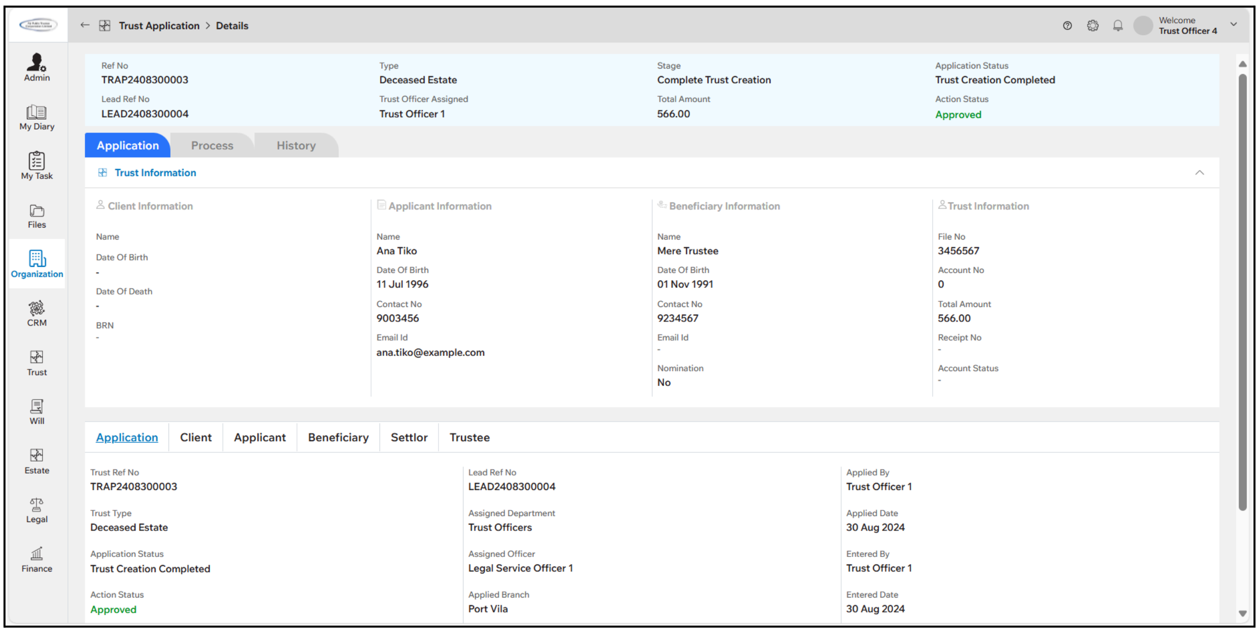
Trust Application Detail

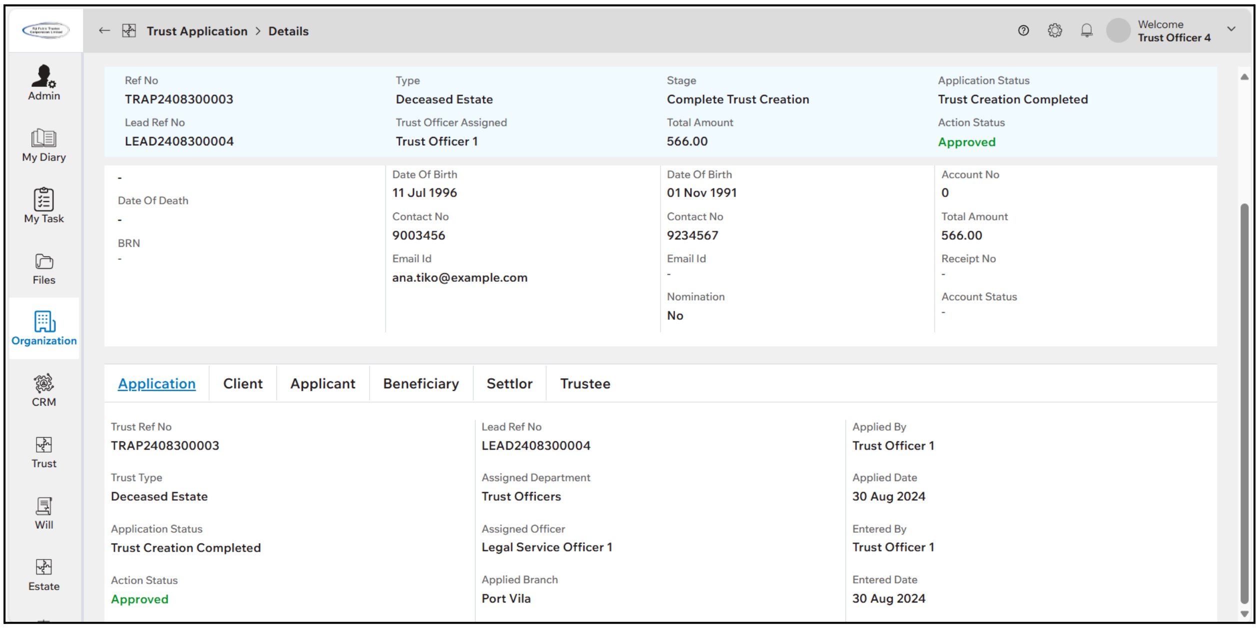
User Roles: Trust Officer, Team Lead, Manager, Legal Officer, Register, Accounts Officer

Overview:
This screen allows you to view, create, and process Trust Applications. The system will display the Trust Application's parent details in the header.



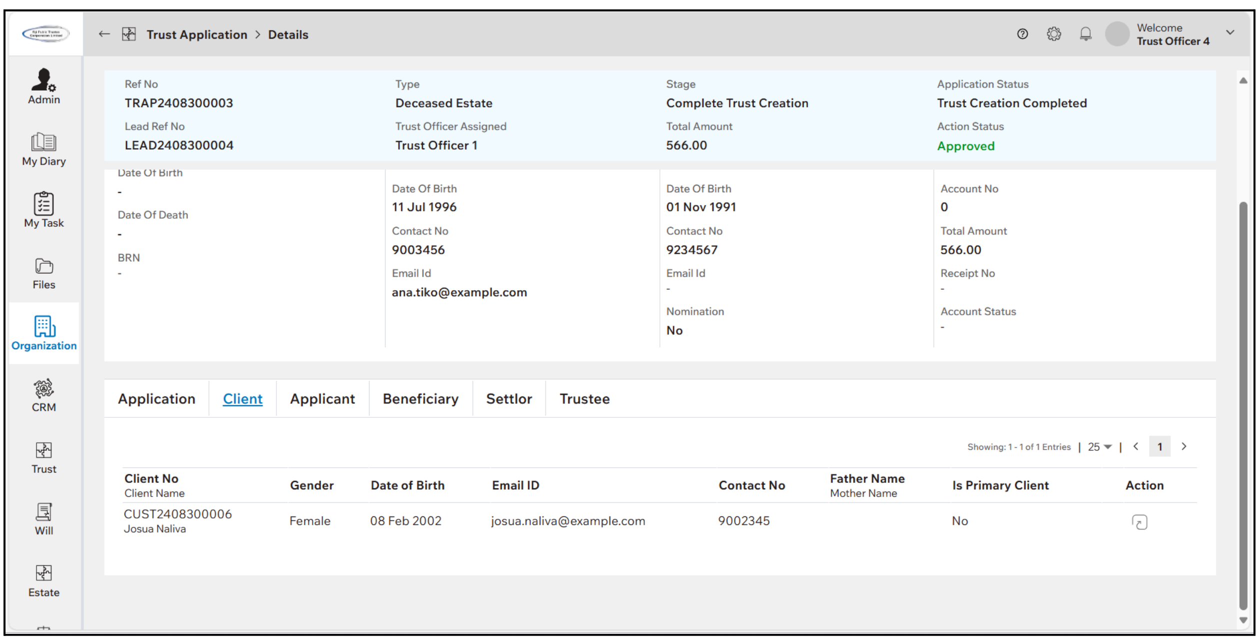
Application Tab:

This section contains essential information, such as Trust Information, Lead Information, and the officer who initiated the application.



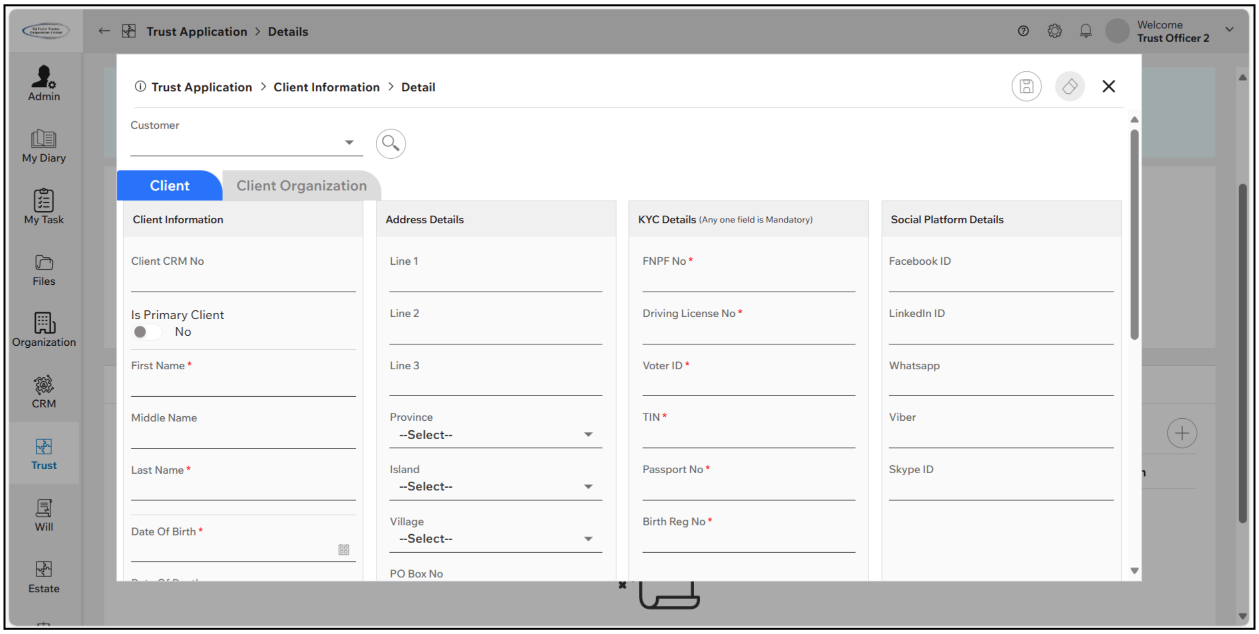
- To proceed to the Client Tab, select the client from the available list.

