



Seven Fincorp Loan Management & Credit Dashboard – Product Requirements Document (PRD)

1. Introduction & Objectives

Seven Fincorp is a fintech platform that helps customers obtain financing (home loans, loans against property, business loans, etc.) through a network of partner banks and NBFCs. To streamline operations with our Direct Selling Agent (DSA) partners and internal teams, we are building a multi-tenant Loan Management & Credit Workflow Dashboard. This web application will orchestrate the end-to-end processing of loan applications – from initial file upload by a DSA (client) through KAM review, credit approval, and finally to lender (NBFC) decision and payout.

Objective: Develop a unified system for four user roles – Client (External DSA), Key Account Manager (KAM), Credit Team (Central Underwriting/Admin), and NBFC Partner – each with a role-specific dashboard. The system should improve transparency, reduce manual communication (via an in-app query dialog and status tracking), and allow dynamic configuration per client. Ultimately, this will increase the throughput of loan files while maintaining accuracy and compliance as the business scales.

Key goals include: centralizing document collection, enabling configurable loan application forms per product/client, providing real-time status updates to all parties, and tracking financial payouts between Seven Fincorp and DSAs. Non-functional goals (security, auditability, scalability) ensure the platform can be trusted with sensitive data and grow with our user base.

2. Scope

This PRD focuses on the internal workflow and data management for loan processing. The application will manage multiple loan products (e.g. home loans, LAP, SME loans, vehicle finance) and support multiple concurrent files from various clients. It covers:

- **Client Onboarding and Dashboard Configuration:** KAM sets up each new DSA with appropriate modules and forms.
- **Loan Application Submission:** DSA clients fill dynamic forms and upload documents for each loan file.
- **Review and Approval Workflow:** KAM initial review and query resolution, Credit Team final review and NBFC allocation, NBFC decision logging.
- **Status Tracking & Notifications:** Visible status updates for each file and automated notifications at key events.
- **Financial Ledger for Commissions:** Tracking payables/receivables between Seven Fincorp and the DSA, with query and payout request functionality.

- **Audit Trail & Reporting:** Complete log of actions/communications on each file, daily summary reports, and AI-generated file summaries.

In-Scope Integrations: Basic email notifications are included (e.g., sending status updates or daily reports). No direct API integrations with external lender systems or payment gateways are planned in this phase – any interaction with NBFCs is manual or via their limited portal access on our system. The system will not disburse loans or handle actual fund transfers; it will only record transactions for reference.

(All user interface design and exact tech stack decisions are beyond the scope of this document, though the PRD will outline usability and security requirements at a high level. Future capabilities like borrower self-service or direct bank integrations are noted as potential enhancements but are not part of the initial release.)

3. User Roles & Dashboards

The system supports four types of users, each with a dedicated dashboard and permissions:

- **Client (DSA Partner):** An external agent or company that submits loan applications on behalf of end customers. Each client's dashboard is customized by their KAM to show relevant modules. Clients can create and manage loan files, view their application statuses, respond to queries, and monitor their commission ledger.
- **Key Account Manager (KAM):** An internal relationship manager responsible for onboarding DSAs and ensuring loan files are complete. KAMs have a dashboard showing all the clients they manage and their respective files. They configure each client's form requirements, review incoming submissions, edit or correct data as needed, and communicate with clients to resolve any issues. Once satisfied, KAMs forward applications to the Credit Team.
- **Credit Team (Admin/Underwriter):** Internal credit analysts who receive KAM-approved files. They have a global view of all loan files across all clients. The credit team performs final due diligence: verifying data, raising any further queries to KAMs, and then allocating files to lenders. They update statuses (e.g., mark files as "In Negotiation" or "Sent to NBFC") and record final outcomes (approved/rejected). The credit team also oversees the payout ledger, approving commission payout requests from clients.
- **NBFC (Lender Partner):** External partner users from banks/NBFCs who are allocated loan files for credit decisions. An NBFC user's access is very limited: they can see only the files assigned to their institution and update those with a decision or queries. (In many cases, NBFC communication might happen offline via email, with a Credit Team member updating the system on their behalf.)

Role-Based Data Separation: A strict RBAC model ensures each user only sees data relevant to their role:

- A Client sees only their own files and financial entries.
- A KAM sees files and information for the clients they manage (and no data for other KAMs' clients).
- The Credit Team can access all files and ledgers system-wide (full administrative overview).
- NBFC users see only the applications forwarded to them (no access to other lenders' files or overall system data).

Each role's dashboard surfaces only the modules and actions pertinent to that role. This separation guarantees privacy and focus – for example, a DSA cannot see another DSA's data, and lenders only interact with relevant cases.

3.1 Client (DSA) Dashboard – Features & Actions:

- **New Application Submission:** Fill out a dynamic loan application form (with fields defined by the KAM) and upload required documents for a new customer loan request.
- **Draft Save & Edit:** Start an application and save progress as a draft if needed; edit details or upload additional documents before final submission.
- **View File Status:** See the current status of each submitted loan file (e.g., "Under KAM Review", "In Process with Credit Team", "Sent to Lender", "Approved", "Rejected"), giving the client real-time insight into where each application stands.
- **Respond to Queries:** Receive and reply to any queries raised by the KAM or Credit Team. For example, if the KAM requests an additional document or clarification, the client can upload the document or add a comment in the file's audit log (see Module M4).
- **Financial Ledger & Payouts:** Access the Pay In/Out Ledger (Module M1) showing commission calculations for each disbursed loan. The client can review each entry (loan disbursement amount, commission percentage, payout due, etc.), raise a query on any entry they dispute, and request payout of accumulated commissions when eligible.
- **Notifications:** See alerts for important events (e.g., a query was raised on a file, a file was approved, a payout was processed).

