

Bank Loan System

(AurLo)

Business Requirement

Document

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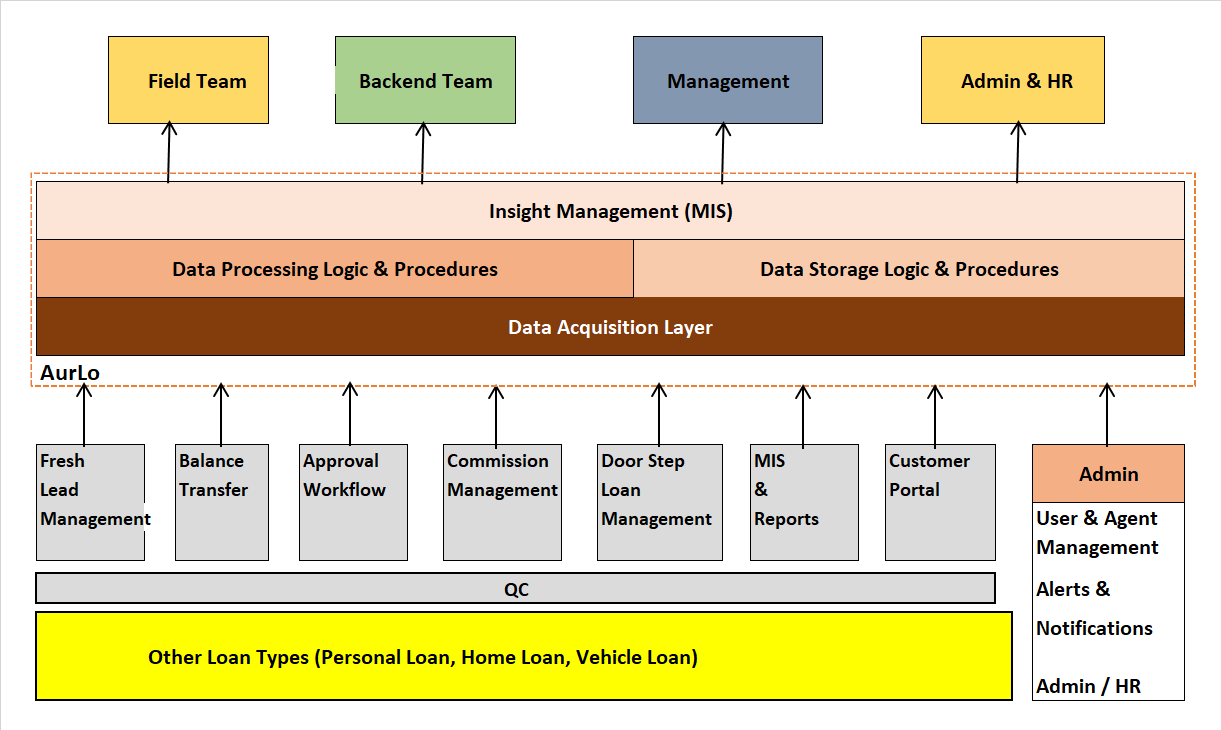
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# Introduction

Bank is a services company involved in sourcing of loans for on behalf of its partner banks.

The purpose of this document is to detail out the business requirements for the Bank Loan System (AurLo). AurLo consists of the following sub systems



* 1. **AurLo Field App** - This is an Android based application which includes process of onboarding agents, generating fresh leads, capturing balance transfer cases and tacking their own performance. This app will be used by the field team:
     + Agents
     + Supervisors
     + State Heads
     + Project Managers
     + Sr. Management
  2. **AurLo Customer Web Portal** – This needs to be integrated with the existing website. The portal will allow the customers to:
     + Register and apply for loans
     + Track their application progress till disbursement
     + Pay their loan
     + Track their payment details till loan closure.
  3. **AurLo Backend Web portal** – This system will be used to define the rules for the AurLo app.
     + Rules for configuring commissions for agents
     + Reviewing necessary fresh leads / BT cases.
     + KYC checks and approvals for agent onboarding
  4. **Door Step Loan Service** – This system will be used to provide door-step services for procuring loans. Initially the process will be detailed out for Gold Loan.
     + Loan Sourcing
     + Appointment Booking
     + Agent Visit – Gold Evaluation – Loan Approval – Gold Deposit in bank
     + Gold Retrieval from Bank – Handover to the customer
  5. **AurLo MIS** – This will be a BI reporting system based on the KPIs defined.

# Development Roadmap

### Phase 1

* AurLo Field Application – Gold Loan
* AurLo Backend Web Portal

### Phase 2

* AurLo Customer Web Portal
* Door Step Loan Service
* AurLo MIS

### Phase 3

* AurLo Field Application – Other Loan types

# AurLo Field Application

The Application will be primarily used by field team sourcing loans. The following table depicts the accessibility of the application by different user roles.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Agent** | **Supervisor** | **State Head** | **Zonal Manager** |
| Login | Y | Y | Y | Y |
| Onboarding Process | Y | Y | Y |  |
| Agent Performance | Y | Y | Y | Y |
| Fresh Lead Generation | Y | Y | Y |  |
| Balance Transfer Lead Generation | Y | Y | Y |  |
| View Applications | Y | Y | Y |  |
| Update Application Status | Y | Y |  |  |
| Wallet | Y | Y | Y |  |

Note: this is not a customer facing application.

## Login Process

The application would be available on Google Play Store. The field team will be able to download the app and register themselves according to their roles.

### Process Flow

* + Step – 1: User downloads the app from PlayStore (only android version). Installs the application and clicks to open the application (refer Screen Splash)
  + Step – 2: Case (New User) – User Clicks on the **New User?** Link (refer screen New User)
  + Step – 3: Enters the mobile number, Clicks the “Get OTP” button (refer screen Enter Mobile Number)
* Case 1 – Mobile # is already enrolled
  + The system will prompt the message “User Already Enrolled.”
  + Application Control takes the user to the Login Screen
  + Flow Ends (User can Login using User-ID/Password)
* Case 2 – Mobile # is not Enrolled
  + The system generates a 4-digit OTP and sends to the mobile number entered. The OTP is valid for 180 seconds. If the OTP is not received in 90 seconds, “Resend OTP” option is enabled. Once the user clicks “Resend OTP” the earlier OTP is discarded and the new OTP is sent to the mobile number.
  + Upon receiving the OTP the application auto reads the same from the messages or the User can enter the OTP manually. Once 4 digits are typed in OTP boxes, there is no need to hit “Enter/Return” button.
  + Upon successful validation of OTP, The system will prompt the user to self-enrol as an Agent (Only)
  + The system will auto populate the fields stored and available w.r.t the mobile number in case of incomplete enrolments.
  + Upon Successful completion of the enrolment the user is taken back to the Login Screen.
  + Flow Ends (User can Login using User-ID/Password)

Note:

1. The Supervisor, State Head & Project Managers may also be be enrolled via backend web portal.
2. The users have to change/set password on 1st time login. (refer screen change password)
3. There would be a forgot password feature where the user will be able to reset the password after confirming his DOB and successful validation of the OTP sent on the Registered Mobile Number.