Client Section



Adding a Client:

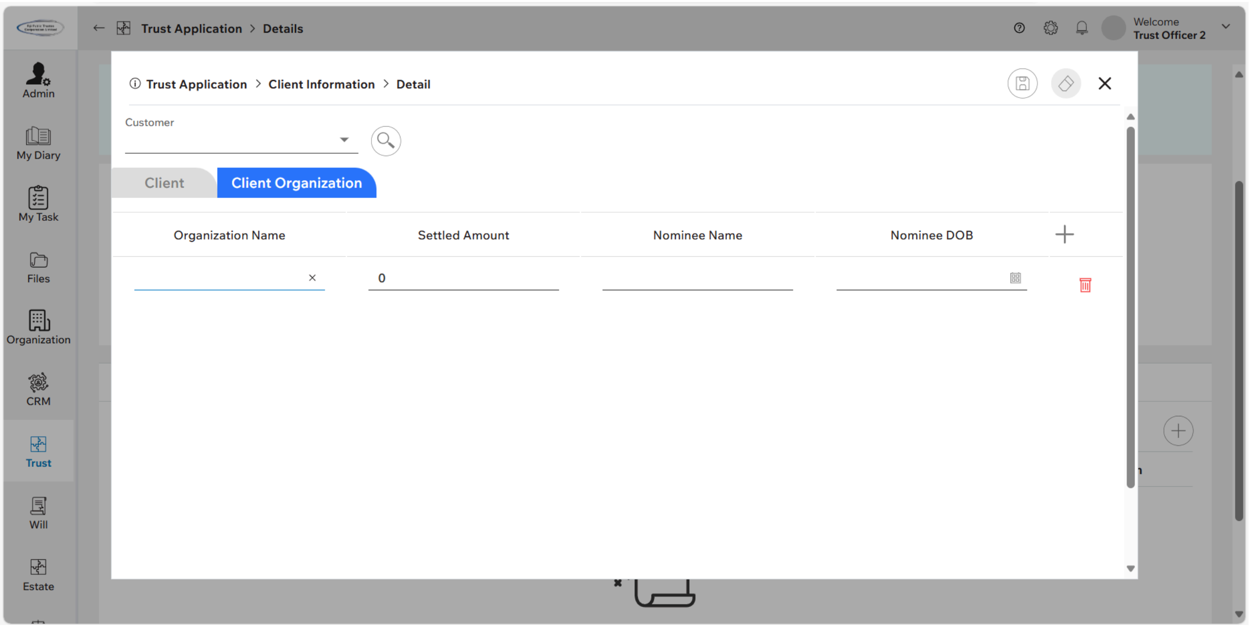
1. Click the **Add** button to enter client details.



2. A **Client Information Details** popup will appear.
3. Choose the customer from the **Customer Drop-down List**, search for an existing customer by clicking the **Search** option, or manually enter new client details.

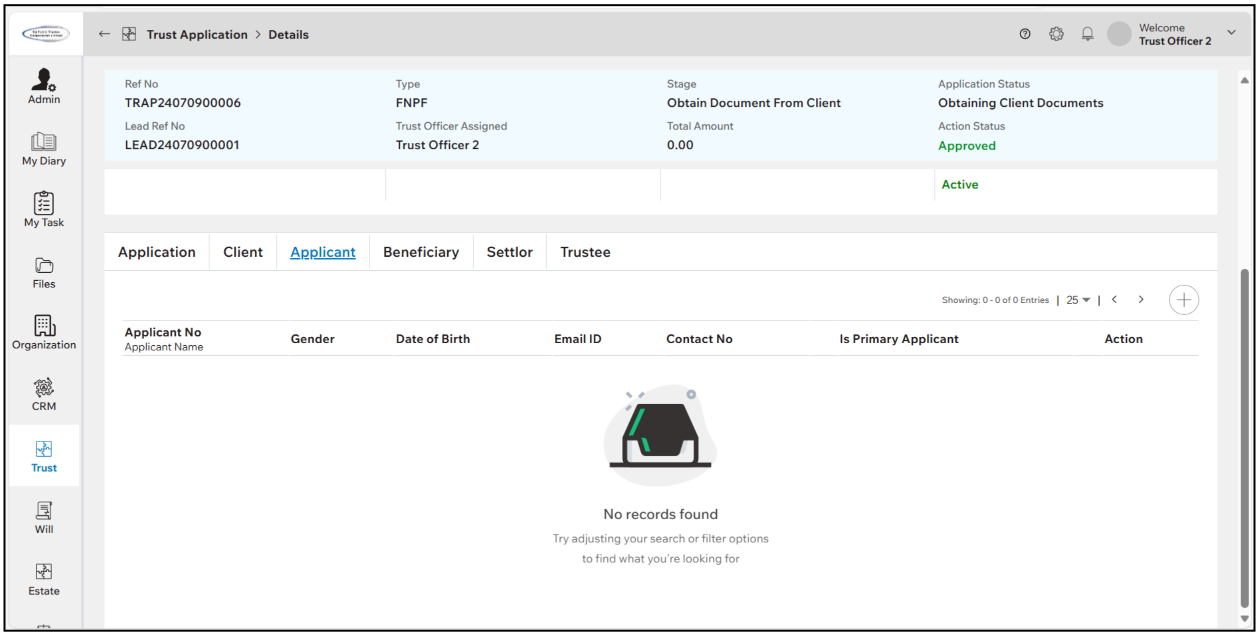
Client Organization:

4. Navigate to the **Client Organization** tab to add organization-related information.



5. Click the **Add** button and input the following details:Organization Name, Settlement Amount, Nominee Name, Nominee Date of Birth (DOB).
6. Click the **Save** button to save the Client and Client Organization details.
7. Click the **Clear** button to erase the entered or selected details.
8. Click the **Close** button to exit the popup window.

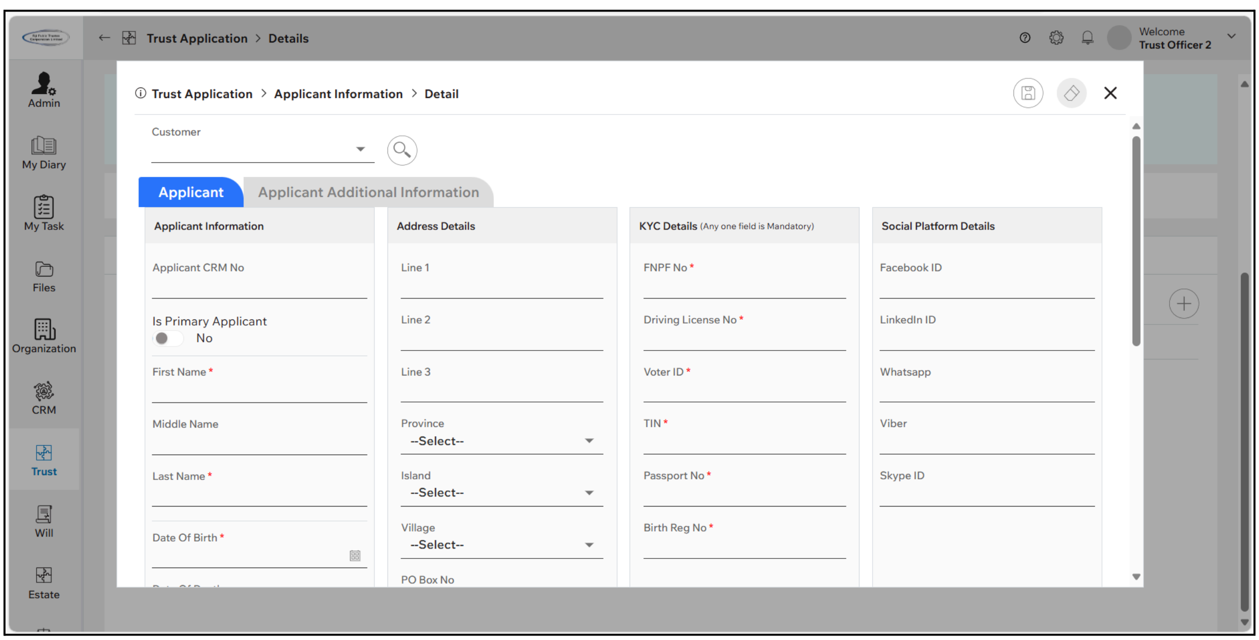
Applicant Section



- Select the applicant to navigate to the **Applicant Tab**.