Primary goal for Client users: Easily submit loan files with all necessary info, track their applications, and get paid their commissions – all through a user-friendly interface configured for them by the KAM.

3.2 KAM Dashboard – Features & Actions:

- **Client Onboarding & Configuration:** Create a new client (DSA) account. The KAM sets up the client's dashboard by enabling the required modules and using the Master Form Builder (Module M2) to select which fields and documents the client must provide for their loan applications. This setup tailors the client's experience to the loan products they handle.
- **Manage Loan Applications:** View a list of all loan files submitted by managed clients, with filter options (by client, status, date, etc.). KAMs can open any file to see its details and the documents provided.
- **Review & Edit Files:** Perform an initial review of each submitted file. The KAM can edit the application form data if minor corrections are needed (e.g., fixing a typo or adding missing info obtained from the client via phone). KAMs can also attach any additional documents that the client may have sent through other means.
- **Raise Queries to Client:** If a file is incomplete or has issues, the KAM uses the audit log (Module M4) to raise a query back to the client (e.g., "Proof of address is missing, please upload a utility bill."). The KAM can raise multiple queries or requests as needed. The system sends these queries to the client as in-dashboard notifications, and the query interface links the message to the specific loan file (by file ID or name) for context. The file's status will reflect that it is awaiting the client's response. Once the client responds (uploads documents or provides clarification), the KAM reviews the updates.
- **Approve & Forward to Credit:** When an application is complete and correct, the KAM approves the file and forwards it to the Credit Team. At this point the file is locked from further editing by the client, and its status updates to indicate it's in the credit review stage. (If for some reason a file cannot be completed as-is or the client withdraws, the KAM can mark it appropriately – for example, mark it as **Renegotiated** to indicate it will be revised, or as **Rejected/Closed** – instead of forwarding.)

- **Dashboard Customization:** Update the client's module settings or form fields over time. For instance, if a client starts handling a new loan product, the KAM can enable additional fields or modules for them. This ensures long-term flexibility in the platform.

Primary goal for KAM users: Efficiently manage multiple client submissions, ensure data quality, and serve as the bridge between the client and the credit team. Their tools revolve around configuration, verification, and communication.

3.3 Credit Team Dashboard – Features & Actions:

- **Global File View:** See all loan files that have been forwarded by KAMs for credit review (typically listed as "Pending Credit Review"). The credit dashboard shows summary information like client name, loan type, amount, and current status. Credit team members can claim or open files to work on them.
- **Review Application & Documents:** Open a loan file to view the full application form, all submitted documents, and the AI-generated File Summary (Module M7) that highlights key details and potential concerns. The credit analyst verifies the information against credit policy and ensures everything needed for underwriting is present.
- **Credit Queries:** If something is missing or unclear, the credit officer uses the audit log to query the KAM (which may require the KAM to get additional info from the client). For example: "The customer's bank statement is illegible, please provide a clearer copy." When the credit team raises a query, the file status changes to "Credit Query – Back to KAM." The KAM will respond/resolve and re-forward the file. This loop can repeat until the credit team is satisfied.
- **Update Status (In Negotiation):** Once all information is complete, the credit team can mark the file as **In Negotiation** (ready for lender outreach). This is an internal status indicating the file is being prepared for lender engagement (e.g., checking which NBFCs might be interested or adjusting terms). This status is visible to the KAM (and shown to the client in a generic way like "In Process with Lender").
- **Allocate to NBFC(s):** The credit user selects one or multiple NBFC partners to forward the application to. They change the status to "Sent to NBFC," and the system records which lenders were chosen (via an assignment interface). The platform will send an automated email notification to each selected NBFC (including a OneDrive link to all supporting documents), and it will make the file visible on those lenders' NBFC portal logins.
- **Capture Lender Decisions:** The credit team captures each lender's decision, whether the response comes through the platform or via offline communication (e.g. an email referencing the file). If an NBFC user logs in and marks a decision, the status updates accordingly (e.g., "Approved by NBFC" or "NBFC Rejected"). If the response comes via email, a credit team member will manually update the system — marking the file as approved (and inputting the offered terms) or rejected (noting the rejection reason).
- **Final Approval & Disbursement:** If at least one lender approves the loan and the borrower accepts the offer, the credit team marks the file as **Approved/Funded**. They coordinate the actual disbursement outside the system, and once the loan is disbursed, they update the status to **Disbursed**. At this point, the credit team also enters a ledger entry in Module M1 for the payout commission owed to the DSA on this loan (based on the disbursed amount and agreed percentage). If a file is ultimately not sanctioned by any lender, the credit team marks it as **Rejected/Closed** with an appropriate status and reason.
- **Payout Management:** Review and process commission payout requests from clients. When a client requests a payout of their earnings, a credit admin verifies the request against the ledger balance.