### Reference Screens – Login

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **Splash Screen** | **New User / Login Screen** | **Enter Mobile Number** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Enter OTP** | **Resend OTP** | **Change / Set Password** |

## Home Page

After Logging in, Users will see the menu options as per their defined role in the system. (refer Screen Home Page)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Menu | **Agent** | **Supervisor** | **State Head** | **Zonal Manager** |
| Agent Onboarding |  | Y | Y |  |
| Agent Performance | Y | Y | Y | Y |
| View Applications | Y | Y | Y | Y |
| Update Application Status | Y | Y | Y | Y |
| Wallet | Y | Y | Y | Y |
| Gold Loan   * Fresh Lead Generation * Balance Transfer Generation | Y | Y | Y | Y |
| Home Loan   * Salaried   + Fresh Loan   + Balance Transfer * Non Salaried   + Fresh Loan   + Balance Transfer | Y | Y | Y | Y |
| Personal Loan   * Salaried   + Fresh Loan   + Balance Transfer * Non Salaried   + Fresh Loan   + Balance Transfer | Y | Y | Y | Y |
| Car Loan   * Salaried   + Fresh Loan   + Balance Transfer * Non Salaried   + Fresh Loan   + Balance Transfer | Y | Y | Y | Y |

Home Screen will have following Menu Icons:

* 1. **Agent Onboarding** - This will allow the Supervisors / State Heads to onboard Agents.
  2. **Performance Report**: This will help users to review their own performance. The agents will view only their own performance. The Supervisors, State Heads, Zonal Managers, and Project Managers will be able to see the performance of all the employees under their respective span of control.
  3. **View Applications**: This will help agent to view his submitted and saved applications.
  4. **Update Application Status**: This will allow the users to update loan processing status of application submitted by him. In case of fresh loan, he will need to input loan account number, bank branch code, amount sanctioned and disbursed, and date of disbursement. In case of BT, he will be able to view BT fund flow status (BT approval at various levels, funds released, amount credited to customer account). Thereafter, he will need to update following:
     + Funds transferred to loan account
     + Gold released by lending bank
     + Gold reached the new lender branch
     + Gold appraised
     + Loan approved along with sanctioned amount
     + Loan disbursed along with loan account number
     + BT amount return details – Amount, RRN number/Cheque No. (in case of partial return of money, he will need to update the application as and when balance funds are received.

Once entire funds are received, application is complete and closed.

* + - Agent will also have the option of stopping/discarding any application till funds are transferred to the customer account.
    - He can also return the funds without loan account number and/or amount sanctioned. In such cases, he will have to state the reason for fund return without loan account number/sanctioned amount.
  1. **View Wallet**: This will allow the users to see the commission earned by them, Wallet balance for supervisor will be shown zero until he crosses his target and gets eligible for commission. (Target for each employee is easily configurable and commission earned is also configurable based on Bank, area, agent, business done as well as manually editable at senior level).
  2. **Report Mismatch**: This will allow the users to report any mismatches in the commission earned.

#### Gold Loan

* + - Fresh Lead: This will help agent to gather customer’s information for fresh loan leads.
    - Balance Transfer: This will help supervisor to gather customer’s information for

balance transfer loans.

#### Personal Loan

* + - Salaried
      * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.
    - Non Salaried
      * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.

#### Home Loan

* + - Salaried
      * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.
    - Non Salaried
      * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.

#### Car Loan

* + - Salaried
      * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.

Non Salaried

* + - * Fresh Lead: This will help agent to gather customer’s information for fresh lead loans.

### Reference Screens – Home Page

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

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

|  |  |  |
| --- | --- | --- |
| **Home Page** | **Home Page – Agent (GL)** | **Home Page – Sup (GL)** |

## Agent Onboarding

Agent onboarding can happen in two ways:

1. Self-onboarding by agent

### Process Flow – Self Onboarding

* + Step – 1: User downloads the app from PlayStore. Installs the application and clicks to open the application
  + Step – 2: Case (New User) – User Clicks on the **New User?** Link
    - Step – 3: Enters the mobile number, Clicks the “Get OTP”. Upon successful validation of OTP, System will prompt the user to self-enrol as an Agent (Only). The system will auto populate the fields stored and available w.r.t the mobile number in case of incomplete enrolments.
  + Step 3 - Agent will capture the following details: (\* marked fields are mandatory)

1. Full Name\*
2. Mobile Number\*
3. Father’s Name\*
4. Address:
   1. Address Line 1
   2. Address Line 2
   3. District\*
   4. State\*
5. Date of birth\*
6. Gender – Radio button ( M / F / Other)
7. Qualification – Dropdown with values: 10th / 12th / Graduate / Post Graduate / Other
8. Nominee Details
   1. Name of Nominee
   2. Relation with Nominee
9. KYC:
   1. AADHAAR number,
   2. PAN number
10. Document Proof: image files to be uploaded (max size 1MB)
    1. Profile picture (live)
    2. Aadhaar Card Pictures (front & back)
    3. PAN Picture
    4. Cancelled Cheque Picture
11. Bank Details
    1. Bank Name
    2. Account Number
    3. IFSC Code

This information will be submitted to backend operator/admin. Once operator approves the request, agent will receive a message stating that application has been approved along with his agent code.

1. Supervisor Onboards the agent

### Process Flow – Supervisor Onboarding

* + Step – 1: User clicks on Agent Onboarding menu icon
    - populates the fields stored and available w.r.t the mobile number in case of incomplete enrolments.
  + Step 2 – User will capture the following details: (\* marked fields are mandatory)
  + Full Name\*
  + Mobile Number\*
  + Father’s Name\*
  + Address:
* Address Line 1
* Address Line 2
* District\*
* State\*
  + Date of birth\*
  + Gender – Radio button ( M / F / Other)
  + Qualification – Dropdown with values: 10th / 12th / Graduate / Post Graduate / Other
  + Nominee Details
* Name of Nominee
* Relation with Nominee
  + KYC:
* AADHAAR number,
* PAN number
  + Document Proof: image files to be uploaded (max size 1MB)
* Profile picture (live)
* Aadhaar Card Pictures (front & back)
* PAN Picture
* Cancelled Cheque Picture
  + Bank Details
* Bank Name
* Account Number
* IFSC Code

This information will be submitted to backend operator/admin. Once operator approves the request, supervisor will receive a message stating that application has been approved along with agent code.

The Supervisor mapping and approval process will be detailed out as a part of AurLo Backend Support System.

