

Customer Relationship Management System (Core Banking Requirements)

PERSONAL PORTAL

| | CUSTOMER TYPE | CS / CC / | P / N (Personal/ Non-personal) |
|--|--|-----------|---|
| <p>Customer details</p> <p>** A Flip Tile to be attached to check the <u>Verification Questions</u></p> | 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 | |

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|--|------------------------------|-----------|--|
| | 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

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|---|--|----------------------|--|
| Customer details ** 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 | |

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| | 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 |
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|-----------------|---|------------------------------|-----------|--|
| Account Details | Savings ** A Flip Tile to be attached to check the followings** -Account Number - Product Type -Account Status - Currency Code -Current Balance -Available Balance -Cautions -Holds -Last 5 Transactions -Last Activity Date | Account Number | CS / CC / | (In the Account No Middle 5 numbers to be masked) 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) If the currency is not LKR, then it should be shown in RED colour |
| | | Relationship | | |
| | | Last Activity Date | | |
| | Current ** A Flip Tile to be attached to check the followings** -Account Number - Product Type | 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 / | |
| | | | | |

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|--|--|----------------------|--------------|---|
| | <ul style="list-style-type: none"> -Account Status - Currency Code -Current Balance -Available Balance -Cautions -Holds (Last 5) -Overdrawn Since -No. of NSF Chq Rtns (last 12 Months) -Last 5 Transactions -Last Activity Date | | CC / | |
| | Fixed Deposit ** A Flip Tile to be attached to check the followings** Account Number (12Digits) Account Status Product Type Currency Code Current Balance Collateral Holds Pledges | Account Number | | |
| | | Product Type | | Product code & Description to be Displayed (Product description should be displayed using a cross-reference file) |
| | | Interest Rate | | |
| | | Currency Type | | (Currnecy description should be displayed using a cross-reference file) |
| | | Relationship | | |
| | | Branch Code | | Branch Name & the Code to be Displayed (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 ** A Flip Tile to be attached to check the followings** -Loan Number -Loan Status -Current O/S -Overdue Installments | Loan Number | CS / 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 |

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|--|--|----------------------------|--------------|---|
| | -Overdue Installment Amount -Nxt Instalment Amount & date | | | (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) | | |

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|------------------------------|------------|--|--|
| 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 | | |