They then mark the request as **Approved** (triggering finance to pay the DSA offline) or **Rejected** (with a reason). Upon approval, the system generates a ledger entry showing the payout was completed (reducing the outstanding balance for that client).

- **Oversight & Reporting:** Receive daily summary reports (Module M6) aggregating the day's activity across the platform (e.g., number of files received, sent to lenders, approved, total amounts, any pending queries or bottlenecks). The credit team uses these to monitor workflow efficiency and address issues (for example, identifying files stuck too long at a certain stage or bottlenecks in the process).

Primary goal for Credit Team users: Act as the final checkpoint for loan files – ensuring creditworthiness and compliance – and facilitate lender decisions. They also manage the financial relationship with DSAs. The credit dashboard provides comprehensive control over the pipeline and insight into overall operations.

3.4 NBFC Partner Portal – Features & Actions:

- **Assigned Application View:** When the Credit Team forwards a file to an NBFC, that application becomes visible to the NBFC user. The NBFC dashboard lists incoming loan applications assigned to their institution, with basic details such as client name, loan type, amount, and date sent.
- **Review & Download:** The NBFC user can open the application to review the provided details and download documents for offline underwriting. (It is expected that many NBFC users will prefer to evaluate the application outside our system, but all data and documents are available here for their convenience.)
- **Post Decision Updates:** The NBFC user can record their credit decision on the platform. They have options to mark the file as **Approved**, **Rejected**, or **Needs Clarification**. (NBFC users who prefer not to use the portal can communicate their decision to the Credit Team via email/phone, effectively requesting the Credit Team to update the file status on their behalf.)
 - *If Approved:* Input the approved loan amount and any conditions or differences (e.g., approved a lesser amount or a higher interest rate than initially requested).
 - *If Rejected:* A rejection reason must be provided. The NBFC user must select a predefined reason from a list or enter a custom remark (for example, "Policy criteria not met"). The system will not allow the file to be marked as Rejected (closing the application) without such clarification.
 - *If Needs Clarification:* Enter a question or additional information request, which will be sent back to the Credit Team via the audit log for follow-up.
- **Limited Interaction:** NBFC users do not have broader features beyond application decisions. They cannot see the DSA's commission ledger or other internal modules, and they cannot initiate payouts or financial transactions. Their role is focused strictly on credit decisions. In many cases, an NBFC might not use the portal at all, preferring to communicate outcomes via email or phone; in those cases, the Credit Team will handle updating statuses on their behalf.
- **Primary goal for NBFC users:** Provide a straightforward way for lenders to receive loan applications and communicate decisions, minimizing back-and-forth emails. This ensures the Credit Team has a recorded decision in the system for each lender approached.

4. Functional Requirements

The system is composed of several key modules (M1–M7) that implement specific functionality. These modules can be enabled or disabled per client, allowing the KAM to configure a custom dashboard experience for each DSA partner. Below, we describe each module and how it works, followed by the overall workflow that ties them together.

4.1 Modular Dashboard Configuration

Upon onboarding a new client, the KAM will select which modules to activate for that client's dashboard. All clients involved in loan processing will have core workflow modules (File Upload, Status Tracking, Audit Log), but certain financial or reporting modules might be optional. This modular design ensures clients only see features relevant to them. For example, if a particular DSA does not earn commissions (say they are a direct sales branch of the company), the **Pay In/Out Ledger** module can be turned off for that client.

List of Modules:

- **M1: Pay In/Out Ledger** (Commission Tracker)
- **M2: Master Form Builder** (Dynamic Application Form)
- **M3: File Status Tracking**
- **M4: Audit Log & Query Dialog**
- **M5: Action Center** (Role-Specific Actions)
- **M6: Daily Summary Reports** (AI-generated)
- **M7: File Summary Insights** (AI-generated)

(Additionally, an ID Generator service will ensure all entities (clients, users, files, etc.) get unique identifiers.)

Each module's details are outlined below:

M1: Pay In/Out Ledger

This module handles the financial ledger of commission payments between Seven Fincorp and the DSA client. For every loan disbursed (funded) through the platform, a ledger entry is created to calculate the payout or pay-in for the client:

- Each entry includes: the date, file/loan ID, disbursed loan amount, commission/payout rate, and the resulting payout (or pay-in) amount.
- The payout rate is configurable (e.g., 1% commission to the DSA) and might be represented as a ratio. For example, a ratio of 1:99 could mean the DSA receives 1% of the loan amount as commission (with Seven Fincorp retaining 99%), whereas a ratio of -1:101 might represent an incentive structure (a negative first number indicating a payout from the platform to the DSA). The system will compute the actual amounts accordingly.
- **Payout vs. Pay-in:** A *payout amount* (money owed to the DSA by Seven Fincorp) is recorded as a positive entry when a commission is earned by the client. A *pay-in amount* (money the DSA owes to Seven Fincorp, if any fees are to be collected) would be recorded as a negative entry. (By default, DSAs earn commissions; cases where DSAs owe money to the platform, such as certain fee arrangements, would be handled as pay-in entries.)
- **Running Balance:** The ledger maintains a running balance of how much is owed to the client (or owed by the client, if negative). This helps both the client and internal teams track outstanding balances.
- **Query on Ledger Entries:** For transparency, each ledger line has a "Raise Query" option visible to the client (and KAM). If the client believes an entry is incorrect (e.g., the commission amount seems off), they can click this and submit a question or dispute. This query becomes part of the audit log (tagged to that file or a general finance category) and notifies the KAM/Credit Team. The responsible team member can respond in the thread and, once resolved, mark the query as closed. All such

financial queries are logged with timestamps to maintain an audit trail of commission disputes and resolutions.