### Reference Screens – Login

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **Agent's Details** | **Agent's Details** | **Agent's Details** |
| **Agent's Details** |  |  |

## Agent’s Performance

The system will allow the users to view their own performance on FTD (For the Day), WTD (Week till date), MTD (Month Till Date), QTD (Quarter Till Date) & YTD (Year till Date) basis

### Process Flow

* + Step 1 - On click of the Agent’s Performance menu icon, the control will go to the details page where the Agent can view his own performance.
* Case 1 (User is an Agent)
  + There will be a filter (check box) to select the types of loan sourced, it will have the following values
    - All – upon selecting will show the cumulative number across all loan types
    - Gold Loan - upon selecting will show the numbers only for Gold Loan
    - Home Loan - upon selecting will show the numbers only for Home Loan
    - Personal Loan - upon selecting will show the numbers only for Personal Loan
    - Car Loan - upon selecting will show the numbers only for Car Loan
    - LAP - upon selecting will show the numbers only for LAP
  + The Screen will have a slider control for the user to select the time duration of the performance.



* + - FTD – Will display the details of the current day
    - WTD –Will display the details of the current week.
    - Date range – Will display the details for the duration indicated. (MTD will be the default option)

1. The Screen will display following details
   1. Agent’s Name,
   2. Total Fresh Leads generated by him,
      1. Approved
      2. Pending
   3. Total amount from Fresh Leads in INR (Sum of all loan amounts generated),
      1. Approved
      2. Pending
   4. Total BT Leads
      1. Approved
      2. Pending
   5. Total amount from BT Leads in INR
      1. Approved
      2. Pending

this will be followed by a table with the following customer details

* 1. Customer Name
  2. Mobile Number
  3. Amount
  4. Loan Type (GL, HL, PL, VL, LAP)
  5. Type of Lead – Fresh, BT
  6. Date of Lead generated
  7. Status of the lead
* Case 2 (User is a supervisor)
  + He will select employee (option to see one, many, or all employees) whose details he wants to see.
  + There will be a filter to select the type of loan sourced, it will have the following values
    - All – upon selecting will show the cumulative number across all loan types
    - Gold Loan - upon selecting will show the numbers only for Gold Loan
    - Home Loan - upon selecting will show the numbers only for Home Loan
    - Personal Loan - upon selecting will show the numbers only for Personal Loan
    - Car Loan - upon selecting will show the numbers only for Car Loan
    - LAP - upon selecting will show the numbers only for LAP
    - Education Loan
  + The Screen will have a slider control for the user to select the time duration of the performance.



* + - FTD – Will display the details of the current day
    - WTD –Will display the details of the current Week till date
    - MTD - Will display the details of the current Month till date
    - QTD - Will display the details of the current Quarter till date
    - YTD - Will display the details of the Current Year till date
    - Date range – Will display the details for the duration indicated. (MTD will be the default option)

1. The Screen will display following details
   1. Total Fresh Leads Generated: This will display all the fresh leads approved + leads generated but yet to be approved.
   2. Total BT Leads Generated: This will display all the BT Leads generated + approved
   3. Total Fresh Lead Amount in INR: This will display the loan amount of all the fresh lead that all the agents generated.
   4. Total BT Amount in INR: This will capture all the BT lead amount that all agents generated.

this will be followed by a table with the following details

* 1. Agent’s Name – This will be a link to individual Agent’s page, upon clicking this the control will go to the individual Agent’s performance. On clicking the back icon the control will come back on the Agent’s list page.
  2. Mobile Number – The user can click on the mobile number and place a call to the respective agent.
  3. Settled Leads / Settled Amount – This will show the number of approved leads and their amount.
  4. Loan Type (GL, HL, PL, VL, LAP)
  5. Type of Lead – Fresh, BT
  6. Status of the lead

### Reference Screens – Agent Performance

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |
| --- | --- |
| ***Agent's Performance*** | ***Supervisor’s Performance*** |

## Fresh Lead Generation

This will allow the users to generate fresh leads for the type of loan sourced. The user will look for a customer who is in need of a Gold Loan and will evaluate his credentials to identify whether this customer fits to get a loan from bank or not and then take the customer to bank to get his loan approved

### Process Flow

* + Step 1 - The users will click on the type of loan (GL, HL, PL, VL, LAP) on the home page and subsequently click on the Fresh lead generation
* Case 1 – Gold Loan – this is a 5-stage process



#### Only Stage 1 is Mandatory, rest all the stages 2 – 4 are optional, User can skip these and go to Stage 5 in case the data is not available.

Stage 1 - fill in the basic details of customer such as: (refer Screen Stage 1)

* + Full Name\*
  + Father’s name
  + Date of birth\*
  + Gender
  + Customer Mobile Number\*
  + Alternate Mobile Number
  + OTP Validation of Primary Mobile number – An OTP will be sent to the customer’s mobile number upon clicking the “Get OTP” button. The user will enter the OTP, and click the “Verify OTP button” the system will not proceed in case the OTP validation is not completed.
  + Amount of loan required
  + Purpose of Loan

Stage 2 - Agent will fill the KYC Document Details and Address. He can select the type of KYC document from drop down, and then provide KYC Document number. (refer Screen Stage 2)

* + - KYC Document Type (any one)
      * Aadhaar Card
      * Voter ID Card
      * Passport
      * Driving license
      * NREGA Document
    - KYC Document Number
    - PAN (not mandatory)
    - Full Address

Stage 3 – Agent will capture loan details and Jewellery details provided by Customer. (refer Screen Stage 3)

* + - Preferred Loan Tenure – Loan tenure in months (Drop down with values 1 – 24)
    - Jewellery Details (Optional) – Carat info (Dropdown values – 18,20,22,24)
    - Type of Jewellery (Optional)
    - Quantity of Jewellery (Optional)
    - Weight of Jewellery (Optional)
    - Jewellery Karats (Optional)

Stage 4 - Agent will fill the details about the Bank Branch, Date of Appointment and Time as

per customer’s convenience. Agent will capture the following details (refer Screen Stage 4)

* Select the Bank (drop down ICICI by default) – Only 1 bank as of now
* IFSC Code of the Branch. User can also set a default IFSC Code which can be amended whenever required)
* Date of Appointment at Branch
* Time of Appointment at Branch

.