Adding an Applicant:

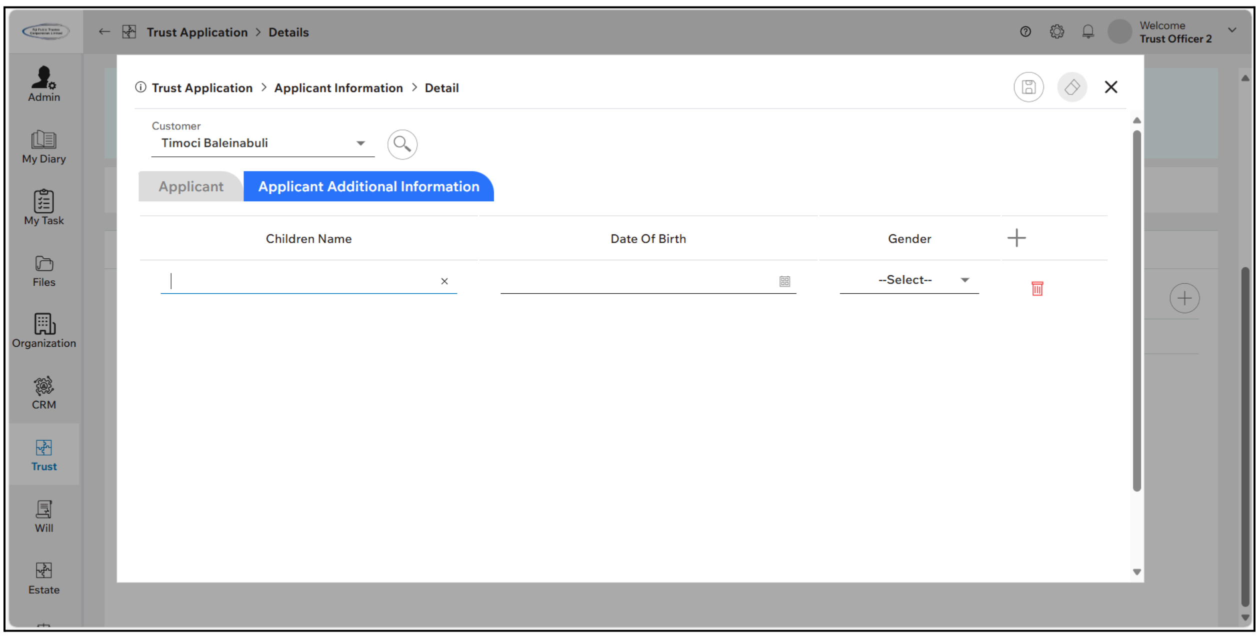
1. Click the **Add** button to input applicant details.



2. An **Applicant Information Details** popup will appear.
3. Choose the customer from the **Customer Drop-down List**, search for an existing customer, or enter new client details.
4. If the applicant is the primary client, select the **Yes** radio button.

Applicant Additional Information:

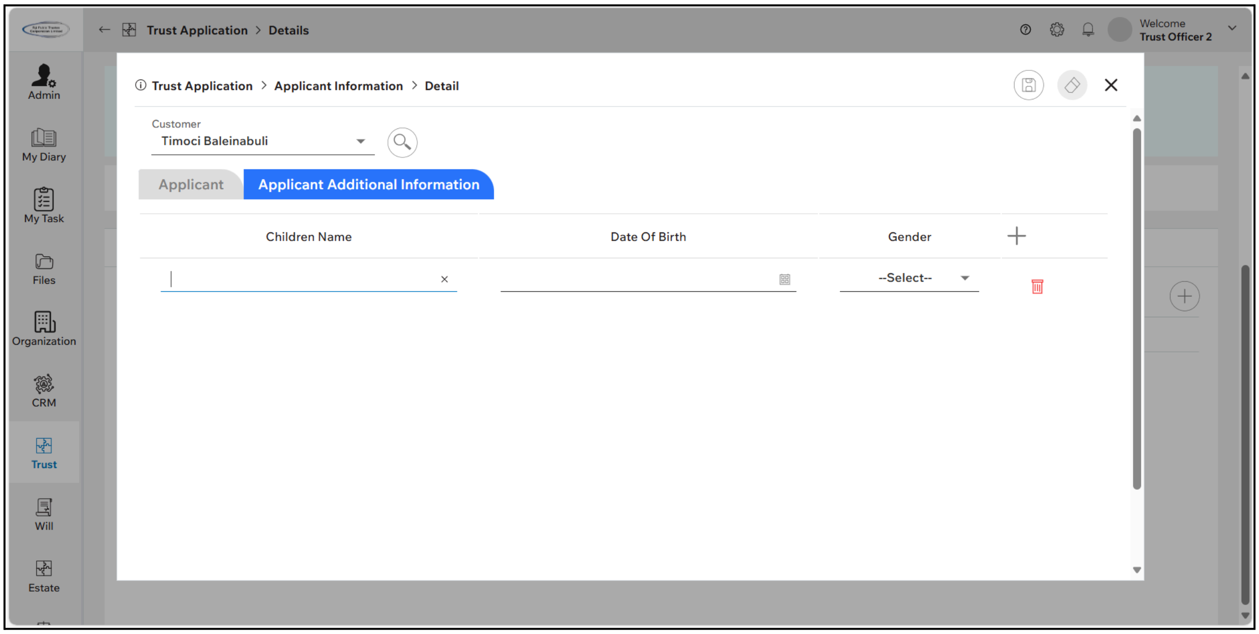
5. Navigate to the **Applicant Additional Information** tab to input further details.



6. Click the **Add** button and provide information such as: Children's Names, Date of Birth, Gender.
7. Click the **Save** button to save both the Applicant and Applicant Additional Information.
8. Click the **Clear** button to erase entered or selected details.
9. Click the **Close** button to close the popup window.

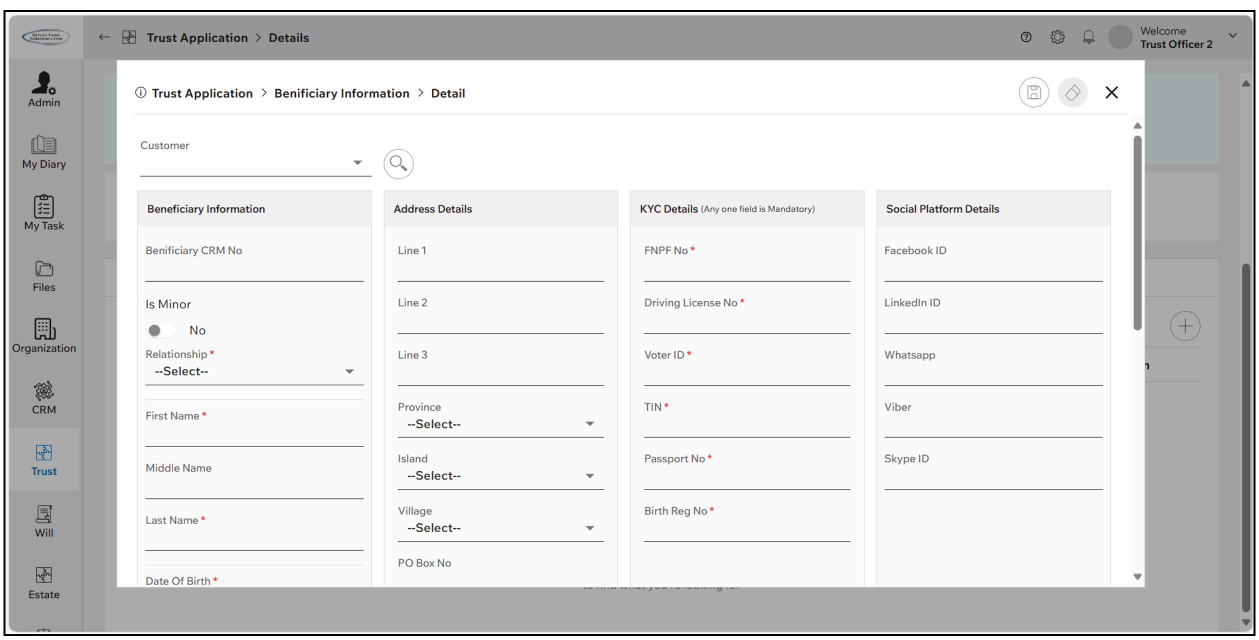
Beneficiary Section

- Select the beneficiary to proceed to the **Beneficiary Tab**.



Adding a Beneficiary:

