

Project Proposal

Proposed Project Title
(The title may be amended by
SIT for internal use)

RP Digital Bank

Project Description and Details (This section should include details regarding the project scope, project user and/or technical requirements, and/or any other information that would be useful in understanding the project)

Students are expected to deliver a bespoke digital banking platform - RP Digital Bank offering retail banking products, such as savings account, term deposit, credit card etc., as well as financial consultation for RP students. The following illustrates the deliverables and key business requirements:

<u>Customer Portal</u>: Web portal for customers to sign up for new retail banking products such as savings accounts, credit cards etc., view and manage their accounts.

- Homepage/Dashboard with tabular view of accounts, credit cards, etc.)
- New account and credit card application (with KYC verification), refer to Addendum for examples of account opening process.
- Cancel credit card (with OTP via email)
- Password change/reset (with OTP via email)
- Optional for new account creation:
 - Send welcome email to customers for new account signup
 - Link to Singpass API for retrieval of user information
- Optional for credit card cancellation:
 - Check for any outstanding credit card balance
- Optional for homepage/dashboard:
 - Include chart view of holdings, transactions
 - Include analytics, examples are projected cashflow from credit card payment, recommended product(s) based on customer's age and/or daily average account balance

<u>Video Consultation</u>: Customer portal includes an added service for customers to book a session for financial advisory/consultation. 3 sessions (1h each) are available per day from Monday – Friday. Separately financial advisor can login to the bank staff portal to update summary notes and close their session.

- Book consultation appointment from the list of sessions available for booking (by customer)
- Email notification to financial advisor
- Optional:
 - Option to cancel and/or reschedule appointment
 - Chatbot to address FAQ

<u>Bank Staff Portal</u>: Web portal for the staff (including financial advisors) of RP Digital Bank to view/manage list of products offerings, list of users and generate management reports. The portal is also available for financial advisors to view/manage their list of video consultation bookings.

- Maintain list of Products (examples of products are savings account, fixed deposit account, credit card) (CRUD)
- Maintain list of Users (user roles include customers, financial advisors, back office) (CRUD) - this function is only accessible for back office
- Maintain list of consultation session and log details this function is only accessible for financial advisor
- Generate reports for management, examples are
 "Number of accounts opened in last 90 days", "Average consultation bookings by day of week"
- Password change/reset (with OTP via email)
- Optional:
 - List of products to include documents such as product guides <u>https://www.dbs.com.sq/iwov-resources/pdf/deposits/DBS_deposit_quide.pdf</u>, for download
 - Bulk reports generation at end of day/month

Other Optional Deliverables:

- Interest calculator on website landing page
- Explore and incorporate adequate API link to financial institutions

https://www.mas.gov.sg/development/fintech/financialindustry-api-register

Project Deliverable (Please list or state the deliverables that is expected from the project) A project as described above.

Addendum 1: Example of online account opening process

Students may refer to the following websites and links for guided process of an online account application.

- CIMB FastSaver Account Opening https://www.cimb.com.sg/en/personal/forms-apply/accounts/savings-accounts/fastsaver.html
- Trust Bank Savings Account Opening: https://trustbank.sg/how-to-guides/apply-trust-savings-account/

*Note: optional to link with singpass API

(https://api.singpass.gov.sg/library/myinfo/developers/tutorial1)

CIMB FASTSAVER ACCOUNT

Getting Started

This form will take you less than 10 minutes to complete. If you require assistance, please call CIMB At-Your-Service at +65 6333 7777.

Documents Required

*This field is required.

Account Type*

○ Individual application ○ Joint application

Note: Due to increase in volume of applications, please expect a longer processing time. Thank you for your understanding.

Apply with ease using **Singpass**With your Singpass, use Myinfo to retrieve your personal details for even faster application.

Retrieve Myinfo with singpass

No Singpass Account? Don't worry, apply manually here.