- **Payout Requests:** If the client has a positive balance (i.e., the platform owes them money), they can initiate a payout request. There will be a "Request Payout" action where the client can specify an amount (up to the available balance, or simply request full settlement). Once requested:
 - The Credit Team is notified and will see the request in their dashboard (with details like client name, amount requested, date).
 - A credit admin reviews the request. After verifying the balance and any applicable conditions (some contracts might stipulate that payouts are monthly, etc.), the admin will approve or reject the request.
 - If **approved**, the system doesn't actually transfer money (payments happen offline via bank), but the admin records the approval which posts a new ledger entry for the payout (reducing the balance). The request is marked as *Completed*.
 - If **rejected or adjusted** (e.g., the admin approves only part of the amount), a note will be added (e.g., "Approved ₹30,000; the rest will be paid next cycle") and the ledger updated correspondingly. The request is marked *Closed* with the outcome.
 - In all cases, the client is notified of the decision. They can see the updated ledger reflecting the payout or any changes to their balance.
- **Security:** Only Credit Team members can finalize adding payout entries or approval actions (clients cannot alter the ledger except to view it and initiate requests). KAMs can view their clients' ledgers to assist with any questions, but typically cannot modify entries either (unless given specific finance-role permissions). This module provides transparent commission accounting for all parties.

M2: Master Form Builder (Dynamic Application Form)

The Master Form is a comprehensive template containing all possible fields and document slots required across various loan types (home loan, LAP, business loan, vehicle finance, etc.). It serves as the master schema for loan applications. Key capabilities include:

- **Dynamic Form Configuration:** During client onboarding, the KAM configures which fields from the master template are relevant for that particular client. All fields in the master form are organized into logical categories (such as *Individual KYC*, *Business KYC*, *Security Details*, *Asset Details*) for easier management. The KAM selects the applicable categories and specific fields needed for the client's loan products, effectively creating a tailored application form for that DSA. For example, for a client handling only home loans, the KAM will include fields like **Property Value**, **Property Type**, **Applicant Salary**, etc., and require documents such as property title documents and income proofs. For a client handling business loans, the fields might include **Business Vintage**, **Annual Turnover**, **GST Number**, and so on. The selection of fields and documents ensures the client's form only contains relevant sections.
- **Multiple Form Templates:** The system allows the KAM to save multiple form configurations if a single DSA client handles different loan products. For instance, if a DSA deals in both home loans and SME business loans, the KAM can define two configurations; when the client starts a new application, they first choose the product type (e.g., Home Loan vs. Business Loan) and the system loads the corresponding form with its specific fields.
- **Client Form Filling Features:** On the client side, when they choose to create a new loan file, the platform presents the configured form. The client enters all required data and uploads the requested documents. Features include:

- **Mandatory Field Validation:** The form cannot be submitted until all required fields are filled and all mandatory documents are uploaded.
- **Input Validation:** Basic format checks on fields (e.g., numeric fields only accept digits, dates must be valid dates, PAN numbers follow the correct format if applicable).
- **Draft Saving:** Ability to save a draft without submitting, so the client can partially fill the application and return later. Drafts are visible to the client (and perhaps to the KAM as "incomplete submissions") but are not forwarded for review until the client explicitly submits.
- **Document Uploads:** The form allows multiple file uploads for relevant fields (e.g., 6 months of bank statements can be attached as six separate PDF files). All files are stored securely and linked to the respective loan file. The client can preview or replace files before final submission.
- **Duplicate Application Check:** The system will prevent or warn against duplicate submissions for the same end-customer. For example, if the client tries to submit another loan file with the same customer PAN (or other unique identifier) while one is already in progress, the system should flag this. (Typically, only one active file per borrower per loan product is allowed, unless explicitly intended.)
- **KAM Review and Editing:** Once the client submits the application, the KAM can view the form and edit fields if necessary. If, for instance, a non-mandatory field was left blank or there was a minor typo, the KAM can correct these upon review. The system should log any such changes (e.g., "Field X changed from Y to Z by KAM on [date]") for audit purposes. KAMs can also add additional notes or attach extra documents (like an internally pulled credit report) to the file as part of their review.
- **Form Locking:** The file is editable by the client until they submit it. After submission, the client cannot change the data unless the KAM returns the file with a query that specifically permits an update. If the KAM raises a query asking the client to correct or add information, the system could either temporarily unlock the necessary fields for the client or provide input fields in the query response for the client to supply the new data. (Alternatively, the KAM might collect the info and edit the form on the client's behalf.) Once the file progresses to the Credit stage, neither the client nor the KAM should modify the form data arbitrarily. Any changes post-KAM approval should occur via documented queries and responses, to maintain an audit trail. In exceptional cases, the Credit Team might have a special override to fix critical data errors, but such actions would also be logged for transparency.
- **Future Schema & Access Controls:** *Note:* The detailed database schema and role-based access control for form fields will be defined in a later design phase. At that stage, field-level restrictions and access permissions will be implemented, ensuring each user role can only view or edit the fields appropriate to their role. (For example, certain sensitive fields might be visible only to internal users.) These considerations will be addressed when finalizing the data model and RBAC configuration, to further enforce data security and compliance.