1. Click the **Add** button to enter beneficiary details.

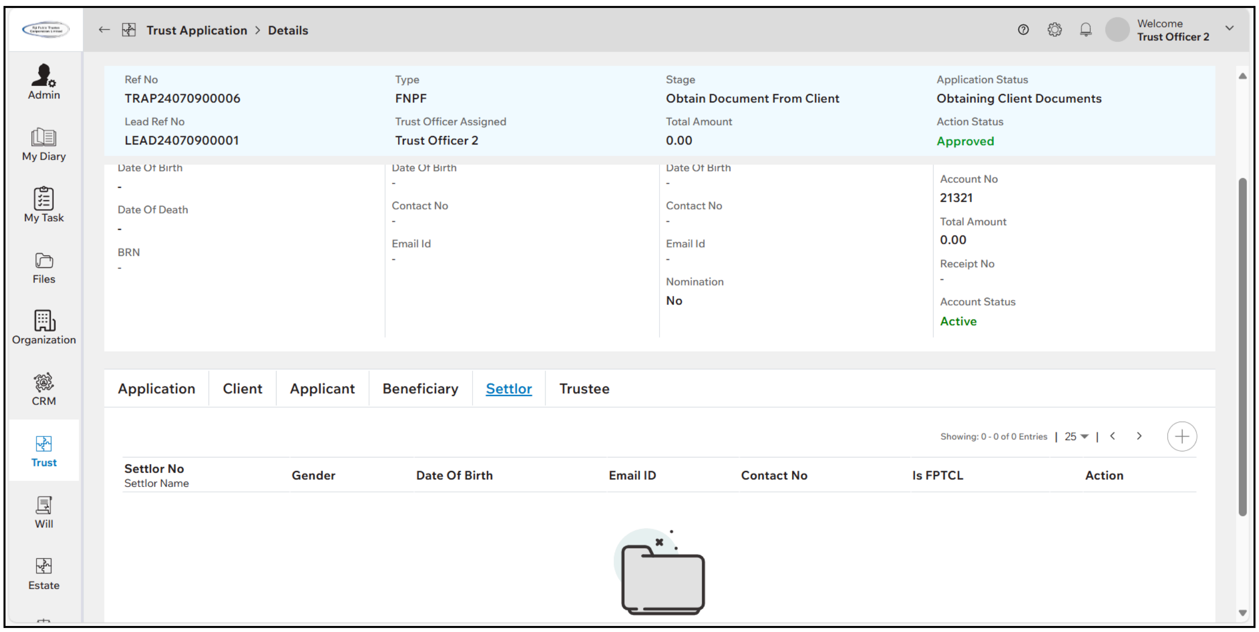


2. A **Beneficiary Information Details** popup will appear.

3. Choose the customer from the **Customer Drop-down List**, search for an existing customer, or enter new client details.
4. If the beneficiary is a minor, select **Yes** for the **Is Minor** option and add the guardian's details from the **Guardian Customer** drop-down list.
5. Click the **Save** button to save Beneficiary Information.
6. Click the **Clear** button to remove the entered or selected details.
7. Click the **Close** button to exit the popup window.

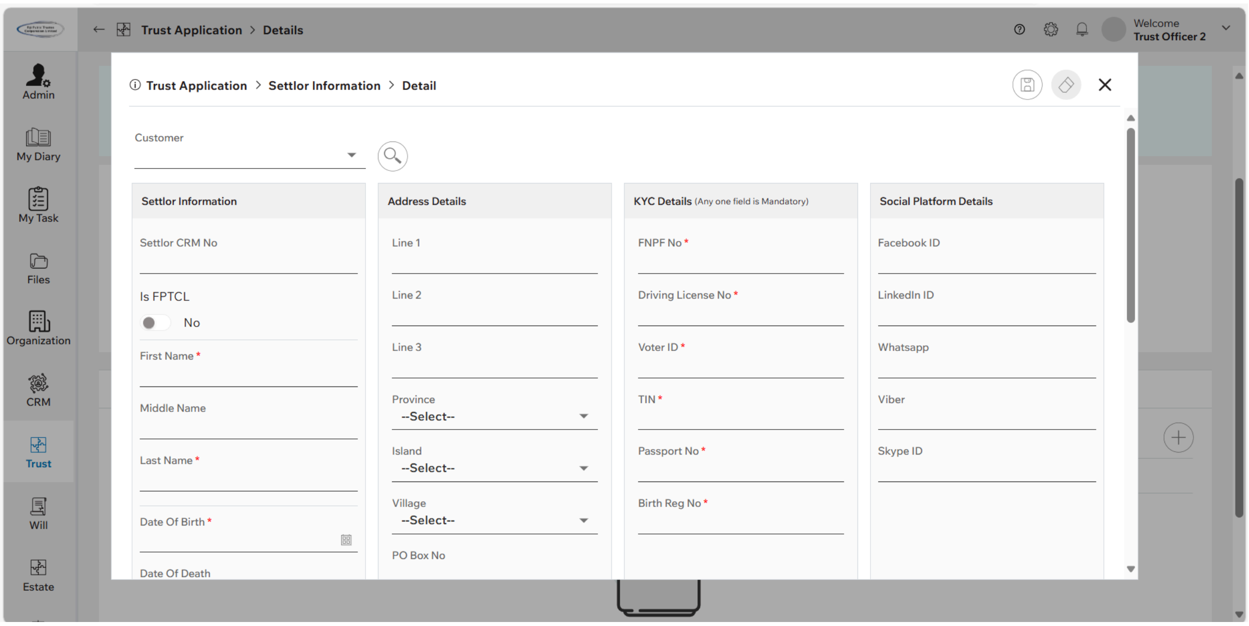
Settlor Section

- Select the Settlor to navigate to the **Settlor Tab**.



Adding a Settlor:

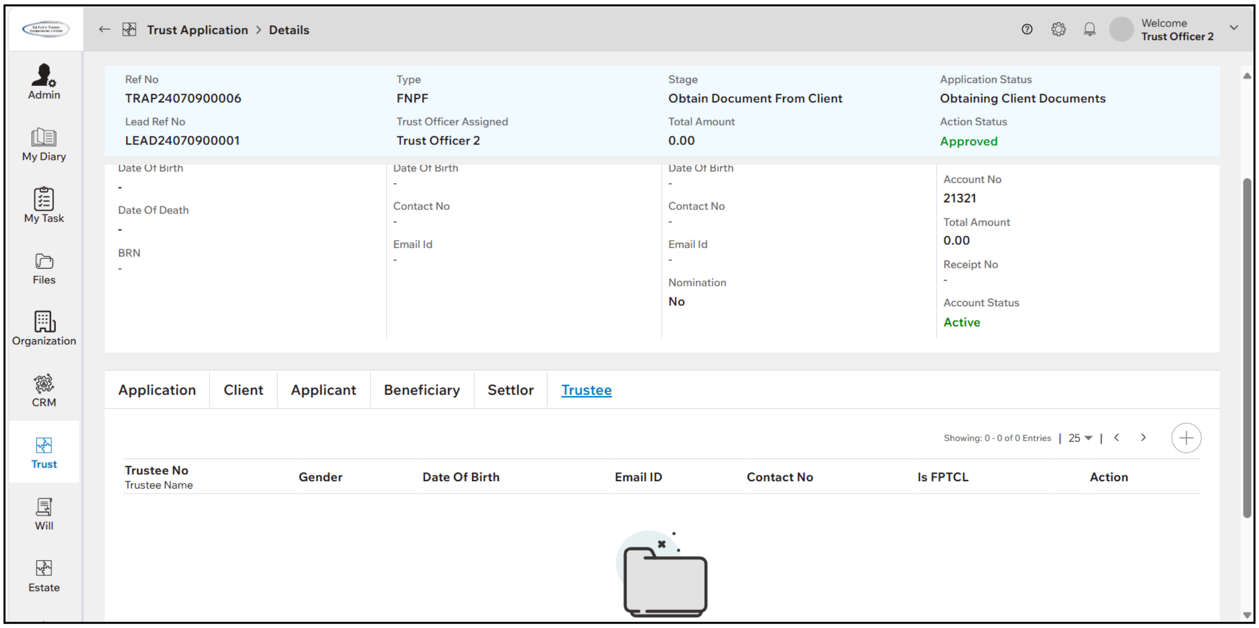
1. Click the **Add** button to input Settlor details.



2. A **Settlor Information Details** popup will appear.
3. Choose the customer from the **Customer Drop-down List**, search for an existing customer, or enter new Settlor details.
4. If the Settlor is an FPTCL, select **Yes** in the **Is FPTCL** field.
5. Click the **Save** button to save Settlor Information.
6. Click the **Clear** button to erase the entered or selected details.
7. Click the **Close** button to exit the popup window.

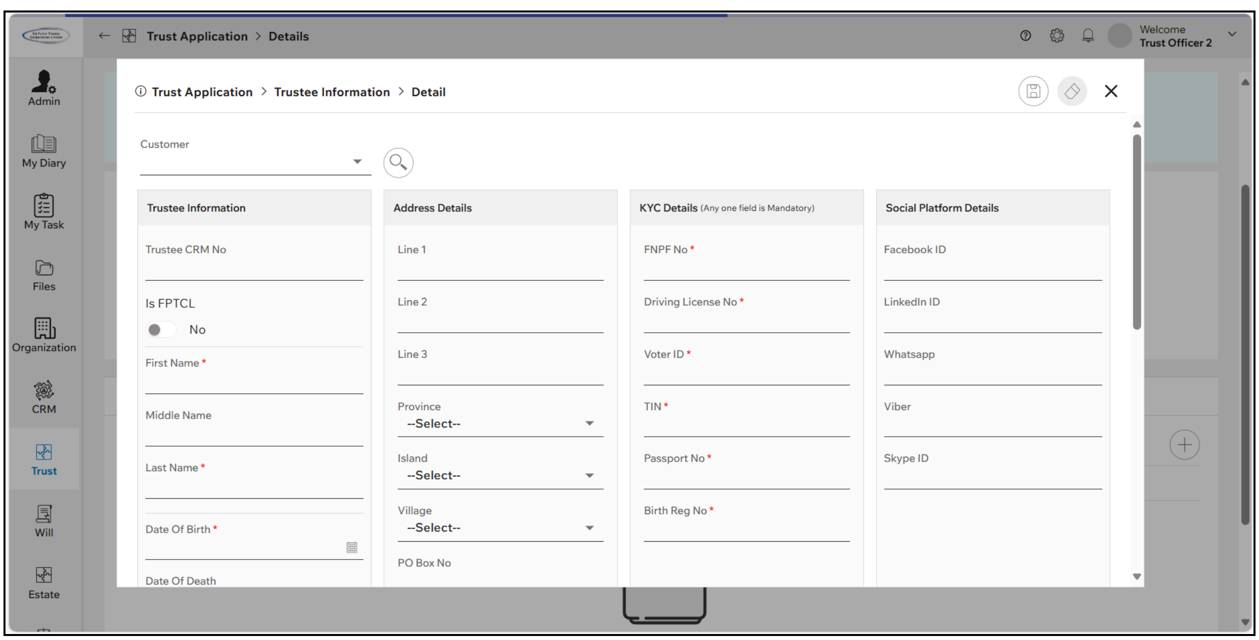
Trustee Section

- Select the Trustee to navigate to the **Trustee Tab**.