Stage 5 - Agent will review the application to be displayed as separate section for each stage, The Agent will be allowed to edit any section and submit. (refer Screen Stage 5)

* Case 2 – Personal Loan
* Case 3 – Home Loan
* Case 4 – Car Loan
* Case 5 – LAP

For the cases 2 – 4 the following details to be captured

|  |  |
| --- | --- |
| Salaried | Self Employed |
| 1. Full Name\* 2. Mobile Number\* 3. Email 4. Place of residence (PINCODE)\* 5. Loan amount needed 6. Annual Income 7. Employer Type | 1. Full Name\* 2. Mobile Number\* 3. Email 4. Place of residence (PINCODE)\* 5. Loan Amount needed 6. Select Your Profession 7. Income as per Last ITR 8. No. of years of ITR available |

### Reference Screens – Fresh Lead

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **Stage 1** | **Stage 2** | **Stage 3** |
| **Stage 4** | **Stage 5a** | **Stage 5b** |

## Balance Transfer Lead Generation

This will allow the users to generate balance transfer leads for the type of loan sourced. In this case, customer will first repay his loan from existing bank with the money Bank will provide and get his gold back. After getting his gold back he will take loan from bank suggested by Bank agent and repay the amount to Bank. It can be further explained as:

* + Bank agent will take the necessary details of the customer who is already having a Gold loan but looking for options to transfer his loan at lower rate of interest.
  + Here, Bank will give the loan amount to customer after all the approvals and then customer will repay his loan amount to the existing bank and get his Gold back. Then he will visit the bank with the agent and take the loan from the suggested bank and give back the amount to Bank.
  + There will be an approval workflow for the BT cases.
  + Approve Levels
    - RM
    - SH
    - ZM
    - DM
    - Product Head
    - Director
  + There will be “Pull” and “Push” methods of approval processing. In “Push” method, BT request is pushed up the level by the lower level as per above levels.
  + In “Pull” method, any official can access any BT request pending anywhere below his level and approve or reject by superseding all the level below him.
  + All these levels should be configurable in the system. System should allow the employees to delegate his approval authority upwards or sidewards in case he is going on leave. Similar permission should be available to employee’s manager to delegate/assign approval authority of any subordinate to any other employee or to himself.
  + The workflow will be detailed as part of AurLo Backend System

### Process Flow

Balance Transfer (BT) can originate from two sources

1. Internal BT: when the BT request originates from bank.
   * Step 1 – This is only applicable for the Gold Loan type and is a 3-stage process



At every Stage, the user is given the option to

1. Cancel – user is prompted for confirmation the form details or reset on confirmation.
2. Save and Exit – the user is displayed a message that the form details are saved.

On the last stage the user is provided with an additional option of Submit the Application. Stage 1 - fill in the basic details of customer such as: (refer Screen BT- Personal Details)

* + Full Name\*
  + Father’s name
  + Date of birth
  + Gender
  + Customer Mobile Number\*
  + OTP Validation of Mobile number – An OTP will be sent to the customer’s mobile number upon clicking of “Get OTP” button. The User will enter the OTP, and click the “Verify OTP button” the system will not proceed in case the OTP validation is not completed.
  + Correspondence Address
    - State\*
    - District\*
    - Address Line1\*
    - Address Line 2
    - PINCODE\*
  + Permanent Address – check box (Same as above), by default the check box is unchecked and the if the user checks the checkbox the below address details are auto populated
    - State\*
    - District\*
    - Address Line1\*
    - Address Line 2
    - PINCODE\*
  + Loan Account Number\*
  + Saving Account Number
  + Loan Amount\*

Stage 2 - Agent will fill the details about the Bank Branch, Date of Appointment and Time as

per customer’s convenience. Agent will capture the following details (refer Screen Stage 4)

* Select the Bank (drop down ICICI by default) – Only 1 bank as of now
* IFSC Code of the Branch to apply for Loan
* Date of Appointment at Branch
* Time of Appointment at Branch .

Stage 3 - Agent will review the application to be displayed as separate section for each stage, The Agent will be allowed to edit any section and submit. (refer Screen BT- review & submit

)

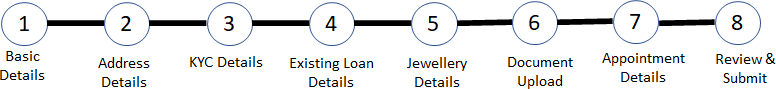
There needs to be an undertaking statement at the end of the application

“I <customer name>, resident of <customer address> hereby agree that the information provided

is correct and I agree to repay the loan amount due.”

1. External BT: when the BT request originates from sales team
   * Step 1 - The users will click on the type of loan (GL, PL) on the home page and subsequently click on the Balance Transfer lead generation

o Case 1 – Gold Loan – this is a 7-stage process



At every Stage page the user is given the option to

1. Cancel – user is prompted for confirmation the form details or reset.
2. Save and Exit – the user is displayed a message that the form details are saved.

On the last stage the user is provided with an additional option of Submit the Application. Stage 1 - fill in the basic details of customer such as: (refer Screen BT- Personal Details)

* Full Name\*
* Father’s name
* Date of birth
* Gender
* Customer Mobile Number\*
* Spouse/Parent’s Mobile Number
* OTP Validation of Mobile number – An OTP will be sent to the customer’s mobile number upon clicking the “Get OTP” button. The user will enter the OTP, and click the “Verify OTP button” the system will not proceed in case the OTP validation is not completed.
* Profession – There would be a negative list of professions but that will not be visible to the user. (Ability to configure the negative profession list to be detailed as a part of AurLo Backend System). Such cases will be highlighted by the system to everyone in the approval chain.
* Purpose of Loan

Stage 2 – Address Details (refer Screen BT- Address Details)

* Correspondence Address
  + State\*
  + District\*
  + Address Line1\*
  + Address Line 2
  + PINCODE
* Permanent Address – check box (Same as above), by default the check box is unchecked and the if the user checks the checkbox the below address details are auto populated
  + State\*
  + District\*
  + Address Line1\*
  + Address Line 2
  + PINCODE

Stage 3 - Agent will fill the KYC Document Details and Address. He can select the type of KYC document from drop down, and then provide KYC Document number. (refer Screen BT- KYC Details)

* POI (KYC 1) Document Type
* Aadhaar Card
* Voter ID Card
* Passport
* Driving license
* NREGA Document
* POI (KYC 1) Document Number – The validations are as follows
* Aadhaar Card
* Voter ID Card
* Passport
* Driving license
* NREGA Document
* POA (KYC 2) Document Type – should be a different document than POI KYC1 Doc
* Aadhaar Card - verhioff algorithm (12 digits)
* Voter ID Card - alphanumeric; no space; no special character
* Passport - alphanumeric; no space; no special character; JXXXXXXX
* Driving license alphanumeric; no space; no special character;
* NREGA Document - alphanumeric; no space; no special character;
* POA (KYC 2) Document Number
* PAN\* or Form 60\* - PAN- AAAAA1234B-format

Stage 4 – Agent will capture existing loan details provided by Customer. (refer Screen BT- Existing Loan Details)

