Customer Agreement (Capability)

1. Role Definition
2. Example of Use
3. Executive Summary
4. Key Features
Documentation

Appears on

Properties

Relations

1. Role Definition



The Customer Agreement service domain captures and maintains the master legal terms of conditions in force for a customer (which as noted can be a complex multinational with many underlying product and service specific agreements).

2. Example of Use



An new customer's master agreement is established prior to negotiating and setting up the underlying product specific agreements

3. Executive Summary



This service domain maintains the master customer agreement/legal contract. Note that a customer can be a complex corporate entity with many subsidiaries operating in different geopolitical areas. The customer agreement is linked to as many Sales Product Agreements as needed for all in-force products

4. Key Features



Set-up and maintain the customer master agreement

Ensure legal, regulatory and corporate considerations are covered in agreement

Determine if proposed actions are covered by the agreement

Documentation



Properties



Property	Value
Service Domain	
API BIAN Portal	Customer Agreement API (https://app.swaggerhub.com/apis/BIAN-3/CustomerAgreement/12.0.0)
BIAN Proposed ISO20022 Control Record Match	CustomerMasterAgreement
Core Business Object	
Individual Analytics	customerAgreementAccumulators customerAgreementActivityAnalysis customerAgreementPerformanceAnalysis customerAgreementTrends&Events
Portfolio Analytics	customerAgreementPortfolioActivityAnalysis customerAgreementPortfolioMake-UpAnalysis customerAgreementPortfolioPerformanceAnalysis

BIAN Life Cycle	
Service Role	Maintain a structured legal customer agreement. Note that a customer can be a complex corporate entity with multiple subsidiaries operating in different geopolitical areas. The customer agreement is linked to as many Sales Product Agreements as needed for all inforce products
	EXT Handle Request to Establish Term Deposit Agreement (views/view_54702.html) Handle Request to Establish Term Deposit Agreement (views/view_54907.html)
	Handle Request to Open Corporate Current Account (views/view_54919.html)
	EXT Handle Request to Open Virtual Account (views/view_54790.html)
	EXT Handle Request to Open Corporate Current Account (views/view_54675.html)
	Handle Request for Consumer Loan Checks and Options (views/view_54741.html)
	(views/view_54889.html)
	EXT Handle Request for Preferential Rates for Corporate Current Account
	Process Closing of Mortgage Loan (views/view_55134.html)
	Handle Bulk Request for Opening Salary Accounts (views/view_55131.html)
	Handle Request for Product Selection (views/view_55673.html)
	EXT Handle Request for High Volume Virtual Account Opening (views/view_55266.htm
	Handle Request for Preferential Rates for Corporate Current Account (views/view 55484.html)
	EXT Handle Bulk Request for Opening Salary Accounts (views/view_55326.html)
	Handle Request for Corporate Loan (views/view_55212.html)
	EXT Handle Customer Relationships Case (views/view_55529.html)
	Process Closing of Corporate Loan (views/view_55458.html)
	Handle Request for Loan that Requires Syndication (views/view_55083.html)
	Handle Request for Notional Pooling Agreement (views/view_54592.html)
	Execute Customer Onboarding API version (views/view_54883.html)
	EXT Handle Request for High Volume Account Opening (views/view_54681.html)
	(views/view_54989.html)
	TT EXT Handle Request to Move Overdraft Limit between Virtual Accounts
	Transport Initiate Payment Order (views/view_54825.html)
	Set Up New Card for Card Application (views/view_55052.html)

Stereotypes

Status

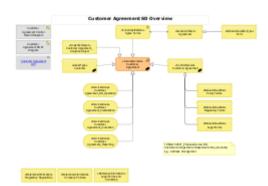
stereotype

ServiceDomain

Appears on

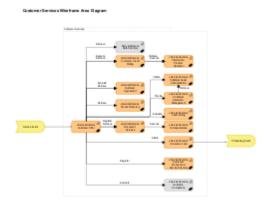


(views/view_50716.html)



Customer Agreement SD Overview

(views/view_51045.html)



Customer Services

(views/view_51891.html)



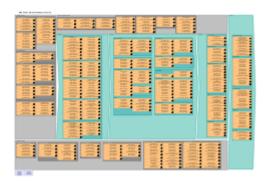
BIAN Service Landscape V12.0 Matrix Vi...

