

# Customer Relationship Management System (Core Banking Requirements)

## PERSONAL PORTAL

|  | CUSTOMER TYPE                                | CS / CC / | P /N (Personal/ Non-personal)   |
|--|--|-----------|---|
| Customer details<br><br>** A Flip Tile to be attached to check the <u>Verification Questions</u> | Photograph                                   | CS / CC / | Pick the photo from the latest opened A/C through a link to Ximager Storage |
|  | Salutation                                   |           | To be reserved to be introduced later                                       |
|  | Customer Full Name                           | CS / CC / |   |
|  | Customer Short Name                          |           |   |
|  | NIC Number/ <u>Business reg. No</u>          | CS / CC / |   |
|  | Passport Number                              |           |   |
|  | Driving License Number                       |           | N/A   |
|  | Date of Birth: <Age>                         |           | Error! Reference source not found.  |
|  | Gender                                       | CS / CC / | Error! Reference source not found.  |
|  | Customer Category - Personal                 | CS / CC / | Elite   |
|  |  |           | Staff   |
|  |  |           | Ex-staff  |
|  |  |           | Premium Card Holder   |
|  |  |           | Islamic Banking   |
|  |  |           | PEP   |
|  |  |           | Undesirable   |
|  |  |           | FATCA   |
|  | Customer Category–Non Personal               | CS / CC / | ???????????   |
|  | Customer Priority                            | CS / CC / | 1 Premium 2 Platinum 3 General (Not shown to the user on the UI)            |
|  | Sensitivity Category                         | CS / CC / | Friendly/ Moderate/ Aggressive/ Handle with care                            |
|  | Customer Verification Password               | CS / CC / |   |
|  | Mobile number – CBS (Core Banking System)    | CS / CC   |   |
|  | Mobile number – CMS (Card Management System) | CS / CC   |   |
|  | Telephone number - CBS                       | CS / CC   |   |
|  | Telephone number – CMS                       | CS / CC   |   |
|  | Email address –CBS                           | CS / CC   |   |

|  |                              |           |  |
|--|------------------------------|-----------|--|
|  | Email address –CMS           | CS / CC   |  |
|  | Correspondence Address – CBS | CS / CC   | CIF address  |
|  | Correspondence Address – CMS | CS / CC   |  |
|  | Mother's Maiden Name         | CS/CC     |  |
|  | Occupation                   | CS / CC / | Provide MIT with a table of SIC codes to be uploaded to CRM – Both SIC Code & the Description to be shown in the system – from CBS             |
|  | Customer other relationships |           | Director, Partner, Proprietor ,etc& the company . ( Using customer to customer relationship function) – Customer to Customer relationship file |
|  | E KYC (***)                  |           | Link to a portal. Display a separate page  |
|  | CRIB Details                 |           | Link to a portal. Display a separate page  |
|  | Customer profitability       |           | Link to a portal. Display a separate page  |
|  | Preferred language           |           | To be automatically updated to the CRM from the Language they selected when calling through IVR Field to be opened for editing by a supervisor |

## CORPORATE PORTAL

|  |  |           |  |
|--|--|-----------|--|
| Customer details<br><br>** A Flip Tile to be attached to check the | CUSTOMER TYPE                                | CS / CC / | P / N(Personal/ Non-personal)                                    |
|  | Business Type                                |           | PLC, Sole Proprietorship. Partnership                            |
|  | Company Name                                 | CS / CC / |  |
|  | Related Party Details                        |           | Directors, Partners, Chairman , etc ..                           |
|  | Business Registration Number                 | CS / CC / |  |
|  | Passport Number                              |           |  |
|  | Driving License Number                       |           |  |
|  | Date of Birth: <Age>                         |           | Error! Reference source not found.                               |
|  | Gender                                       | CS / CC / | Error! Reference source not found.                               |
|  | Customer Category                            | CS / CC / | Elite/Staff/Ex-staff/Premium Card Holder/Islamic Banking         |
|  | Customer Priority                            | CS / CC / | 1 Premium 2 Platinum 3 General (Not shown to the user on the UI) |
|  | Sensitivity Category                         | CS / CC / | Friendly/ Moderate/ Aggressive/ Handle with care                 |
|  | Customer Verification Password               | CS / CC / |  |
|  | Mobile number – CBS (Core Banking System)    | CS / CC   |  |
|  | Mobile number – CMS (Card Management System) | CS / CC   |  |
|  | Telephone number - CBS                       | CS / CC   |  |
|  | Telephone number – CMS                       | CS / CC   |  |
|  | Email address –CBS                           | CS / CC   |  |
|  | Email address –CMS                           | CS / CC   |  |

|  |                              |           |  |
|--|------------------------------|-----------|--|
|  | Correspondence Address – CBS | CS / CC   |  |
|  | Correspondence Address – CMS | CS / CC   |  |
|  | Mother's Maiden Name         | CS / CC   |  |
|  | Business Sector              | CS / CC / | Provide MIT with a table of SIC codes to be uploaded to CRM – Both SIC Code & the Description to be shown in the system – from CBS             |
|  | Customer other relationships |           | Director, Partner, Proprietor, etc & the company. (Using customer to customer relationship function)   |
|  | E KYC (***)                  |           | Link to a portal. Display a separate page  |
|  | CRIB Details                 |           | Link to a portal. Display a separate page  |
|  | Customer profitability       |           | Link to a portal. Display a separate page  |
|  | Preferred language           |           | To be automatically updated to the CRM from the Language they selected when calling through IVR Field to be opened for editing by a supervisor |
|  |                              |           |  |