* Existing Loan – Bank and Branch
* Existing Loan Amount
* Date of loan
* Valuation of Jewellery by existing bank
* Outstanding Amount (Foreclosure Amount)
* Balance Transfer Amount
* Required Loan Amount
* Preferred Loan Tenure (in months)

Stage 5 – Agent will capture Jewellery details provided by Customer. (refer Screen BT- Jewellery Details)

* Jewellery Details (Optional) – Carat info (Dropdown values – 18,20,22,24)
* Type of Jewellery (Optional)
* Quantity of Jewellery (Optional)
* Weight of Jewellery (Optional)
* Jewellery Karats (Optional)

Stage 6 – upload documents, Agent will click and upload customer’s latest picture and cheque

pictures: (refer Screen BT- upload Document)

* + Click & upload Customer’s live photograph
  + Click & Upload Blank Cheque 1 (Filled with BT amount)
  + Click & Upload Blank Cheque 2 (Blank)
  + KYC Document 1(POI)
  + KYC Document 2(POA)
  + Loan Document
  + Foreclosure Letter
  + Copy of recent ATM withdrawal slip
  + Promissory Note
  + Last page of the agreement.

Stage 7 - Agent will fill the details about the Bank Branch, Date of Appointment and Time as

per customer’s convenience. Agent will capture the following details (refer Screen Stage 4)

* Select the Bank (drop down ICICI by default) – Only 1 bank as of now
* IFSC Code of the Branch
* Date of Appointment at Branch
* Time of Appointment at Branch .

Stage 8 - Agent will review the application to be displayed as separate section for each stage, The Agent will be allowed to edit any section and submit. (refer Screen BT- review & submit

)

There needs to be an undertaking statement at the end of the application

“I <customer name>, resident of <customer address> hereby agree that the information provided is correct and I agree to repay the loan amount due.”

* Case 2 – Personal Loan
* Case 3 – Home Loan
* Case 4 – Car Loan
* Case 5 – LAP

For the cases 2 – 5 the following details to be captured

|  |  |
| --- | --- |
| Salaried | Self Employed |
| 1. Full Name\* 2. Mobile Number\* 3. Email 4. Place of residence (PINCODE)\* 5. Loan amount Needed 6. Net Monthly Income 7. Employer Type 8. Existing Loan From 9. Current Loan Outstanding 10. Current Interest on Loan 11. EMI Amount | 1. Full Name\* 2. Mobile Number\* 3. Email 4. Date of Birth 5. Place of residence (PINCODE)\* 6. Loan Amount Needed 7. Select Your Profession 8. Registration Year 9. Type of Incorporation 10. Income as per Last ITR 11. No. of years of ITR available |

Reference Screens – Balance Transfer Lead Generation

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **BT- Personal Details** | **BT - Address Details** | **BT - Document Details** |
| **BT- Existing Loan Details** | **BT- Jewellery Details** | **BT- upload document** |
| **BT- upload document** | **BT- appointment** | **BT- Review & Submit** |

## Balance Transfer – Return Money

* + Once money is transferred to the customer’s account or any other designated account and the loan is sanctioned or customer changes his mind, BT money is to be returned to the company’s account.
  + In either case, the agent will get the details of the funds deposited and update the same in the app with following details:
    - Amount deposited
    - Unique Transaction Reference Number (UTRN) with date
    - Accounts team at the Backend will verify the same and confirm.
    - If it is full amount, case will be closed. In case partial amount was deposited, balance

recovery amount will be reflecting in the agent’s app.

* + - If the case is not closed, agent will have to file an update on daily basis till case is closed.

## View Application

On clicking Details in View Applications screen, he will be able to access the full Fresh Lead application.

* + All Leads
  + Completed Leads
  + Mismatched Leads
  + Pending Leads
  + Rejected Applications
  + Incomplete Applications

There will be the following search criteria for the page

1. Month – Dropdown with Name of Months as values
2. Text search by customer name / mobile number

The page will be governed by the span of the user logged in. Agent will be able to see only the leads generated by him, Supervisor will be able to see the leads generated by all agents under his span.

### Process Flow

The user will click on View Leads Menu Icon in the Home Page, the control will move to a submenu selection where he may select any one of the following options (refer screen View Application)

* + All Leads – Upon selecting this option the user will be able to see all the leads generated by him.
  + Completed Leads – This will display only the leads marked as completed for the user.
  + Mismatched Leads – The mismatch cases are displayed.
  + Premature Closure of cases – Loans which close before minimum qualifying criteria.
  + Pending Leads – The leads pending at the bank. The Leads for which his Loan Account Number has not been created OR whole BT Amount is not returned back to Bank.
  + Rejected Leads – Leads that are rejected by the bank / internal Bank Hierarchy
  + Incomplete Leads – The incomplete applications that he had left incomplete in between due to

unavailability of customer’s data or documents.

Reference Screens – View Applications

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **View Applications** | **Completed Applications** |  |

## Update Loan Status

This will help agent to update loan status whether approved or rejected for both fresh lead and balance transfer loan, , for example, if Approved by Bank or not, in case of Balance transfer, if customer has received money from Bank or not, paid money to existing bank or not, and so on.

### Process

After submission of Balance transfer or Fresh Lead application, Agent will click on Loan Status to update whether the loan is rejected or approved by bank. Here on clicking the “Details button” Agent will be able to review whole filled application. (Refer to screen Update Loan Status -1), the following field needs to be added to the screen

* + Add Status of Application- Pending at which level.

For BT applications, upon clicking the “Details button”, (Refer to screen Update Loan Status -2) the system will check if the

1. Amount is paid to existing bank?
2. Gold received?
3. Gold Submitted to new bank?

If these statuses are Yes, the control will be routed to the update loan status screen, where he will update all the necessary loan details. (Refer to screen Update Loan Status -3)

Here, Agent will update all the mandatory loan fields for loan details and will click on next.

1. Loan Approval Status
2. Loan Account Number
3. Approved Loan Amount
4. Approved Loan Tenure
5. Approved Loan Bank
6. Approved Loan Branch
7. Loan Account Opening Date

Reference Screens – Update Loan Status

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

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

|  |  |  |
| --- | --- | --- |
| **Update Loan Status - 1** | **Update Loan Status - 2** | **Update Loan Status - 3** |

## Wallet

Agent can see his wallet balance on home screen. Once he clicks on view details he will be routed to below screen.

Here agent, will have access to view his commission reports.

1. **Sourcing Summary:** The agent will see a list of all the completed loan applications under his span. The commission shown will be after deduction of TDS. When, he will click on a particular record he can see the details of loan and their respective commission.
2. **Mismatched Transactions:** Here, agent will see the list of those loans that were claimed by him by not reflected in the Bank MIS.
3. **Closed Transactions:** Loans not continued for minimum qualifying period and because of that he lost his commission.

