

Functional Requirements of Banking Loan Management

1. Manage Loans:

When you create a loaner, the customer need not re-enter the details. If they have to apply for a loan again. Once a Payee is set up, the name of the Payee is set up, the name of the Payee can be used to transfer money. Details about the chosen payee are filled in automatically on the transaction screen.

Functions provided for the loaner:

- i. Apply the loan
- ii. View the details of the loan
- iii. Edit the details

2. Sign-up/Sign-in:

Sign-up is made only for the customer. Both the Admin and the Customer have sign-in access. After the respective Sign-in's different workplaces are available for their respective operations.

3. User Credentials:

The login screen allows registered users to login to the site to access all of the features that their account gives them access to. If they type in their username and password and click submit the user's credentials are validated and if correct, they are logged in. If they are incorrect, they get an error message.

If there is no conflict with the credentials, then the user is logged in and are sent to their respective dashboard.

4. Admin Dashboard:

Firstly, admin dashboard displays all the data and information that the system was programmed to collect and organize. This might include the technical status of the platform, details about customer and user profiles, the status of business operations, and many other informational aspects of the system.

Some of the purposes of the admin panel are:

- i. Approve (or reject) new users and manage their profiles.
- ii. Process their activities or transactions (e.g., applications, purchases, queries) if manual action is required from administrators.
- iii. Take interventions when users aren't complying with the platform's policies (e.g., suspending privileges, blocking accounts).
- iv. Engage and communicate with users such as pushing out notifications and messages, promoting products and deals, sending out customer surveys, etc.

5. Customer Dashboard:

Loans dashboard provides a summary of the Loan accounts held by the customer. Loans dashboard displays summary of total borrowings done by the customer in all accounts along with the current outstanding amount. It allows customers to understand their current position with respect to loan accounts. Summary of individual Loan accounts will be displayed on the user's dashboard.

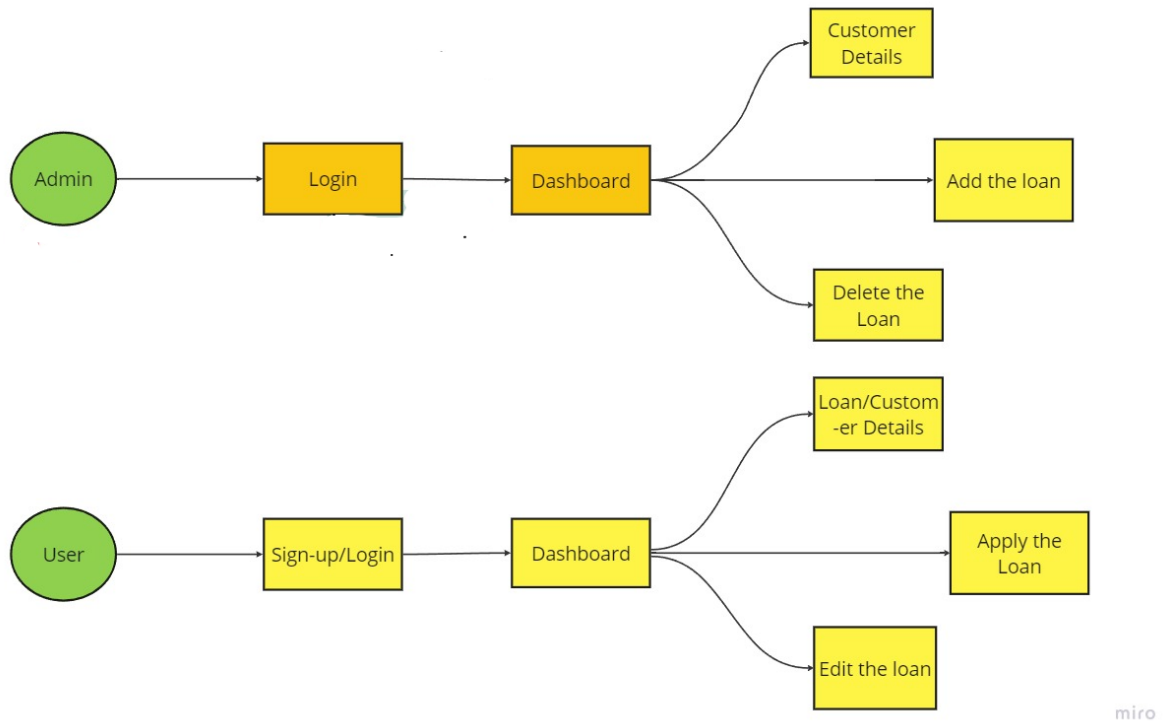
User can view account details such as customer name, product name, account number, rate of interest, outstanding amount and joint account indicated on the dashboard for individual accounts. The system will fetch the details for all loan accounts linked to the logged in customer id and display to the customer.

When the customer logs in or is navigated to dashboard from any of the screens, system will retrieve the account statement details and displays it in a mini statement widget. Mini statement of only one account will be displayed at a time. Latest transactions made the account will be displayed in ascending order. Customer can select the account number of available accounts. Every time account number is changed, the system will retrieve account details. The customer can navigate to account statement screen to view complete details of the transaction or download account statement.

At times a customer needs to refer their previous loan accounts which are in closed status. A summary of such closed accounts is displayed on the dashboard. It allows user to navigate to the view closed account details screen.

Customers can initiate requests for opening a new loan account through the dashboard. On initiating the request customer will be navigated to the product

showcase screen of origination module where various products and offers hosted by the bank will be available for selection.



Dashboard > Payments Widget > Manage Payees & Billers

OR

Dashboard > Toggle Menu > Payments > Manage Payees & Billers

OR

Dashboard > Payments Menu > Manage Payees & Billers

To Manage Loans:

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1. In the **Customer dashboard**, click the **offers** option. Here the list of loans that are available and the candidate is eligible for will be displayed. Click on **Apply for loan** link for creating a loan.
 2. From the **Admin Dashboard** one can view **Customer details** by clicking on relevant customer.

OR

A customer can view his/her details from the **customer dashboard** by click in on customer details.

3. Click on **view/edit**. The view/edit screen appears.

OR

Click on **Apply for loan link** for creating a loan.

OR

Click **Back to Dashboard** to navigate back to the Dashboard.

Field description:

1. Click **Apply/Issue** to transfer funds/Issue demand draft.
2. On success the **EMI calculation (tenure, interest)** is made and details about the loan and the customer will be displayed.
3. On clicking **confirmation**, the corresponding loan will get accepted.

To Edit Loans:

The Applications permits the customer to pdify the details entered by the current logged-in user. As part of the functionality to alter a loan only the tenure can be modified which will modify the total EMI.

1. From the **Loaner List**, select and click on relevant Loaner whose details you want to edit.

OR

Click **Add New Loaner** to create a new Loaner.

2. Click on the menu and then click **View/ Edit**. The View/ Edit screen appears.

3. Click Edit to edit the payee. The View/ Edit Payee screen with values in editable form appears.

OR

Click **Apply/ Issue** to transfer funds/ issue demand draft.