(views/view_50878.html)



BIAN Coreless 2.0 Wireframe

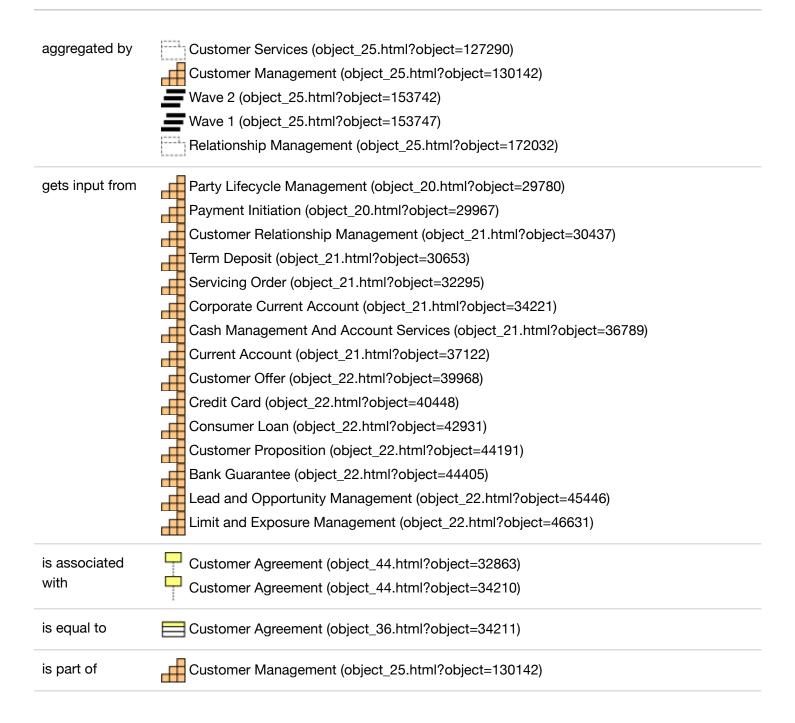
(views/view_51705.html)



BIAN Service Landscape V12.0 Value Ch...

Relations





ealized by	Customer Agreement_SD_Service Group (object_18.html?object=238326)
	Gr CR Obtain grant authority to act under the terms of the agreement (object_12.html?
	object=28968)
	Re BQ Retrieve details about the corporate policy terms of an agreement (object_12.html?
	object=29301)
	Ev CR Establish a customer master agreement (evaluate applicable rules)
	(object_13.html?object=30988)
	Re BQ Retrieve details about the regulatory terms of an agreement (object_12.html?
	object=32956) Customer Agreement (object, 24 html?object=32081)
	Customer Agreement (object_24.html?object=33981)
	Ec CR Accept, reject etc an agreement (object_14.html?object=34490)
	Rq CR Request check of a proposed activity is compatible (object_14.html?object=35923)
	Ev BQ Establish the regulatory terms for a customer master agreement (object_14.html?
	object=35979) Up BQ Update the corporate policy terms for a customer master agreement
	(object_14.html?object=38169)
	Co CR Control the processing of an agreement (object_15.html?object=38671)
	Up CR Update details of an active customer master agreement (object_15.html?
	object=38773)
	Re BQ Retrieve details about the legal terms of an agreement (object_15.html?
	object=38803)
	Ev BQ Establish the corporate policy terms for a customer master agreement
	(object_15.html?object=40015)
	Up BQ Update the regulatory terms for a customer master agreement (object_15.html?
	object=40678)
	Re CR Retrieve details about a customer master agreement (object_15.html?
	object=40761)
	Up BQ Update the legal terms for a customer master agreement (object_16.html?
	object=46850) Customer (object_24.html?object=47446)
	Ev BQ Establish the legal terms for a customer master agreement (object_17.html?
	object=47485)
	Agree Terms (object_28.html?object=58124)
	Customer Agreement_ Analytics Object (object_25.html?object=77466)
	Customer Agreement_Reporting (object_17.html?object=77479)
	Customer Agreement_Instantiation (object_17.html?object=77484)
	Customer Agreement_Invocation (object_17.html?object=77486)
	Customer Agreement_SD_Operations (object_18.html?object=77492)

serves

Agreement Management (object_6.html?object=130022)