M3: File Status Tracking

Every loan file has a status that reflects its current stage in the pipeline. The system will standardize status values so that all users share a common understanding of progress. Likely status values include (but are not limited to):

- **Draft:** The client has saved the application but not yet submitted it (visible only to the client, and possibly to the KAM for follow-up).
- **Submitted / Pending KAM Review:** The client has completed the file and submitted it, and it's awaiting the KAM's review.

- **KAM Query Raised (Pending Client Response):** The KAM has asked the client for more information or clarifications; the file is waiting on the client's response. (On the client's dashboard this may be shown as "Action Required" or similar.)
- **Approved by KAM / Forwarded to Credit:** The KAM has verified the file and sent it to the Credit Team. The application is now in the credit review stage.
- **Credit Query Raised:** The Credit Team has a question or needs additional data; the file is sent back (through the KAM) for resolution. This status indicates the credit team is waiting on further information before proceeding.
- **In Negotiation (Internal):** The credit review is complete and the file is being prepared for lender engagement. Internally, the Credit Team might mark the file as "In Negotiation" or "Ready for Lender" while they determine terms or select lenders. (To the client/KAM, this could be displayed in a simplified way, such as "In Process with Lender.")
- **Sent to NBFC (Under Lender Review):** The file has been forwarded to one or more lenders (NBFCs) and is awaiting their decision. (Client/KAM views might label this as "With Lender for Review".)
- **NBFC Approved:** At least one lender has approved the loan (made a sanction/offer). The borrower will proceed with disbursement if they accept the offer.
- **NBFC Rejected:** All targeted lenders have rejected the application (no lender offer was made), so the file will not proceed to funding through those lenders.
- **Disbursed (Funded):** The loan has been disbursed to the customer by the lender. This typically indicates a successful completion of the loan process (prior to closing out the file).
- **Closed/Archived:** A final state for files that are completed or terminated. A file can be closed after disbursement and commission payout, or closed due to rejection or the client canceling/withdrawing the application. "Archived" means the file is no longer active in the workflow but is preserved in the system for record-keeping.

All files that reach a terminal state (Closed or Archived) are retained in the system for future reference. The platform will maintain a designated archive repository of such files, ensuring that historical data is not lost. This archive will include both files closed in earlier periods and those recently closed, guaranteeing a full history of loan applications.

Both KAM and Credit Team users should have the ability to access historical files relevant to their work. For example, a KAM may need to review past files submitted by their clients, and Credit admins may need to reference any closed file across the system. The dashboards will provide filtering options (by date range, client, status, etc.) to search for and retrieve these archived files when needed.

Status Transitions & Controls: The system enforces logical progression of statuses. For instance, when a client submits a file, the status automatically moves to Pending KAM Review. If the KAM raises a query, the status changes to KAM Query Raised (and later back to Pending KAM Review once the client responds and the KAM resolves the query). After KAM approval, the status becomes Forwarded to Credit. A credit query triggers the Credit Query Raised status (handing the file back to KAM/client), and once resolved, the status progresses to In Negotiation or directly to Sent to NBFC. NBFC updates set the status to NBFC Approved or NBFC Rejected as appropriate, and if a loan is disbursed, the status updates to Disbursed, eventually leading to file closure. At any point, certain statuses can be set to terminate the process early: for example, a KAM or Credit user can mark a file as Rejected if it will not proceed (due to disqualification, client dropout, etc.), or a client could Withdraw their application (if that option is provided as a status). Importantly, only authorized roles can change a status: e.g., clients cannot directly set their file's status (statuses change as a result of their actions like submission or responses), KAMs can mark their queries resolved or close a file they manage, Credit can send to lenders or close files, and NBFCs can record decisions.

Visibility of Status: All roles can see the status of a file, but the terminology and detail may be adapted to each audience. The client might see simplified status names or additional context (for instance, instead of “Credit Query Raised”, the client’s view might display “Action Required: Awaiting additional documents” to prompt them clearly). KAM and Credit users see the detailed internal status labels. NBFC users only see statuses relevant to their involvement: typically they see when a file is “Sent to NBFC” (assigned to them) and then whatever decision status they themselves set (they do not see intermediate statuses like KAM or Credit queries). Additionally, the system will maintain a timeline of status changes for each file, with timestamps and the user/role that made the change. This timeline is valuable for audit purposes and for users (especially internal users) to understand the history of the file’s progress (e.g., “Submitted by Client on 1-Mar; Forwarded to Credit on 3-Mar; Sent to NBFC on 5-Mar; Approved by XYZ Bank on 10-Mar; Disbursed on 12-Mar; Closed on 15-Mar.”).

Consistent status tracking is critical so that at any given time, users know where a loan stands and what (if any) action is needed next.