### Reference Screens – Home Page

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

|  |  |  |
| --- | --- | --- |
| **Wallet** | **Sourcing Summary** | **Sourcing Summary Details** |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Mismatch Txn** |  |  |

## Navigation Panel

### Reference Screens –

Note: These screens are to be used for reference purposes only, the development team needs to share the final mock-ups for sign-off.

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

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

## Notifications and Alerts

There would be a provision in the application to showcase alerts and notifications to the users

### Alerts to Agents

Alerts with agents will be shared upon following actions:

1. Rejection at any level
2. Correction required at any level
3. Approval by final level
4. Approval by Checker
5. Amount credited in Customer’s Account

### Alerts to Managers

Alerts will be shared with managers upon following actions:

1. If BT greater than a threshold amount is approved.
2. BT is submitted to bank and Gold obtained by customer
3. Gold submitted to bank and loan amount received by customer
4. Money returned by customer

These alerts will help to recognize boundary conditions like for example: if there is a larger time period then required from BT amount received by customer, but gold not withdrawn, or loan amount not received etc.

# AurLo Backend Web Portal

This would be a web-based system accessed by the backend team to perform the following functions

* 1. Application
     + Lead Generation

1. Fresh Leads
2. BT Leads
   * + View applications
     + Update Status
     + Application Approval
   1. Commission
      * Commission Setting
3. Normal Days
4. Campaign Days
   * + Commission Reversal
   1. Agent Management
      * Agent – Supervisor Mapping / Hierarchy Definition for Approval
      * View Agent Performance
   2. User Management
      * Addition / Deletion / Modification of Users
      * Addition / Deletion / Modification of Roles
      * User – Role Mapping
      * Change Password / Reset Password

The screens would be responsive in nature so that the same can be accessed via tablet / mobile phone.

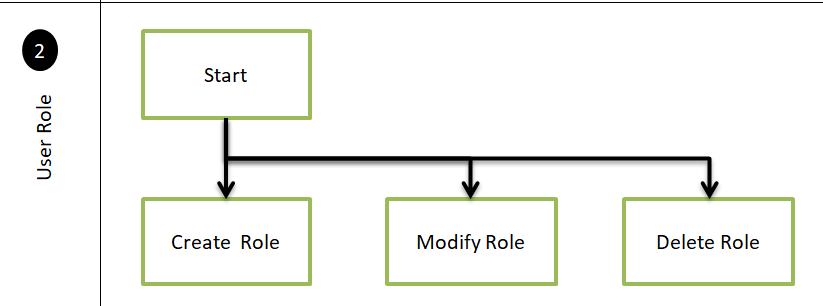
## User Management

### Process Flow

There would be a provision to define and manage the users of the System. The admin would be able to

1. Create Users
2. Modify Users
3. Delete Users
4. Ability to change password for the users. The User would have the following attributes

|  |  |
| --- | --- |
| **Attribute** | **Description** |
| User Id | Employee Id |
| Name | Name of the user |
| Role | Role assigned to the User, this would define the users access to the system |
| Email Id | Email id of the user for receiving notifications / alerts |
| Phone | Phone number of the user for receiving notifications / alerts |
| Password |  |
| Active | Status of the user |
| Reporting to | UserId of the manager |



There would be a provision to define the master data of User Roles. The admin would be able to

1. Create Role
2. Modify Role
3. Delete Role

# AurLo Customer Web Portal

This would be a web-based system accessed via the Bank website by the end customers to perform the following functions

* 1. Register
  2. Apply for loan

1. Fresh Lead
2. Balance Transfer
   1. View Loan Application Status
   2. View Repayment Status

# Door Step Loan

This section deals with the requirement of providing loan facility at the doorstep of an individual. The following processes are involved

* 1. Agent Onboarding – Each agent onboarded will have a limit that will define the amount of loans outstanding against him at any point of time. Any loan outstanding against his name will be struck off as soon as he deposits the corresponding gold at the Bank Branch. These limits need to be configurable at the backend per agent. The agents can opt for working in terms of the following cases:

1. Self-Funded – No limit. He uses his own funds for the loan disbursal and is reimbursed once the gold is deposited at the bank.
2. Bank Funded – As per limit assigned to him. He uses Bank funds for the loan disbursal.
   1. Lead Sourcing: Lead sourcing can happen in three ways:
3. Through digital mediums like web portal, facebook, etc.
4. Field force of Bank
5. Bank reference
   1. Appointment Booking – appointment booking can happen in two modes
6. Self-mode – where the customer or the agent sourcing the lead can view the available days and time slots and book the appointment.
7. Backend team – the backend team will call the customer and book the appointment basis the available days and time slots.
   1. Customer Visit
8. Customer Onboarding – The agent visits the customer, evaluates the gold, captures the information necessary for loan, and submits the same for approval
9. Loan Approval - The details captured by agents will be submitted to Back Office Approver (Preferably Project Manager) for validation. Approver will evaluate all the customer’s data submitted by the agent. In case he finds anything suspicious, he can reject the application or if some data seems a mismatch, then this application will be reverted for correction. In case all the information is satisfactory, he will be able to approve the loan for payment release (Loan Disbursal).
10. Loan Disbursal - Once the data and jewellery have passed the validation, the case will move to Finance (Maker, and then to Checker) for disbursement.
11. Custody of Gold – Upon receiving the confirmation from the customer of the disbursal, the agent will take the gold and seal the same in a tamper proof, geo tagged envelop.
    1. Gold Deposit in Bank - Agents will take the gold to the concerned bank branch (usually the nearest one). Bank will perform the quality/carats and weight checks on gold before accepting the same.
    2. Closure of Loan
12. Redemption of gold from bank
13. Handing of gold to customer

## Agent Onboarding for Door Step Loan

The agents for the “Door Step Loan” activity can be onboarded by either the field supervisor or the

backend support team.

Supervisor will have a separate tab for onboarding the ‘Doorstep Loan Disbursement Agent’. He will login to the application and click on this tab for onboarding the agent. He will capture the following details about the agent:

1. Name
2. Mobile Number
3. Father’s Name
4. Address: District, state, pin code mandatory
5. Date of birth
6. Nominee Details
7. KYC: ADHAAR number, PAN number
8. Qualification
9. Bank Details
10. Account Number
11. IFSC Code
12. Profile picture
13. KYC Doc Picture
14. Cheque Picture
15. Ability to self-fund – Yes / No
16. Security Deposit Details- In the form of fixed deposit, minimum amount 1 lakh.

This captured information of agent will be submitted to backend operator/admin. Once operator approves the request, agent will receive a message stating that application has been approved and you can download the application from link.

Once the agent is onboarded the following information will be available in the system.