|                 |   |                |           |  |
|-----------------|---|----------------|-----------|--|
| Account Details | Savings<br><br>** A Flip Tile to be attached to check the followings**<br><br>-Account Number<br>- Product Type<br>-Account Status<br>- Currency Code<br>-Current Balance<br>-Available Balance<br>-Cautions<br>-Holds<br>-Last 5 Transactions<br>-Last Activity Date | Account Number | CS / CC / | (In the Account No Middle 5 numbers to be masked)<br><br>This should be masked when displaying only. File will provide the full number           |
|                 | Current / Savings   |                |           |  |
|                 | Account Status  |                |           | The status description should be displayed using a cross-reference file  |
|                 | Account Open Date   |                |           |  |
|                 | Product Type  |                |           | Product code & Description to be Displayed (Product description should be displayed using a cross-reference file)                                |
|                 | Currency Type   |                |           | (Currency description should be displayed using a cross-reference file)<br><br>If the currency is not LKR, then it should be shown in RED colour |
|                 | Relationship  |                |           |  |
|                 | Last Activity Date  |                |           |  |
|                 | Branch Code   |                |           | Branch Name & the Code to be Displayed (Branch description should be displayed using a cross-reference file)                                     |
|                 | Interest Rate   |                |           |  |
|                 | Year to date Average Balance  |                |           |  |
|                 | Total Limit   | CS /           |           |  |

|  |  |                      |  |
|--|--|----------------------|--|
|  | <ul style="list-style-type: none"> <li>-Account Status</li> <li>- Currency Code</li> <li>-Current Balance</li> <li>-Available Balance</li> <li>-Cautions</li> <li>-Holds (Last 5)</li> <li>-Overdrawn Since</li> <li>-No. of NSF Chq Rtns (last 12 Months)</li> <li>-Last 5 Transactions</li> <li>-Last Activity Date</li> </ul> | CC /                 |  |
|  |  |                      |  |
|  |  | Account Number       |  |
|  |  | Product Type         | Product code & Description to be Displayed<br>(Product description should be displayed using a cross-reference file) |
|  |  | Interest Rate        |  |
|  |  | Currency Type        | (Currency description should be displayed using a cross-reference file)  |
|  |  | Relationship         |  |
|  |  | Branch Code          | Branch Name & the Code to be Displayed<br>(Branch description should be displayed using a cross-reference file)      |
|  |  | Interest Disposition | Transferred or Capitalized   |
|  |  | Transferring Account |  |
|  |  | Account Open Date    |  |
|  |  | Maturity Date        |  |
|  |  | Last WHT Paid amount |  |
|  |  |                      |  |
|  |  | Loan Number          | CS /<br>CC /   |
|  |  | Loan Ticket Number   | Pawn Ticket  |
|  |  | Loan Status          |  |
|  |  | Loan Open Date       |  |
|  |  | Maturity Date        |  |
|  |  | Interest Rate        |  |
|  |  | Interest Type        | Fixed/Floating   |
|  |  | Product Type         | Product code & Description to be Displayed   |

|  |                            |           |  |
|--|----------------------------|-----------|--|
| <p style="color: red;">-Overdue Installment Amount<br/>-Nxt Instalment Amount &amp; date</p> |                            |           | (Product description should be displayed using a cross-reference file)                                       |
|  | Currency Type              |           |  |
|  | Relationship               |           |  |
|  | Instalment Amount          |           |  |
|  | Overdue Installments       |           |  |
|  | Overdue Installment Amount |           | >= 3 months then irregular (Show in Red)   |
|  | Branch Code                | CS / CC / | Branch Name & the Code to be Displayed (Branch description should be displayed using a cross-reference file) |
|  | Colleteral                 | CS / CC / |  |

#### Field details

| Display Name                                 | Type       | Values | Comments                   |
|--|------------|--------|----------------------------|
| Photograph                                   | Image      |        | Refer: RQ 1.0.0.7          |
| Salutation                                   | Drop Down  |        | This field is used for now |
| Customer Full Name *                         | Text (255) |        |                            |
| Customer Short Name                          | Text (255) |        |                            |
| NIC Number *                                 | Text (255) |        |                            |
| Passport Number                              | Text (255) |        |                            |
| Driving License Number                       | Text (255) |        |                            |
| Date of Birth: <Age>                         | Date       |        | Age Auto Calculated        |
| Gender                                       | Gender     |        | Refer : RQ 1.0.0.3         |
| Customer Category                            | Drop Down  |        |                            |
| Customer Priority                            | Drop Down  |        |                            |
| Sensitivity Category                         | Drop Down  |        |                            |
| Customer Verification Password               | Text (255) |        |                            |
| Mobile number – CBS (Core Banking System)    | Text (255) |        |                            |
| Mobile number – CMS (Card Management System) | Text (255) |        |                            |

|                              |            |  |  |
|------------------------------|------------|--|--|
| Telephone number – CBS       | Text (255) |  |  |
| Telephone number – CMS       | Text (255) |  |  |
| Email address –CBS           | emails     |  |  |
| Email address –CMS           |            |  |  |
| Correspondence Address - CBS | Text (255) |  |  |
| Correspondence Address – CMS | Text (255) |  |  |
| Mother's Maiden Name         | Text (255) |  |  |
| Occupation                   | Text (255) |  |  |
| EKYC                         | Text (255) |  |  |
| Preferred language           | Integer    |  |  |