08/12/2022

AM

 MARKING CIF DECEASED

1.Cif is marked as deceased on CIF enrichment at bank defined details at details for official use, to stop opening of any other account using the CIF and freeze all accounts under the CIF after end of day is run.

* Invoke menu ERC
* Select CIF subtype as customer
* From the drop down select action as submitted
* Input the CIF ID to mark deceased
* Visit bank defined details
* Click on details for official use
* Change the status from Active to deceased
* Select the date of death and notification date from the calendar
* Input the reporter details
* Submit the process to be verified

2.Verification of CIF Marked Deceased.

* Invoke the menu – **RCCAT** in the menu shortcut bar
* CIF Type – Retail
* CIF ID – Enter the CIF ID Marked deceased
* 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>

FREEZING OF DECEASED ACCOUNT

1.Freezing of deceased account

* Invoke menu FAS.
* Select Search by Account ID to freeze one account

N/B User can select search by CIF ID to freeze all accounts under CIF

* Enter the account no.
* Click on Search.
* Select the account ID on select button.
* Click on Continue.
* Select Freeze Type as debit Freeze.
* Select the reason code from the searcher as DECM
* Click on SUBMIT for process verification.

2.Verification of Frozen deceased account

* Invoke menu VAFD
* On search by select A/C ID and input an account number or-
* Search the account number from the search button
* N/B System allows approver to authorize one process at a time.
* Click on search button.
* Select the account number from select button
* Select the continue button
* Click on View button to view details
* Click on close and submit to complete the process