1. Working Days & Hours – System needs to maintain his available days and time slots. By default, it will be all banking days (8:30AM to 3 PM). The agents will not be able to work on bank holidays and bank off hours.
2. Agent Capacity – System will maintain the daily capacity of each agent, depending upon the territory covered. It will define the number of time slots available for the agent during the day. By default, the capacity will be 4 for each agent (of 100 minutes each). This needs to be configurable.
3. Territory – The system will be able to define the area (city / Pincode) of the agent. This should be configurable from the backend.

## Lead Sourcing

The leads can be sourced through the following channels

1. Field Agents sourcing the lead using the mobile app The agent will capture the following information in the app Step 1 – Register the customer
   1. Name\*
   2. Mobile Number\*
   3. Address\* (pin code\*)
   4. Loan Amount Required\* Step 2 – Book the appointment

The agent will also book the appointment for the home visit. In case the appointment is not booked the same can be done by the backend calling team.

1. Customer visits the portal

The customer can apply for availing the doorstep loan facility by visiting the customer portal.

Step 1 – Customer will register himself by providing

* 1. Name\*
  2. Mobile Number\*
  3. Address\* (pin code\*)
  4. Loan Amount Required\* Step 2 – Book the appointment

The customer will book the appointment through the online portal. A confirmation message will

be sent to the customer’s mobile once the appointment is booked successfully.

1. Backend Calling team uses in the information (leads) collected by alternate channels (social media, Partner banks etc)

Step 1 – Auto register the Customer and call to book the appointment. The backend team will ensure that the following basic information is available for the customer. They will call the customer and book the appointment.

* 1. Name\*
  2. Mobile Number\*
  3. Address\* (pin code\*)
  4. Loan Amount Required\*

## Appointment Booking

The System should be able to book appointment in the following modes

1. Self-mode – This is applicable during the lead sourcing process, in case the agent or the customer wishes to book the appointment, system will show the available days and timeslots basis the customer’s pin code.

The agent / customer can select the day & timeslot available. Upon doing this the system will send an OTP to the customer’s mobile, the appointment will be confirmed once the OTP is validated by customer.

1. Backend team – This is applicable, in case the agent or the customer has not booked the appointment, system will show all these leads to the backend operator. The operator will call the customer and book the appointment basis the available days and time slots available. The appointment will be confirmed once the OTP is validated by customer.

The backend team will be able to update the leads for the following cases

* + Call Back - The customer picks up the call but asks to be called back later.
  + Not Contactable/No Answer/Switched off - The customer’s phone is either not contactable, or is switched off, or the customer doesn’t answer. The requests aging for more than 15 days will be marked Closed automatically (Closed “Expired”)
  + Closed (Not Interested) - The customer picks up the call and is not interested to proceed. (Ability to capture relevant reason to be provided)
  + Closed (Wrong Information) – The information entered by the agent / customer is incorrect.
  + Closed (PIN Unserviceable) - The PIN code entered by the lead is not serviceable by the Agents.

Once the appointment is booked successfully, the customer will receive the information via SMS. He will receive the following details in the text:

1. Appointment Number (to be shared with Agent)
2. Date and time of appointment
3. Agent’s Name & phone number
4. A link- that will open in the browser for viewing agent’s picture and Identity proof.

This will help customer to identify agent, to eliminate agent impersonation.

Similarly, the agent will receive a notification in the application (under the New Appointment Tab). The details will be as below

1. Name of the customer
2. Mobile Number of the customer
3. Address
4. Appointment time and date

#### Cancellation of the Appointment

The customer / agent should be able to cancel the appointment. The ability to cancel the appointment will be available in the following modes

1. Self-mode – the customer will visit the portal, login using the credentials, view the existing appointment and choose to cancel the same. The system will ask the customer to validate the same with an OTP. (We also need a simpler phone based process to cancel the appointment. Failure of customer to cancel the appointment has serious cost implications.)

The customer will preferably need to provide a reason for cancellation.

1. By informing the agent - the customer can call the agent and ask to cancel the appointment.

#### Rescheduling the appointment

The system should allow rescheduling the existing appointment. Upon rescheduling, the system should cancel the previous appointment and allow the customer/agent to book a new appointment as per available day and time slots.

## Customer Visit

### Customer Onboarding

The agent will call the customer prior to the visit. Case 1 – Customer declines to meet.

In such cases, the agent will mark the lead as closed after selecting the appropriate reason. Case 2 – Customer is not available/asks to reschedule

In such cases, the agent will reschedule the lead after selecting the appropriate reason. Case 3 – Customer is available

The agent will reach the place and initiate the process by asking the Appointment Number. Upon successful validation of the Appointment number, the app will permit the agent to proceed. The agent will evaluate the gold with the evaluation devices such as weighing machine and carat reading device and capture the following details and submit the application for approval.

1. Full Name (will be pre-fed by the system)
2. Click & upload customer’s live photograph
3. Date of birth
4. Gender
5. Father’s name
6. Mobile Number (will be pre-fed for Doorstep Loan Disbursement cases)
7. Alternate Mobile Number
8. Relationship with the person holding an alternate mobile number
9. Profession
10. Purpose of Loan (Dropdown list)
11. KYC (1) Document Type (preferably PAN or Aadhaar or Driving License)
12. KYC (1) Document Number
13. KYC (1) Document Image
14. KYC (1) Document online validation, if possible
15. KYC (2) Document Type
16. KYC (2) Document Number
17. KYC (2) Document Image
18. KYC (2) Document online validation, if possible (like PAN Card/Aadhaar)
19. Form 60, if PAN is not provided as KYC above
20. Full Address (To be mandatorily matched with at least one of the two KYC documents provided).
21. Jewellery Details
    1. Type of Jewellery (1) (Bangle/Chain/Finger Ring/Bracelet/etc.)
    2. Quantity of Jewellery (1)
    3. Jewellery (1) weight
    4. Jewellery (1) carat

Similarly, details of other Jewellery will be captured.

1. Valuation of Jewellery (system will generate the valuation based on carat and weight of jewelry), as agent will keep on adding the jewels, this valuation will keep updating.
2. Required Loan Amount
3. Preferred Loan Tenure
4. Preferred Interest Payment option (Bullet payment or monthly/quarterly servicing)
5. Account Details
   1. Name of Customer in Account (Default as name of the customer)
   2. Bank
   3. Branch
   4. IFSC Code
   5. Account Number
   6. Click & upload one “Cancelled Cheque” (to validate account details for loan disbursal)

### Loan Approval

The submitted applications will appear in the backend portal available to the Project Manager, under the Doorstep Loan Approval tab.

Project Manager will log in to the portal and click on this tab, verify the data and approve the request for release of payment.

In case, Project manager finds any discrepancy/mismatch in data, he can send it back for correction, the agent will make the edits/resolve the discrepancy and submit the application again.

If manager finds suspicious data, application will be rejected.

### Loan Disbursal

Once the Project Manager approves the loan application it will be available with the finance team for disbursal.