Adding a Trustee:

1. Click the **Add** button to input Trustee details.



2. A **Trustee Information Details** popup will appear.

3. Choose the customer from the **Customer Drop-down List**, search for an existing customer, or enter new Trustee details.
4. If the Trustee is an FPTCL, select **Yes** in the **Is FPTCL** field.
5. Click the **Save** button to save Trustee Information.
6. Click the **Clear** button to remove the entered or selected details.
7. Click the **Close** button to close the popup window.

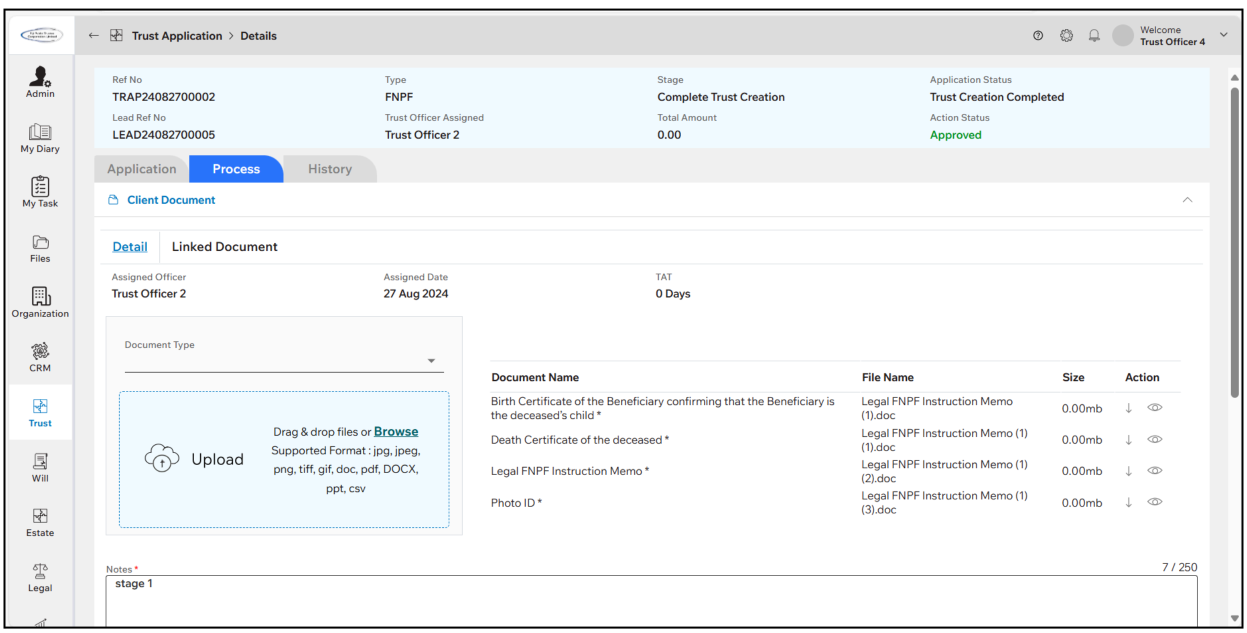
Process Tab:

This section contains details such as the process to complete the creation of the application.

Client Document

User: Trust Officer

Objective: Submit and manage the required documents to complete this step.



Linked Documents:

- In this tab, the documents needed from the client are displayed.
- The Trust Officer can download and view these documents as necessary.

Details:

1. The tab shows key information, including the **Assigned Officer**, **Assigned Date**, and the **Turnaround Time (TAT)** for processing.

2. Choose the type of document from the **Document Type** drop-down list.
3. Click on the **Browse** button and select the desired file from your local system.
4. The selected document will appear below the browse field.
5. Click the **Upload** icon to add the document to the document grid.
6. In the **Action** column, the following options will be available for each document: **Download**: To download the document. **View**: To view the document. **Delete**: To delete the document.
7. Enter the Notes in notes tab and Click **save** button below the Notes Field to save the entered notes.

Completing the Stage:

- After uploading all mandatory documents, click on the **Initial Document Received** button to complete this stage and move to the next step in the process.

Canceling the Stage:

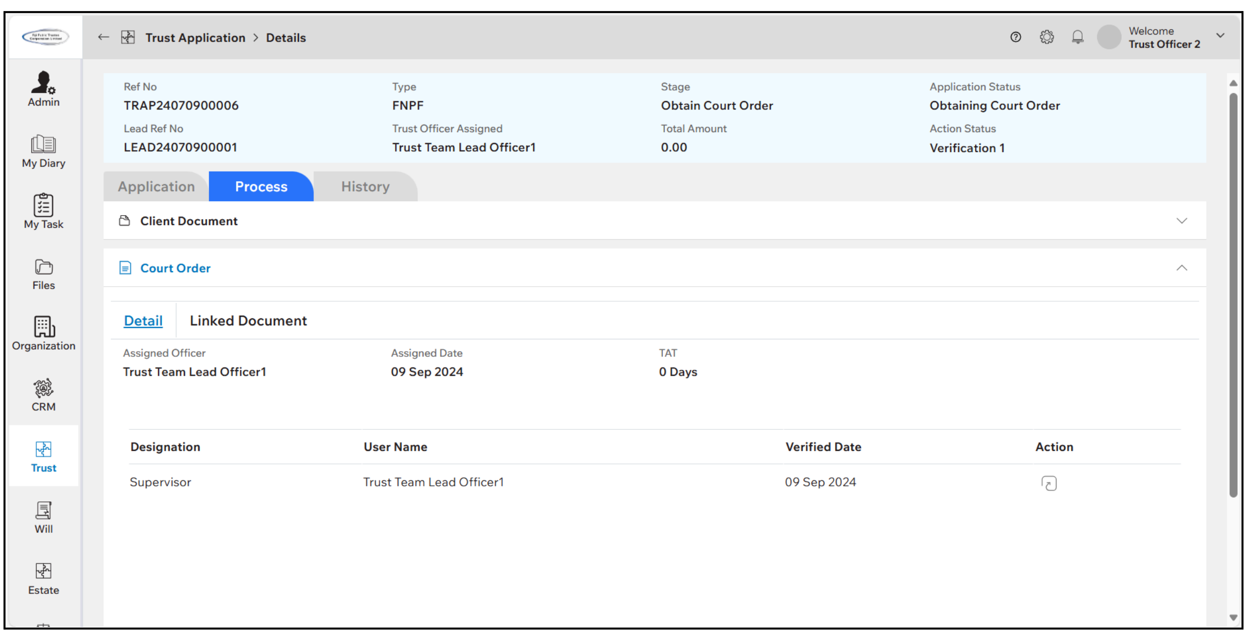
- If necessary, you can click the **Cancel** button to terminate the current stag

Court Order

Linked Documents:

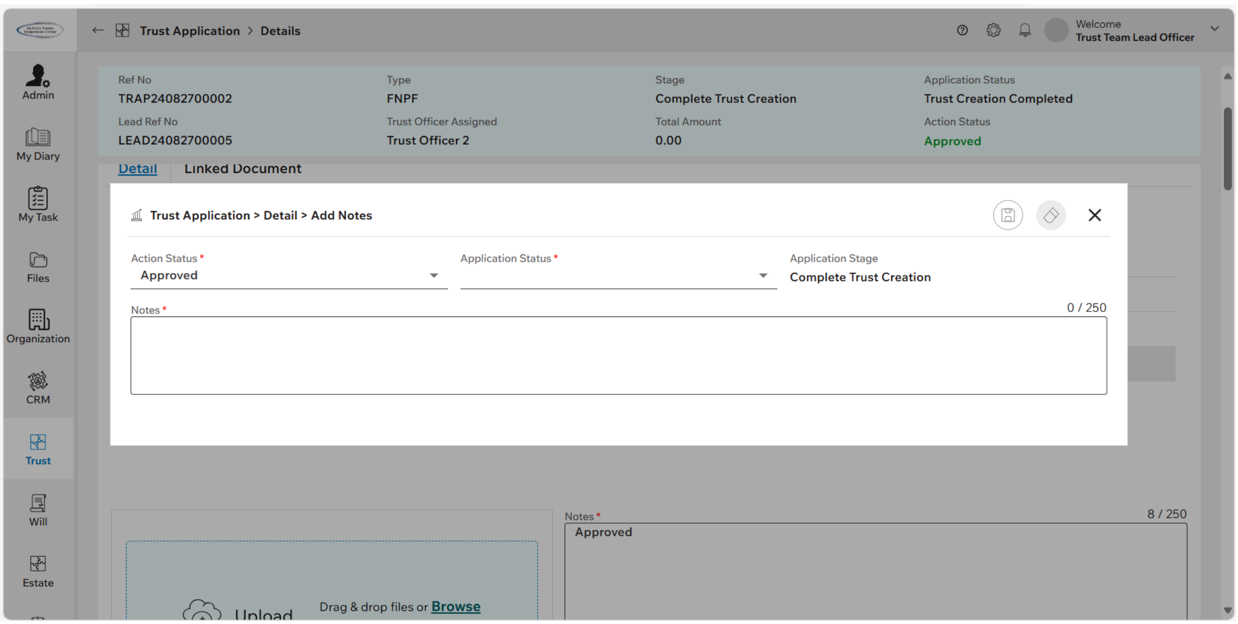
➢ In this tab, the documents needed from the client are displayed.
➢ The Trust Officer can download and view these documents as necessary.

Detail:



1. Once client documents are collected, the **Court Order** step will be triggered for **FNPF** and **Death Benefit Trust** applications.
2. Initially, the court order task will be assigned to the **Trust Team Lead**

Adding Court Order Notes:



3. Click the **Add** button in the **Action** column to open the **Trust Application > Detail > Add Notes** popup.
4. In the popup, select the **Action Status** and enter relevant notes.
5. Click the **Save** button to store the notes.

