

Proposed workflow for Unsecured Loan

Website

Process-1

Multi step Loan application to be filled by customer on Company's website.

Step-1

Information will be captured: -

- a) Name *
- b) Father's Name *
- c) Gender*
- d) DOB*
- e) Mobile No. (to be verified by OTP) *

In case, mobile no. is not verified here, customer will not be allowed to move further.

Step-2

Information will be captured: -

- a) Personal E-Mail ID (To be verified by customer through OTP) *
- b) Office E-Mail ID (To be verified by customer through OTP)

Step-3

- a) Address-1 *
- b) Address-2
- c) Landmark *
- d) PIN *
- e) Area, District & State will be auto filled on the basis of PIN

Step-4

Information will be captured: -

- a) Aadhar No. *
- b) PAN No. *
- c) Upload Profile Picture *
- d) Upload Aadhar Card PIC (Front & Back) *
- e) Upload PAN Card PIC (Front Only) *
- f) Acceptance of Terms & Conditions (terms & conditions will be provided by you) *

Step-5

Information will be captured: -

- a) Type of Income: SALARY (will be static)
- b) Organization name where customer is working at present *
- c) Designation *
- d) Monthly Income in INR *
- e) Working Since (years) *
- f) Upload Salary Slip *

Step-6

Information will be captured: -

- a) Loan amount required *
- b) Period of Loan *
- c) Bank A/c. No. *
- d) IFSC Code *
- e) Bank Name *
- f) Upload Bank Statement *

Step-7

Information will be captured: -

- a) Purpose of Loan / Remarks
- b) FINAL SUBMIT

On saving of this application, a mail will be auto sent to customer's personal email ID (The mail template to be provided by you).

FINNAUX

Process-2 (Application generation)

Step-1

All leads will display here with the facility of Reject/Proceed/Hold. Reject and Hold reason can be entered.

- On Proceed, system will ask the loan product and branch.
- Finnaux-CRM will create an application with auto generated application no.

Step-2

- Application will be shown with prefilled information entered in lead (Customer, Documents and Financial) with the editing facility.
- On Final Submit, the application will move to CREDIT APPROVAL stage.

Process-3 (Credit Approval)

Credit person will analyze the application and take appropriate action with following information:-

- Cibil report generation (offline) and attachment
- Bank account analysis through API of bank analyzer.
- Financial figures finalization (Loan amt, IRR, Tenure)
- Manual Approval Conditions (if any)
- Deductions (Auto and manual both)
- Sanction Letter generation and send for E-Sign on Phone/Email as per configuration

On confirmation of e-sign of sanction letter, following activities will occur: -

- Video KYC link to customer, if required
- Agreement generation and send for e-sign on phone/email of customer as per configuration.