M4: Audit Log & Query Dialog

This module provides an in-context communication thread for each loan file, as well as a log of key events. It acts as both a chat interface for queries and a formal audit trail of all actions on the file.

- **Query Thread (Conversation):** When any user (Client, KAM, Credit, NBFC) needs clarification or has an update pertaining to a file, they post a message in the file’s query thread. This is akin to leaving a comment on the file and serves as a discussion channel tied to that specific loan record. For example:
 - *KAM → Client query:* “Please upload the customer’s PAN card; it’s missing from the documents.” The client will see this query in their dashboard and can reply with a message and attach the PAN card image. Once the client provides the requested document, the KAM can mark this query as resolved.
 - *Credit → KAM query:* “The customer’s income seems low for the requested amount. Do we have any co-applicant or additional income proof?” The KAM will see this question and might call the client offline, then respond in the thread, e.g., “Customer will add spouse as co-applicant, adding details now.” The KAM might then update the application form or ask the client to upload supporting documents as needed.
 - *NBFC → Credit query:* “We need the latest 6-month bank statement, not just a 3-month statement.” The Credit Team sees this and will coordinate to get the document, either by requesting it from the KAM (who in turn asks the client) or by providing it directly if available. They then respond to the NBFC’s query in the thread with the new attachment or information.
- **Event Logging:** The system automatically posts certain system events to the audit log to maintain a complete history. Events can include status changes (e.g., “Status changed to Forwarded to Credit by KAM on Oct 5, 2025”), file forwards (“File sent to Credit Team by KAM”), or data edits (“Field X updated by KAM”). These entries are generated by the system, clearly labeled, and are read-only (users cannot modify or remove them).
- **Visibility & Access Control:** The audit log is designed so that sensitive communications are only visible to the intended parties. We have options in design:
 - *Single-thread with role-based filtering:* All queries and events appear in one chronological feed, but each entry is tagged with who can see it. For example, a **KAM→Client** query is visible to that client and the KAM (and internally to the Credit Team, for oversight) but **not** visible to any NBFC users. A

Credit→NBFC query would be visible only to the Credit Team and the relevant NBFC, and perhaps the KAM, but not to the client.

- **Multiple sub-threads:** Alternatively, the log could be partitioned into sections or tabs for each communication channel: e.g., Client-KAM communication, KAM-Credit communication, Credit-NBFC communication. Users then see only the sections relevant to them.

In either approach, the requirement is that a client never sees lender or internal credit remarks not meant for them, and lenders never see client or KAM discussions. KAMs and Credit Team members generally see all interactions for their files (except possibly purely internal notes if we choose to keep those out of this log). This ensures privacy and that each user is only exposed to appropriate information.

- **Query Resolution and Edit Permissions:** The person who raised a query can mark it as resolved once they have the information or documents they requested. All queries and their responses remain in the log even after resolution, providing a permanent record. Users may be allowed to edit their own query messages for a short period (e.g., to correct a typo or add detail shortly after posting), but an edit history should be kept to prevent any tampering. No one is allowed to delete entries from the audit log (to maintain integrity of the record), except perhaps a super-admin in extreme cases, and even then such deletions would themselves be logged.
- **Notifications:** Every time a query or a response is posted, the relevant party (the person or team who needs to see it) should get an immediate notification, both in the application and via email. This ensures queries are promptly seen and addressed, preventing unnecessary delays in the loan process.

In summary, the audit log becomes the source of truth for all communication on a file, reducing reliance on outside emails or calls. If any question arises later about what was asked or answered and when, this log provides a clear timeline and record of those interactions.

M5: Action Center (Role-Specific Actions)

Each dashboard will include an “Action Center” panel or menu that highlights what the user can or should do next, or common tasks they might need to initiate. This improves usability by providing shortcuts and reducing the need to navigate through menus to find routine functions. Examples of actions for each role:

- **Client Actions:** “+ New Loan Application” (to start a new loan file submission), “View Drafts” (to resume any saved but unsubmitted applications), “Request Payout” (if the client has a commission balance available for withdrawal). Additionally, an action like “Respond to Queries” could be highlighted if there are pending queries on any of the client’s files, ensuring they notice and address them. Essentially, anything requiring the client’s attention is made one click away in this panel.
- **KAM Actions:** “Onboard New Client” (launches the workflow to create a new DSA client account), “Configure Dashboard/Forms” (to edit an existing client’s module settings or form field selections in the Master Form Builder), “Review New Files” (a quick link to all loan files awaiting the KAM’s initial review), and “Files Awaiting Client Response” (to monitor any files where the KAM has raised a query and is waiting for the client’s reply, so they can follow up if needed). Also, within a specific loan file view, context-sensitive actions like “Forward to Credit” or “Raise Query” should appear when appropriate (and disappear or disable when not, for example if the file is already forwarded).
- **Credit Team Actions:** On the main credit dashboard, likely actions include “Files to Review” (all files pending credit analysis that no one has claimed yet), “Payout Requests Pending” (commission payout approvals awaiting action), and perhaps “Follow Up with NBFC” (for files that have been in Sent to NBFC status for longer than a defined SLA, prompting the team to check in with lenders). Within a

loan file, actions would cover "Raise Query to KAM", "Mark as In Negotiation", "Allocate to NBFC" (with a submenu or prompt to select which lenders), and later "Record Outcome" or "Mark Disbursed" once lenders have responded.

