01.12.2022

STATIC AMENDMENT

AM.

MODIFICATION OF ACCOUNT NAME.

1.Modification of account name:

* Invoke menu MAN.
* Enter your account ID.
* Click on Go to display account name.
* Modify the account Name.
* Click on Submit.

2.Verification of account name modification:

* Invoke menu VANM.
* On account ID field input the modified account or click searcher to get the modified account.
* Click on Go to display modified details.
* Click submit to verify the modified account.

ENRICH RETAIL CIF

* Select the option – “Enrich Retail CIF [ERC]
* CIF Subtype – Customer
* Action – saved
* CIF ID – Enter the CIF ID created earlier
* Click on Go
  1. You Can view the different sections of CIF
* Click on **General Details**
  1. Basic details-On basic details, to amend phone number and email address visit phone and email summary list and edit using edit button. Visit address summary list to edit the addresses using the edit button.
  2. Other Details
  3. Personal Details:
* Residence Status – Select appropriate status from dropdown
* City/Town of Birth – Select appropriate value from searcher
* Click on Save and Validate
* Click on Next Section
* **Additional Details**
* Click on Reporting and Reference Details
* Sector – Select appropriate value form searcher
* Subsector – Select appropriate value form searcher
* CBK Sector – Select appropriate value form searcher
* CBK Subsector – Select appropriate value form searcher
* Affiliate to Bank – Select appropriate value from dropdown ( banks subsidiary)
* Insider to Bank - Select appropriate value from dropdown (Shareholder, Director, ETC)
* Click on Background Check Details
* Main Source of Funds – Type The Customer source of Funds
* Tax Country – Enter as KE or select from searcher
* Click on **Save and Validate**
* Click on Next Section
* **Bank Defined Details**
* Click on Risk Rating and Score Details
* Customer Rating - Select appropriate value from dropdown
* PEP/PEP Associate – Select “N” or appropriate vale from dropdown
* Click on Relationship Manager Details and input from the searcher
* Click on Details for Official Use
* Customer Type – Select as “Individual” or appropriate vale from dropdown
* Secondary Segments - Select appropriate value from searcher
* Classification - Select appropriate value from dropdown
* Click on **Save and Validate**
* Click on Next Section
* **Preferences Details**
* Click on Contact Preferences
* Channel for Communication – After selecting from the searcher ,click on Select then OK.
* Preferred Communication Language – Select as “ENGLISH” from searcher
* Click on Save and Validate
* Click on Next Section
* **Financial Details**
* Click on Income and Expenditure Details
* Income Range - Select appropriate value from dropdown
* Click on Save and Validate
* Click on Next Section
* Click on Save and Validate
* Click on View Summary
* View the Status Summary of All sections – should be “**Validated**”
* Click on Submit
* You will get a message “The enriched CIF is submitted for processing. CIF ID: xxxxxxxxxxx”

**To Successfully Approve the Enriched CIF id.**

**Login to Finacle with the approver User ID**

* Select the Solution as “**Core\_CBKTST**”
* Invoke the menu – **RCCAT** in the menu shortcut bar
* CIF Type – Retail
* CIF ID – Enter the CIF ID enriched
* Operation – Approve
* Entity Type – Customer
* Click on Search
* You can see the CIF details which needs to be approved
* Click on Approve hyper link under Action
* Select Access Type as Admin
* You will be redirected to CRM Solution
* Click on VIEW CIF DETAILS
* View each section and Click on BACK TO SUMMARY
* Click on Cancel
* Click on VIEW AUDIT TRAIL
* Close the Window
* Select the Decision from dropdown as Approve
* Enter any Remarks
* Click on Submit
* You will get a message< The approval form is submitted successfully. CIF ID: xxxxxxxxxxx>