To safeguard your personal data, please ensure your PC or device is connected to a secure network and do not leave your device unattended while you are submitting this form.

Figure 1: Extracted from CIMB website - https://www.cimb.com.sg/en/personal/forms-apply/accounts/savings-accounts/fastsaver.html

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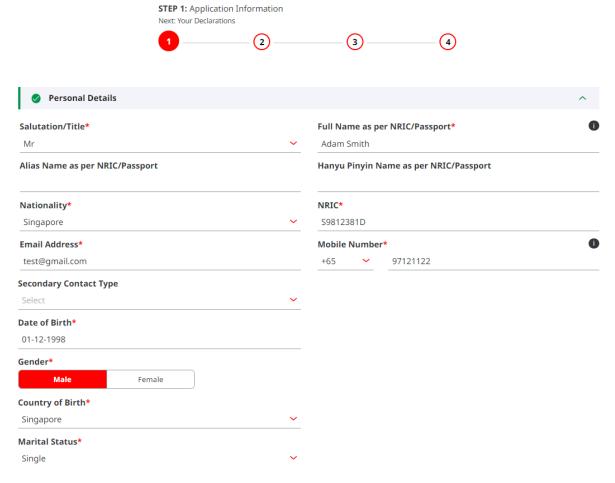
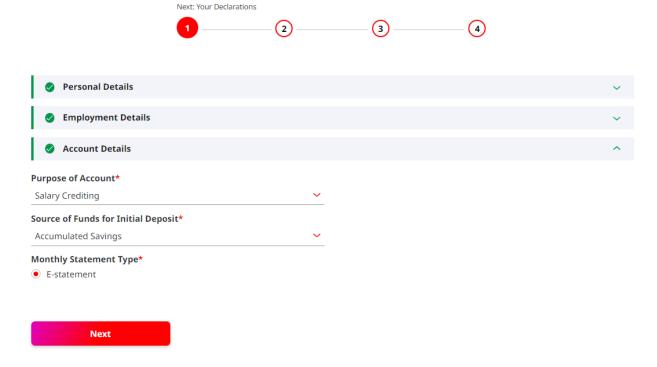


Figure 2: Extracted from CIMB website - https://www.cimb.com.sg/en/personal/forms-apply/accounts/savings-accounts/fastsaver.html

STEP 1: Application Information



 $Figure \ 3: Extracted from \ CIMB \ website-https://www.cimb.com.sg/en/personal/forms-apply/accounts/savings-accounts/fasts aver.html$

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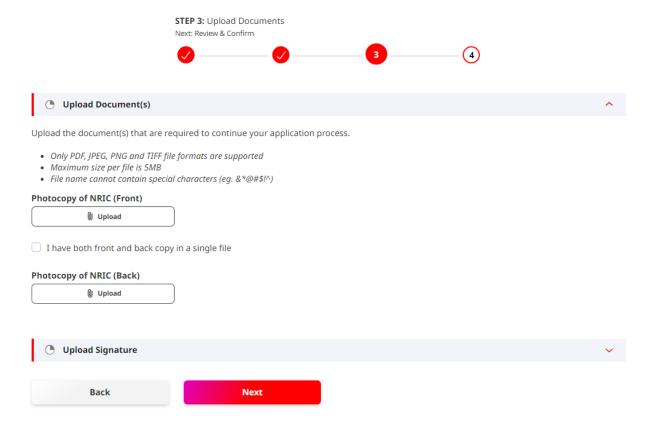


Figure 4: Extracted from CIMB website - https://www.cimb.com.sg/en/personal/forms-apply/accounts/savings-accounts/fastsaver.html

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Addendum 2: Useful References

- 1. Singpass API: https://api.singpass.gov.sg/library/myinfo/developers/tutorial1
- 2. Outlook Calendar API: https://learn.microsoft.com/en-us/graph/choose-online-meeting-api
- 3. DBS API: https://www.dbs.com/developers/#/
- 4. OCBC API: https://api.ocbc.com/