Status Flow:

User: Trust Team Lead Officer

➢ Change the status from **Verification 1** to **Verification 2**.

User: Manager

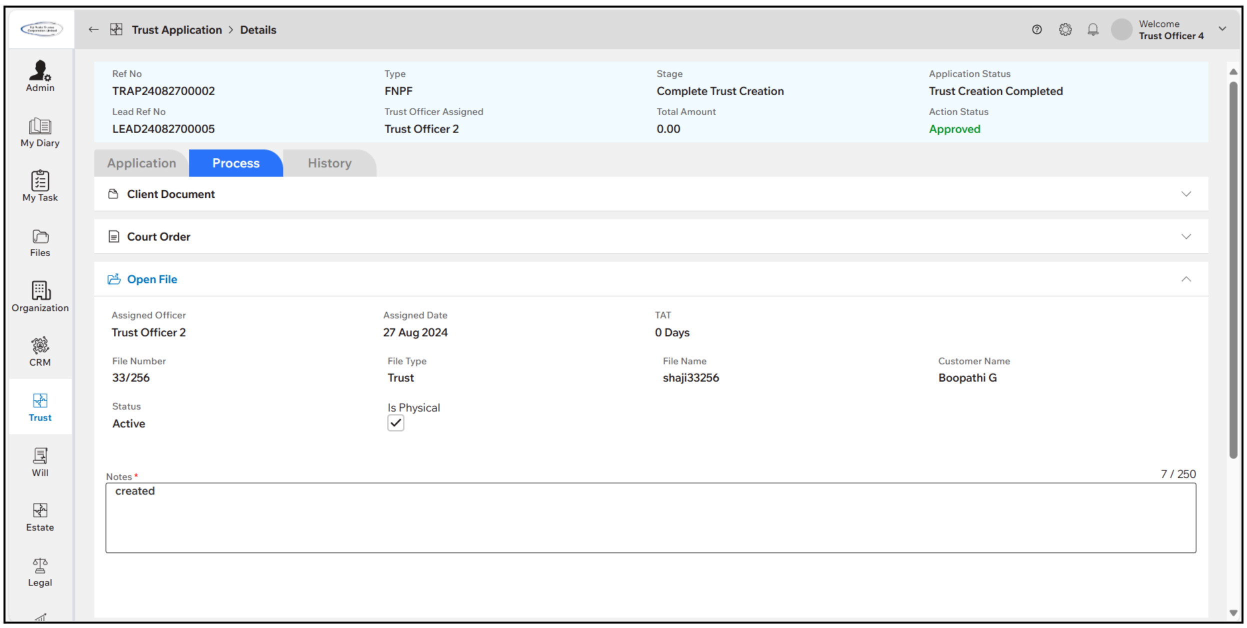
➢ Change the status from **Verification 2** to **Approved**.

User: Legal Officer

➢ Upload the court order copy.
➢ Complete the stage by clicking on Court Order Obtained.

Open File

User: Registry Clerk



This tab displays important details about the file, including: Assigned Officer, Assigned Date, TAT (Turnaround Time), File Number, File Type, File Name, Customer Name, Is Physical (indicates if the file is maintained physically).

Adding a New File Details:

1. Click the **Add** button to enter the details of a newly created file.
2. Fill in the following fields: File Number, File Type, File Name.
3. Select the **Customer Name** from the drop-down list.
4. If the file is physically maintained, check the **Is Physical** checkbox.
5. Click the **Save** button to store the entered information.
6. Click the **Clear** button to reset all entered values.

Adding Notes:

7. Navigate to the **Notes** tab.
8. Enter the relevant notes in the **Notes** field.
9. Click the **Save** button below the notes field to store the entered notes.

Completing the Stage:

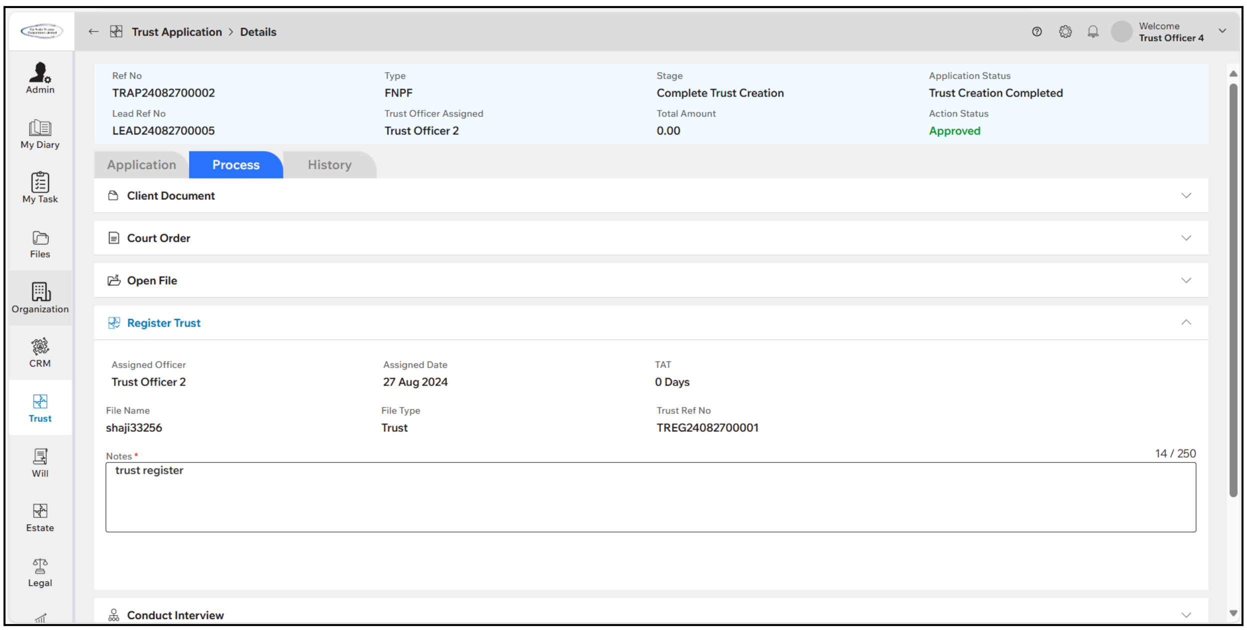
➢ Click the **File Opened** button to complete this stage and move to the next step.

Canceling the Stage:

➢ Click the **Cancel** button to stop the process and cancel the current stage.

Register Trust

User: Register Officer



1. This tab displays important details including: **Assigned Officer, Assigned Date, TAT (Turnaround Time), File Name, File Type**
2. The **Trust Ref No** will be auto-populated once the Register Officer clicks the **Save** button.

Adding Notes:

3. Navigate to the **Notes** tab.
4. Enter the relevant information in the **Notes** field.
5. Click the **Save** button below the notes field to store the entered notes.

Completing the Stage:

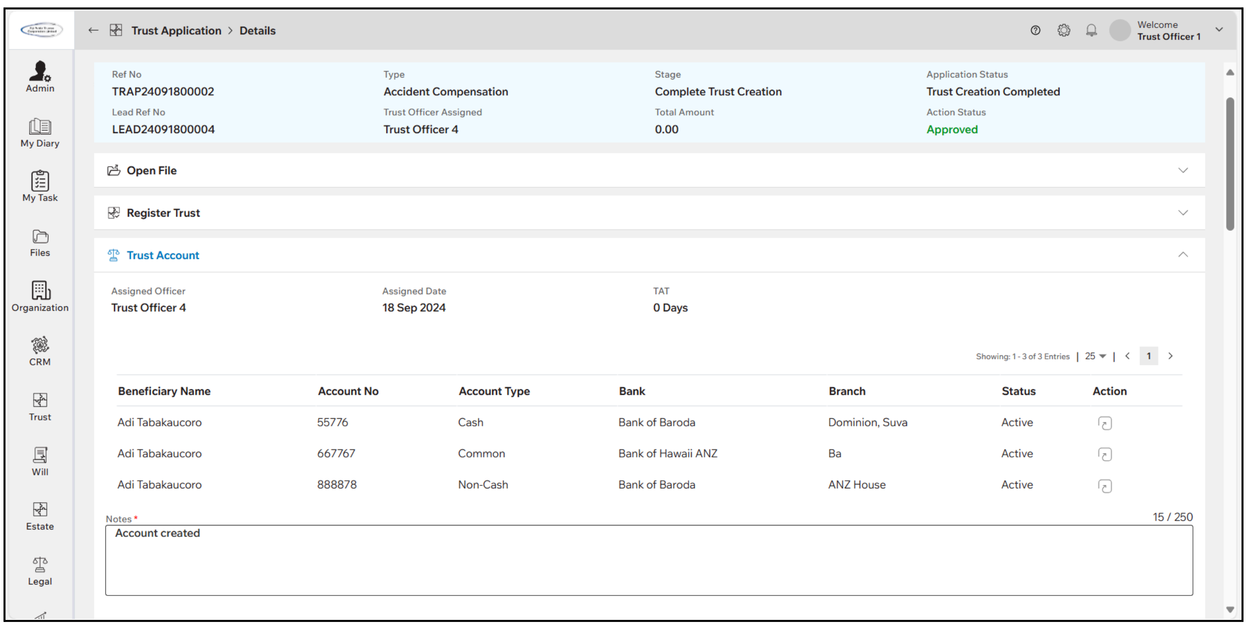
➢ Click the **Trust Registered** button to complete this stage and proceed to the next step.

