# Product Requirements Document

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## Product Overview

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This product is a modern, in-house credit card core platform designed specifically for the financial services industry within the United States credit card sector. It offers comprehensive credit card issuance and account management capabilities, supporting both physical and virtual card issuance in real time. The platform delivers end-to-end lifecycle management including credit line administration, product configuration, transaction authorizations, settlements, billing, payments, interest calculation, fee management, rewards, dispute handling, and delinquency workflows. It aims to fully replace legacy third-party systems with a robust, scalable infrastructure enabling full ownership and control over credit issuance and servicing processes.  
  
Strategically, this solution addresses the need for enhanced operational control, agility, and efficiency by transitioning from outdated legacy technologies to a modern core system. It supports sophisticated credit account management including charged-off accounts, enabling accurate lifecycle management aligned with regulatory and business requirements. This transformation allows the enterprise to streamline processes, improve customer experience, reduce dependency risks, and maintain compliance with applicable U.S. financial regulations, positioning the organization for sustainable growth and competitive differentiation in the evolving credit card market.  
  
### References  
No external sources used.

## Feature Overview

Feature Name: Create a Frontbook Charged-Off Account  
  
Feature Overview:   
The Create a Frontbook Charged-Off Account feature enables the establishment and full lifecycle management of charged-off credit card accounts within a modern in-house credit card core system. This capability is a specialized subset of the broader account creation process, activated when an account transitions from good standing to charged-off status due to triggers such as prolonged delinquency, customer death, or bankruptcy. It supports real-time processing and integration with credit issuance, account management, billing, payments, disputes, and delinquency workflows, ensuring seamless handling of charged-off accounts within the trade credit ecosystem.  
  
This feature includes defining and implementing the necessary functionality to create and manage charged-off accounts on the new core platform, replacing legacy third-party systems. It excludes broader account creation activities unrelated to charged-off status and focuses on the specific business rules and data flows associated with charged-off accounts. Key constraints include compliance with financial regulations, accurate interest and fee calculations, and integration with transaction posting, account updates, and dispute management systems. Strategically, this feature supports the organization’s goal of full ownership and control over credit card operations, improving operational efficiency, risk management, and customer servicing capabilities.  
  
### References  
No external sources used.