



# FICA Procedures Guide

## Disclaimer:

"This information is proprietary to Absa Group Limited, is strictly confidential and may only be used for the purpose for which it has been provided."



## Contents

FICA Procedures Summary .....	2
-------------------------------	---

## FICA Procedures Summary

The purpose of this document is to give guidance of the procedure that must be followed when performing FICA Maintenance on a Customer via Branch Delivery Platform (BDP) using E2E Workflow.

The primary objective of the document is to assist with determining the appropriate flow for relevant customer maintenance requests with regards to:

- Maintain a South African Resident / Customer.
- Maintain a Temporary Resident / Customer

Type of Customer	If Customer wants to...	Then Use Process:
South African Resident	Update: <ul style="list-style-type: none"><li>• FICA (ID, POA, SOI) and</li><li>• Update Customer Personal Details<ul style="list-style-type: none"><li>- Change Name,</li><li>- Change Surname,</li><li>- Change Address.</li></ul></li></ul>	<b>Execute Customer FICA Maintenance on BDP via E2E</b> <ul style="list-style-type: none"><li>• Maintain Customer with BDP Product</li></ul>
South African Resident	Update: <ul style="list-style-type: none"><li>• Customer Personal Details. For example, the customer's postal or residential address changed.<ul style="list-style-type: none"><li>- Change Address Only</li></ul></li></ul>	<b>Execute Customer FICA Maintenance on BDP via E2E</b> <ul style="list-style-type: none"><li>• Maintain Customer Only</li></ul>
South African Resident (Not present in Branch)	Update: <ul style="list-style-type: none"><li>• Customer Personal Details. For example, the postal code is incorrect, or the address has been spelled incorrectly by the User on the system. This is for <b>cosmetic changes only</b>.<ul style="list-style-type: none"><li>- Change Address Only.</li></ul></li></ul>	<b>Execute Customer FICA Maintenance on BDP via E2E</b> <ul style="list-style-type: none"><li>• Maintain Without Customer Present</li></ul>

### Disclaimer:

"This information is proprietary to Absa Group Limited, is strictly confidential and may only be used for the purpose for which it has been provided."



Type of Customer	If Customer wants to...	Then Use Process:
South African Resident	Update: <ul style="list-style-type: none"> <li>• Customer Personal Details. For example, the customer wants to change some or all of the following.               <ul style="list-style-type: none"> <li>- Update Contact Details,</li> <li>- Update Postal Address,</li> <li>- Update Residential Address,</li> <li>- Update Employer's Name and Address,</li> <li>- Get Proof of Address Document,</li> <li>- Get Proof of Identification Document,</li> <li>- Update Next of Kin Information.</li> </ul> </li> </ul>	Execute Customer FICA Maintenance on BDP via E2E <ul style="list-style-type: none"> <li>• Maintain Selected Customer Details</li> </ul>
Temporary Resident	Update: <ul style="list-style-type: none"> <li>• FICA (Passport, POA, Temp Res Permit) and</li> <li>• Update Customer Personal Details.               <ul style="list-style-type: none"> <li>- Change Name,</li> <li>- Change Surname,</li> <li>- Change Address.</li> </ul> </li> </ul>	Execute Customer FICA Maintenance on BDP via E2E <ul style="list-style-type: none"> <li>• Maintain Customer with BDP Product</li> </ul> <p><b>Note:</b> Execute the flow up until the loading of a product into basket step, <b>but not</b> executing a product selection.</p>
Temporary Resident	Update: <ul style="list-style-type: none"> <li>• Temp Res Permit <b>Only</b></li> </ul>	Execute Customer FICA Maintenance on BDP via E2E <ul style="list-style-type: none"> <li>• Maintain Customer Only</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• <b>Maintain Selected Customer CANNOT BE USED</b> especially if customer is already in FIC Hold.</li> <li>• <b>Remediate Customer</b> should <b>NOT</b> be used for Temp Res.</li> </ul>

**Disclaimer:**

"This information is proprietary to Absa Group Limited, is strictly confidential and may only be used for the purpose for which it has been provided."