The finance team will follow a maker – checker process for making the payment. The payment will be done in two steps

Step 1 – Penny drop – A payment of a random amount of <Rs. 1 will be deposited in customer’s

account.

The agent will ask the customer of the exact amount of deposit and will input it in the application. If the amount (deposited and entered by the agent) match the system will mark the lead for next step.

Step 2 – Customer undertaking - Once penny drop is successful, the customer will be asked to sign an undertaking stating that the loan disbursed is subject to validation and valuation of gold at the Bank and that in case the valuation of gold by Bank is less than the value arrived at his house, a margin call will be raised by the Bank on the customer which he will be bound to deposit with Bank. The undertaking will also include a clause that the customer will not spend the money until he receives a confirmation that his gold has been accepted by the Bank.

The same will be uploaded by the Agent to the portal.

Step 3 – Custody of Gold – The Agent will take the customer’s gold in his possession and mark the same in the application, the system will generate an instant receipt (Digital) with the stamp of bank containing all the details of his jewellery (pieces, carat, and weight), that was taken from the customer.

Step 4 – Balance Payment - Once the agent marks the custody of gold, the system will initiate the Balance Payment process. The finance team will disburse the payment through IMPS/RTGS using maker checker concept.

Upon making the successful payment, the finance team will mark the process as completed and share the transfer details with the customer. The customer will get the transaction ID and the details of the amount transferred.

Step 5 – Sealing & Securing Gold for transfer – Once the customer confirms the receipt of payment, Agent will then seal the gold in a geotagged tamper-proof specially designed envelop in presence of the customer. All such envelops will be serial numbered and barcoded and customer will be made to sign on the envelop. The photograph with the envelop where the serial number of the envelope will be visible will be taken and uploaded to the system via the app. This photograph along with other details of the customer will be passed to the bank’s CRM system.

The system will mark the lead as closed and agent will leave the customer premises. The Amount disbursed to the customer will be deducted from the limit of the agent till the gold is handed over and accepted by the Bank. Once Bank accepts the Gold, the limit will be restored.

In case the limit of the agent is exhausted or is less than the next lead, the agent will not be able to make any further visits to the customers.

## Gold Deposit in bank

After sealing the envelope, agents will take the gold to the concerned bank branch (usually the nearest one). Bank will perform the quality/carats and weight checks on gold before accepting the same.

Case 1 - If Bank finds the value of gold: **same or more than the value assessed by the agent**, and corresponding disbursement of the loan (with an error margin of 5%\*), it will accept the gold and credit the Bank’s OCA account with the disbursed amount. Once Bank credits the OCA, the amount deducted from the Security Deposit of the agent will be restored/ lien marking on his security deposit removed.

Case 2 – If the bank finds that value of gold: **less than the value assessed by the agent** and corresponding eligibility less than loan disbursed amount (after considering allowed error/relief margin of 5%), then the customer will be issued a margin call for the excess amount disbursed. Three possibilities emerged from here:

1. Either, the customer agrees to respond to margin call and deposits/returns the amount.
2. Or, he provides more jewellery as collateral.
3. Or, he expresses inability for both the above options. In such a case, two options might be given to him (on case-to-case basis):

(aa) Obtain a personal loan from Bank or Bank

There are cases where the customer’s requirement of a loan is more than the LTV of the gold he owns. Banks are constrained by RBI regulation which has limited the LTV to 75%. Local lenders have no such limitation and are often willing to finance up to 90% of the gold value but at a significantly higher interest rate which customers accept due to their emergency. Even NBFCs have often been found to be flouting this LTV limitation and sanctioning higher loans at higher interest rates.

In order not to lose such customers to local lenders or NBFCs, Banks often sanction Personal Loan against the second charge on the gold. Or in some cases, our NBFC may be asked to grant the personal loan to the customer.

In case, the bank approves a Personal loan to the customer on the second charge, we should also get a commission on that loan.

(ab) Give consent for auction of gold by the Bank and to recover the disbursed sum from the process of the auction.

Once the bank owns the loan, the bank will start direct communication with the customer.

## Closure of Loan

#### Redemption of pledged gold:

* + The customer will communicate to the Bank/Bank his desire to redeem his gold.
  + Bank will inform him of his dues (principal + interest + (penalties + fees), if any), and details of Bank Account for depositing the dues. Bank will also parallelly inform Bank about the customer’s intent to redeem his gold and his due amount.
  + The customer will deposit entire dues into the designated account of Bank.
  + Upon receipt of the above communication, Bank software will validate

(aa) whether the customer has paid the dues communicated by the Bank into Bank account,

(ab) if there are any dues against customers (any loan given to customers by Bank linked to the same loan).

* + If and when the customer clears all the dues (Bank and Bank\*), corresponding funds will be transferred to Bank. \**All cases where there are any dues, or we have an objection of any kind, will be flagged. Hold/Objection response for such cases will go automatically.*
  + If a customer fails to pay in full dues towards Bank + Bank within a specified time, an objection mail will be sent by Software to the Bank stating the customer has not cleared his dues in full, and a message will be flashed to the respective Project Manager to initiate the recovery of the dues.
  + Bank will release the pledged gold to Bank only upon receipt of its dues as well as confirmation from Bank.
  + For the Door Delivery of Gold, the agent will visit the bank and collect the gold. As soon as the agent collects the gold, his security deposit will be deducted/lien marked to Bank with the corresponding amount. Once the customer receives the gold and gives positive confirmation, the agent’s security deposit will be restored.

# Points to be noted

* 1. The lead statuses
     1. Fresh Lead ->
        1. Incomplete
           1. Complete
           2. Discard
        2. Complete
           1. Approved (Submitted to bank)
        3. Bank
           1. Approved (Loan Account Number Assigned)

Repayment 1st Month

Repayment 2nd Month

Commission Settled

* + - * 1. Rejected
        2. Mismatch

Commission Settled

Commission Reversed

* + 1. Balance Transfer Lead ->
       1. Incomplete
          1. Complete
          2. Discard
       2. Complete
          1. Approval Pending (as per Approval Hierarchy)
          2. Approved (Submitted to bank)
       3. Bank
          1. Approved (Loan Account Number Assigned)

Repayment 1st Month

Repayment 2nd Month

* + - * 1. Rejected
        2. Mismatch

Commission Settled

Commission Reversed

* + - 1. Money Returned to Bank
         1. Partial Return
         2. Complete Return

Commission Settled

* 1. Approval workflow
     1. Since every lead requires approval from Director
        1. The leads are placed for approval simultaneously in front of all the approvers.
        2. The status can be viewed by all, individuals can filter and act on basis of

“require my approval”

* + - 1. If the Director / Higher position in the hierarchy approves it eliminates the need for approvals from lower positions