Canceling the Stage:

➢ Click the **Cancel** button to terminate the process and cancel the current stage.\

Trust Account

This tab displays important details about the file, including: Assigned Officer, Assigned Date, TAT (Turnaround Time). This Step will display only if the Trustee is FPTCL.



1. Click On Add button To **Trust Account>Add New** Popup.
2. Enter the details such as Account No, Account Type, Customer Name, Bank Name, Branch Name and Status.
3. Click save button to save the details and Display in the Grid.
4. Click on Clear button to Clear the details.
5. Click on Close Icon to Close the Popup.
6. Enter the Notes in notes tab and Click **save** button below the Notes Field to save the entered notes.

Completing the Stage:

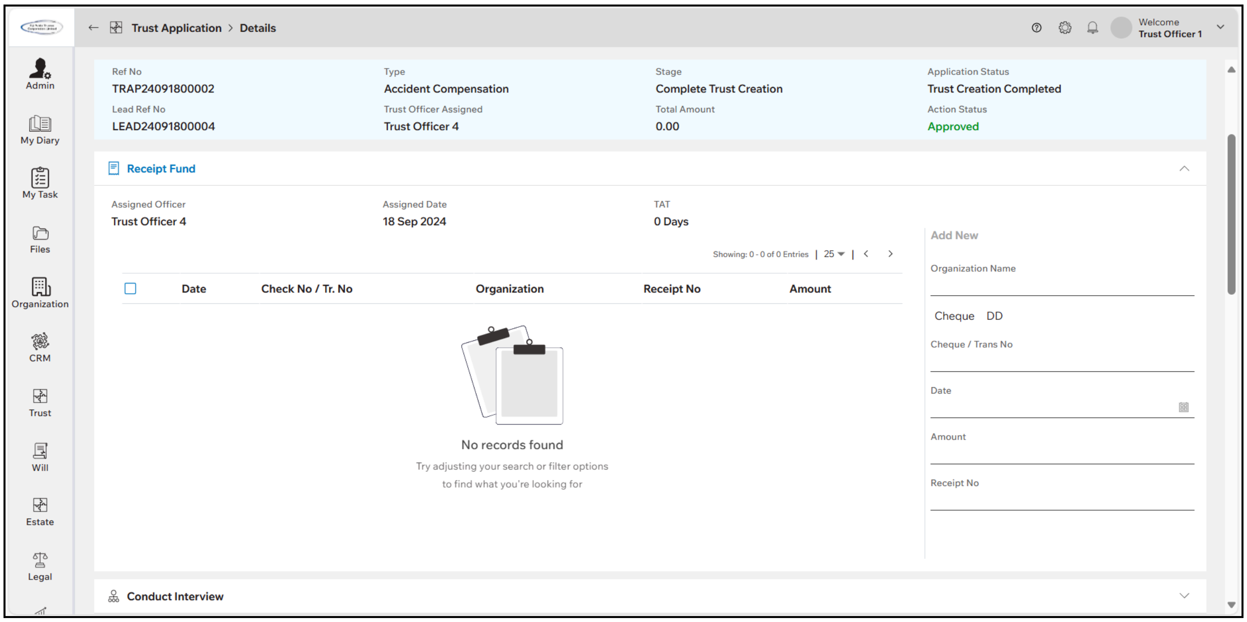
➢ Click the **Creating Trust Account** button to complete this stage and proceed to the next step.

Canceling the Stage:

➢ Click the **Cancel** button to terminate the process and cancel the current stage.

Receipt Fund

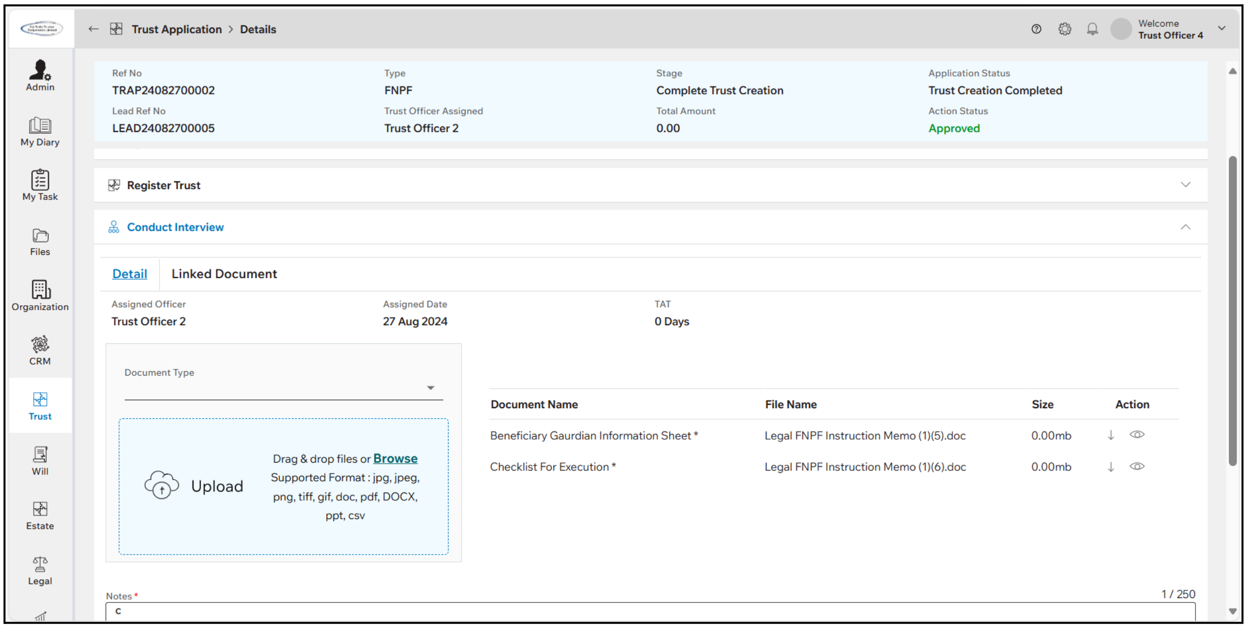
This tab displays important details about the file, including: Assigned Officer, Assigned Date, TAT (Turnaround Time). This Step will display only if the Trustee is FPTCL.



1. Enter Organization Name, Cheque / Trans no, Date, Amount and Receipt no.
2. Once all the details are filled Click on **Fund Receipt Collected** to complete this stage and proceed to the next step.
3. Click the **Cancel** button to terminate the process and cancel the current stage.

Conduct Interview

User: Trust Officer



Linked Documents:

- In this tab, the documents needed from the client are displayed.
- The Trust Officer can download and view these documents as necessary.

Detail:

1. This tab displays important details including: **Assigned Officer, Assigned Date, TAT (Turnaround Time).**
2. Choose the type of document from the **Document Type** drop-down list.
3. Click on the **Browse** button and select the desired file from your local system.
4. The selected document will appear below the browse field.
5. Click the **Upload** icon to add the document to the document grid.
6. In the **Action** column, the following options will be available for each document: **Download**: To download the document. **View**: To view the document. **Delete**: To delete the document.
7. Enter the Notes in notes tab and Click **save** button below the Notes Field to save the entered notes.

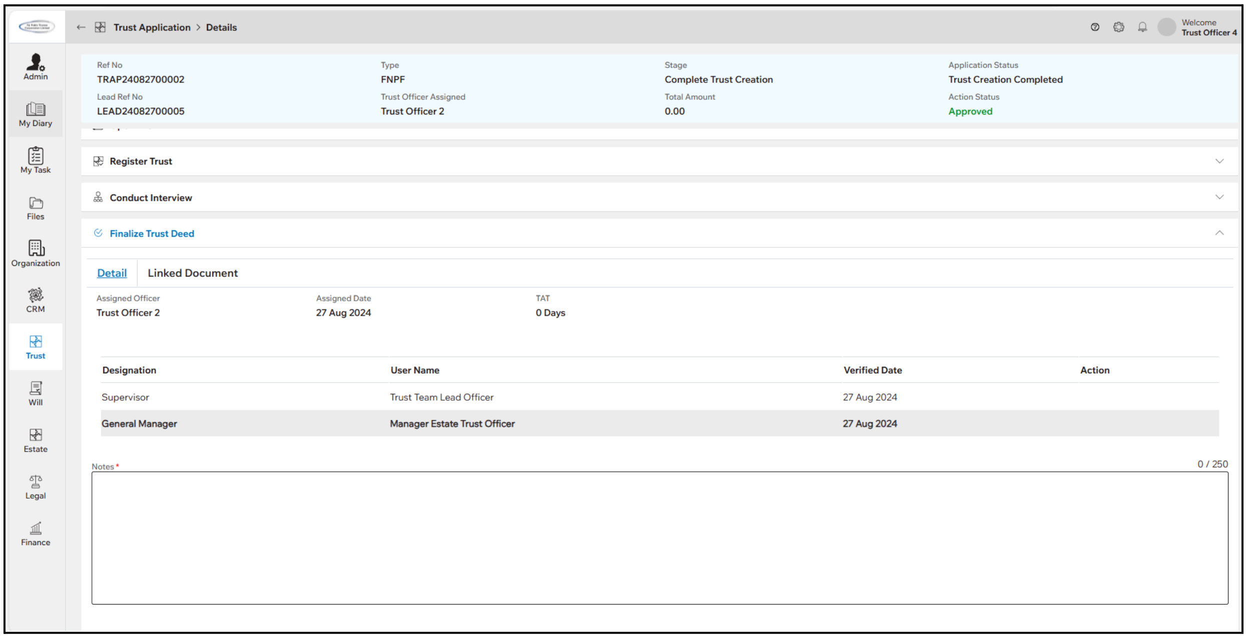
Completing the Stage:

- Click the **Conducted Interview** button to complete this stage and proceed to the next step.