- **NBFC Actions:** NBFC users have a minimal set of actions due to their limited scope. On their dashboard, the primary action might be "Review Application" (to open the next assigned loan file in detail). Within a file, they will have options like "Approve" or "Reject" (each opening a form to input the necessary decision details), or "Request Clarification" (to post a query back to the Credit Team if more information is needed from the applicant).

The Action Center is context-aware and dynamic. For example, if a KAM is viewing a file that hasn't been reviewed yet, they should see actions like "Approve & Forward" and "Raise Query". If that file is already with the Credit Team, those actions would not be shown (or would be disabled), thus preventing mistakes like trying to forward a file twice or raise a query when the file is no longer under KAM review. This guidance through the UI helps enforce the workflow rules and reduces user error.

From a development perspective, the Action Center is a UX feature that aggregates functionality from various modules in a user-friendly way. It does not introduce new business logic but rather surfaces the next possible actions according to the business rules defined elsewhere in this PRD.

M6: Daily Summary Reports (AI-Generated)

To keep management and relevant team leads informed about the platform's activity, the system will generate daily summary reports via email (and possibly available in-app) that outline key metrics and events from the previous day. We will utilize AI to help highlight noteworthy points, but the content will be based on actual system data. Key aspects of this module:

- **KAM Activity Summary:** An email (or in-app report) sent to credit supervisors or operations managers each morning summarizing what each KAM did the day before. For example:
 - **"KAM Anuj:** 5 new files reviewed, 3 forwarded to credit, 2 queries sent back to clients (average client response time: 4 hours)." The summary can also highlight pending items, e.g., "4 files across all KAMs are awaiting client info for > 2 days." This gives insight into each KAM's throughput and any bottlenecks in their queue.
 - **"KAM Priya:** 2 files reviewed, 1 forwarded, 1 rejected due to incomplete documents."
- **Credit Team Summary:** A report sent to senior management (e.g., Head of Credit, COO, founders) summarizing overall pipeline status and performance. For example:
 - "10 new applications received platform-wide; 8 files sent to lenders; 5 files approved by lenders; 2 loans disbursed yesterday totaling ₹X in disbursements."
 - "Total commission payouts to DSAs yesterday: ₹Y across Z files."
 - It might also flag exceptions or trends: "NBFC response pending on 7 files for over 5 days (exceeding SLA)" or "High rejection rate (3 out of 5) from NBFC ABC this week."This gives leadership a snapshot of volume, efficiency, and potential issues in the credit funnel.
- **Format:** The report content will be concise and formatted with bullet points or short paragraphs for clarity. The AI component will aim to identify what's important (e.g., unusual delays, significant volume changes, outlier performances) rather than listing everything. The tone will be factual ("just the numbers and noteworthy facts") to avoid misinterpretation.
- **Delivery:** These reports are emailed to predefined recipients (which can be configured). For instance, the KAM performance summary might go to the Head of Sales or Head of Partner Management, whereas the overall credit summary might go to executives. Additionally, we may have these reports

accessible in an admin “Reports” section of the dashboard for record-keeping or if someone wants to retrieve a past report.

- **Timeliness & Accuracy:** The system will generate the reports at a set time daily (e.g., early morning, covering the previous day's data up to midnight). We will ensure the data snapshot is taken after the day ends so that the report is accurate. If using AI to generate narrative, we will test it for accuracy and consistency (since any analytical commentary needs to be correct). Initially, we might use a rules-based approach (simple templated sentences with inserted data and basic logic for conditions) to build confidence in the feature, and progressively enhance it with more natural AI-generated insights once the results are proven reliable.

The purpose of the Daily Summary Reports module is to provide quick situational awareness to the team and leadership. It allows them to proactively manage the process (for example, noticing if files are piling up at a certain stage or if a particular NBFC is slow to respond) without having to manually pull reports or data from the system.

M7: File Summary Insights (AI-Generated)

Upon a loan file's submission, the system will automatically generate a brief summary of the application to assist human reviewers (KAMs and Credit analysts). This summary uses AI/NLP techniques to interpret the structured data in the application (and potentially some key documents in the future) and present the highlights of the case. The summary typically includes:

- **Applicant Profile:** A sentence about the applicant (and co-applicant, if any). For example: *“Applicant is a 35-year-old salaried professional with an annual income of ₹12 lakh and a CIBIL score of ~780, applying for a ₹50 lakh home loan.”* If there are multiple applicants, it would mention both (e.g., primary applicant and spouse as co-applicant).
- **Loan Details:** A sentence about the loan request and property/business details. For a home loan: *“The loan is for a property valued at ₹75 lakh in Mumbai with a requested tenure of 20 years (expected EMI ~₹40k/month).”* For a business loan: *“MSME loan of ₹10 lakh for working capital; business established 5 years ago with an annual turnover of ₹2 Cr.”*
- **Strengths/Risks:** Notable points based on the provided data. For example: *“Strengths: High credit score, stable job for 10+ years. Potential Concern: High existing debt with EMI ₹25k/month, which pushes debt-to-income ratio to ~55%.”* Or *“Missing document: Latest Income Tax Return is not uploaded.”* The AI will flag positive signals (like strong credit, collateral value, etc.) and risks (like high leverage, incomplete documentation, deviations from standard criteria) as it can infer from the data.
- **Comparison to Criteria (if rules available):** If we have certain known credit policy thresholds, the summary might note them. E.g., *“Loan-to-Value (LTV) is ~67%, which is within acceptable range for this product.”* Or *“Applicant’s age 60 at end of tenure, slightly above typical cutoff of 58.”* These help the reviewer quickly gauge if the case meets usual guidelines or has exceptions.

