and balance inquiries are allowed.

The system must maintain a complete record of all transactions.

Each transaction record must include - the **date** of the transaction, **type** of transaction, the **amount** withdrawn and the remaining balance

3) Interest Management

Savings Account – For an individual an interest of 0.025% must be paid monthly while 0.075% for a company

Investment Account – Bank must pay monthly interest of 0.05% must be paid monthly

Non Functional Requirements

- 1) **User Interface** - The system must provide a user-friendly, intuitive, and modern interface. The design must be **consistent across all modules** and align with **current UI/UX design trends**.
- 2) **Scalability** – The system should be able to handle an increasing number of customers and transactions without performance issues.
- 3) **Availability** – The system should be available 100%% of the time during banking hours.
- 4) **Security** – The system must protect customer data using authentication (username/password) and secure data storage.
- 5) **Performance** – The system must process transactions within 2 seconds under normal load.