Canceling the Stage:

- Click the **Cancel** button to terminate the process and cancel the current stage.

Finalize Trust Deed



Detail:

1. This tab displays important details including: Assigned Officer, Assigned Date, TAT (Turnaround Time).
2. Click the **Add** button in the **Action** column to open the **Trust Application > Detail > Add Notes** popup.
3. In the popup, select the **Action Status** and enter relevant notes.
4. Click the **Save** button to store the notes.

Adding Notes:

5. Navigate to the **Notes** tab.
6. Enter the relevant notes in the **Notes** field.
7. Click the **Save** button below the notes field to store the entered notes.

Status Flow:

User: Trust Team Lead Officer

- ➢ Change the status from **Pending Verification** to **Pending Approval**.

User: Manager

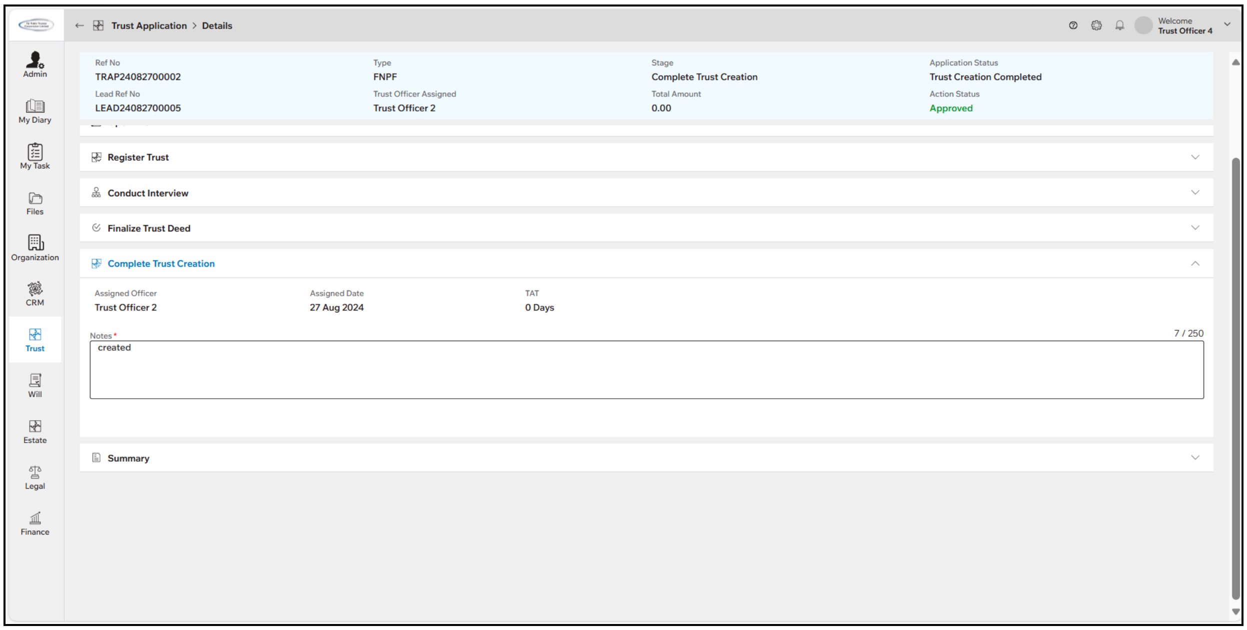
- ➢ Change the status from **Pending Approval** to **Approved**.

User: Legal Officer

➢ Complete the stage by clicking on **Finalized Trust Deed.**

Complete Trust Creation

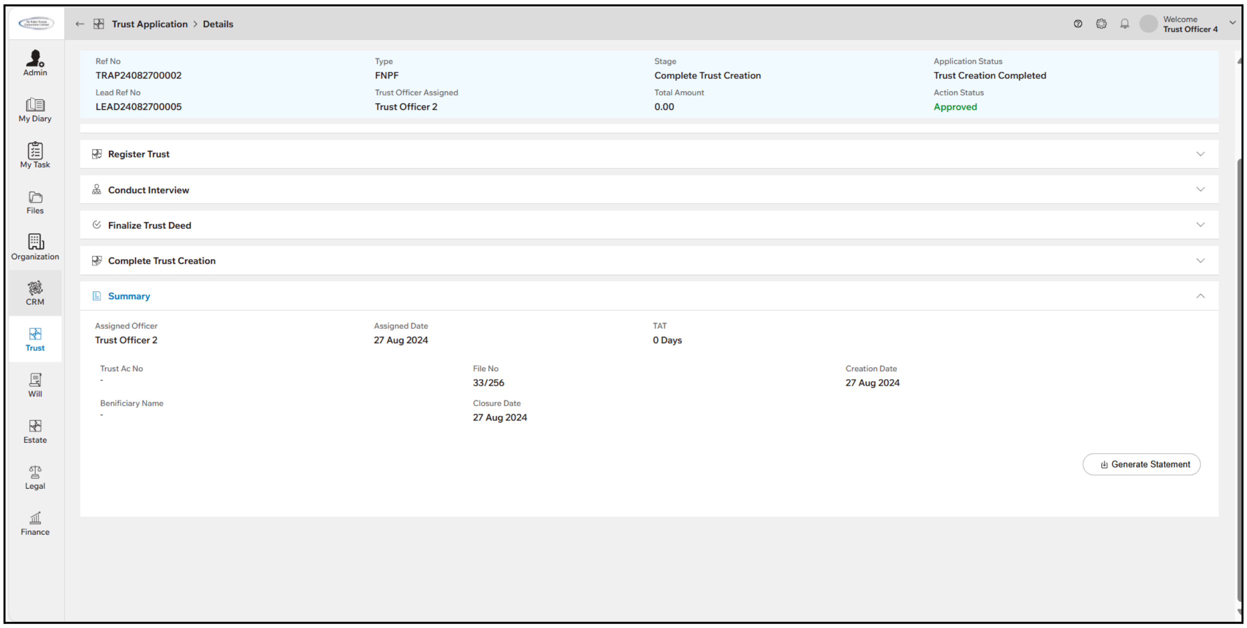
User: Trust Officer



1. This tab displays important details including: Assigned Officer, Assigned Date, TAT (Turnaround Time).
2. Enter the relevant notes in the **Notes** field.
3. Click the **Save** button below the notes field to store the entered notes.
4. Complete the stage by clicking on **Completed Trust Creation.**

Summary

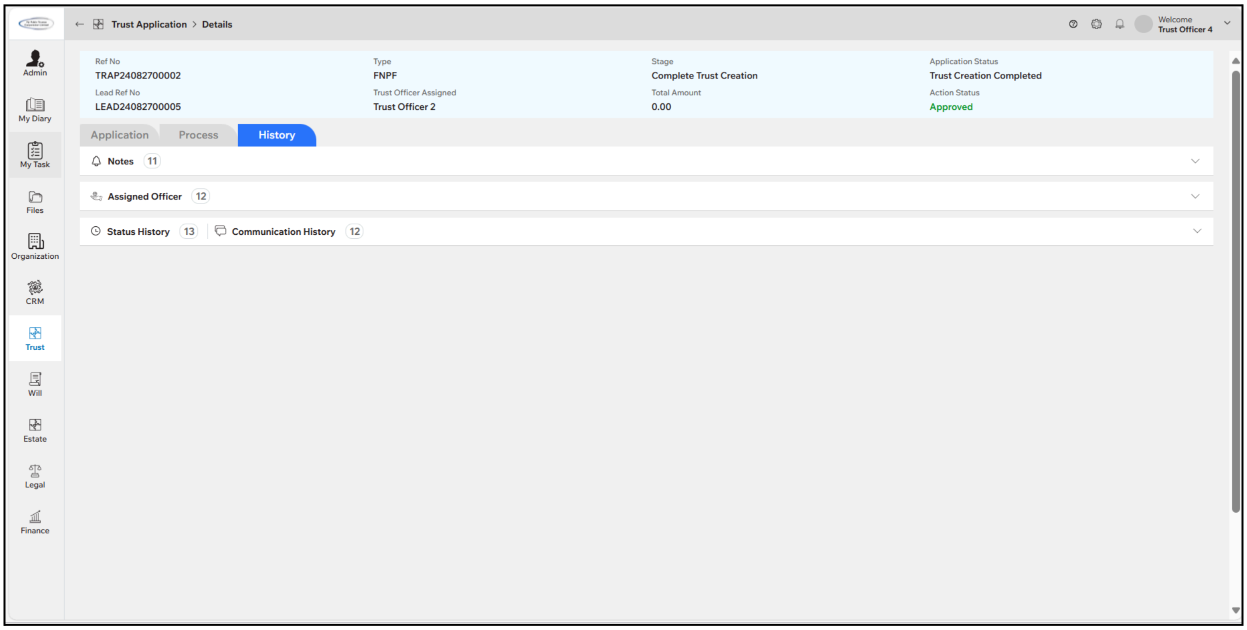
User: Trust Officer



1. This tab displays the following details: Assigned Officer, Assigned Date, TAT (Turnaround Time), Trust Account Number, Beneficiary Name, File Number, Closure Date, Creation Date.
2. Click the **Generate Statement** button to download the Trust Application in PDF format.

History:

➢ The History tab contains the following sub-tabs:



Notes

➢ All notes entered at each stage of the process will be listed here.

Assigned Officer

➢ Displays the following details: Assigned Officer, Assigned Date, Assigned By, Status values

Status History

➢ Shows the status flow and details, including: Officer Name, Date, Time

Communication History

➢ Provides details of communication, including: To (recipient), Date | Time, Status, Action.
➢ Includes all email history related to the respective officers.

****END OF DOCUMENT****