Usage: The AI-generated summary is displayed as a reference on the KAM's review screen (when they open a new file) and on the Credit Team's file view. It's intended as a quick-glance overview to help the human reviewer understand the file without reading every detail immediately. It can draw attention to potential issues or noteworthy aspects early on. However, it is **not** a decision maker – the credit analysts will still review the full details and documents. The summary simply helps prioritize and focus the review.

Not Visible to Client or NBFC: These AI-generated insights are for internal use only. We do **not** show the client any automatically generated commentary about their application (especially since it might mention

risks or missing items that the client may not understand in context). Likewise, we do not expose our internal AI summary to NBFC partners – they will perform their own assessment of the application, and any internal observations we have are kept within our team's purview.

Accuracy and Limitations: Initially, the AI summary will rely purely on the structured data provided in the application form (and perhaps metadata of uploaded documents). It will not actually read attached documents or verify their contents in this phase. So, for example, it can report the income as entered by the client, but it won't confirm that against a payslip unless that capability is added later. We will include a disclaimer or note in the UI next to the summary (e.g., "AI-generated summary – please verify with actual documents") to remind users that this is just a helper. The Credit Team is expected to catch any inaccuracies during their normal review. Over time, if we integrate document parsing or external data checks, the AI summaries could become more sophisticated (e.g., pulling the salary from an uploaded payslip or the credit score from a bureau check), but those are future enhancements.

Overall, the File Summary Insights module aims to speed up the review workflow by providing an "at a glance" synopsis of each application. As the volume of files grows, such tools will help the team quickly understand each case's basics and identify where to look more closely, without replacing the need for thorough human due diligence.

5. Out of Scope & Future Enhancements

To manage project scope, certain features and integrations are **out-of-scope** for the initial release but are noted here for context and future planning:

- **Direct Integration with Lender Systems:** In Phase 1, we will **not** build API integrations to automatically send/receive data from banks or NBFCs. All NBFC interactions will be managed via the partner portal or manual communication (email, phone). In the future, if volumes increase, we may integrate with lender APIs for instant credit decisions or status syncing, but this is beyond the initial scope.
- **End-Borrower Access:** The system will **not** provide a login or portal for the end customers (borrowers) themselves. Borrowers will interface with the DSA and our team outside of this system. (A possible future addition could be a borrower-facing mobile app or a tracking link for borrowers, but currently all borrower updates are relayed via the DSA partner.)
- **Payment Processing:** While the platform tracks commissions in the ledger, it will **not** handle actual money movement. There are no integrations with bank payment gateways or UPI for automating payouts in this phase. All payouts to DSAs will be processed offline by our finance team. In the future we might introduce an automated payout system once the core platform is stable and if automation is deemed beneficial.
- **Credit Bureau/KYC Verification APIs:** We will collect and store KYC documents and data, but we will **not** automatically verify PAN, Aadhaar, or fetch credit scores from bureaus in this version. Any necessary verification (identity checks, credit pulls) will be done by KAMs or Credit Team outside the system. Future enhancements could include API integrations to government ID databases or credit bureaus to streamline verification.
- **Advanced Analytics Dashboard:** We are **not** building a comprehensive analytics or business intelligence module in the initial release (beyond basic reporting like the daily summaries). There will be no complex trend analysis dashboards or visualizations initially; the focus is on operational

workflow. Advanced analytics and reporting tools can be added later, or data can be exported to external BI tools as needed for analysis in the interim.

- **Mobile App:** The initial product will be a responsive web application accessible via web browsers. We will **not** develop native mobile apps for iOS/Android in Phase 1. If field agents or partners later require a dedicated mobile app, that can be considered as a separate project or phase. For now, the responsive web UI should suffice for users who need to access the system on tablets or smartphones.
- **Custom Workflow Variations:** All clients and loans will follow the standard workflow described in this document. We are **not** supporting custom per-client workflow rules or branching logic in the initial release (e.g., a special approval chain for specific clients, or skipping the KAM stage for certain cases). If a particular partner requires a deviation, it will be handled manually/offline or considered for a future phase.
- **Post-Loan Management & Collections:** Once a loan is disbursed to the borrower and the DSA's commission is settled, this platform's job is done. We will **not** manage ongoing loan repayment tracking, delinquency (NPA) monitoring, or collections activities in this system. Those aspects are handled by the lender or would require a different system entirely.

By clarifying what is out of scope, we ensure the development team remains focused on the core requirements. These constraints also highlight a roadmap for future growth (integrations, a borrower portal, native apps, etc.) which can be addressed in subsequent phases once the foundation outlined in this PRD is delivered.
