08.12.2022

PM

ACCOUNT FREEZING

1.Freezing of account

* Invoke menu FAS.
* Select Search by Account ID
* Enter the account no.
* Click on Search.
* Select the account ID.
* Click on Continue.
* Select Freeze Type as Total/credit/debit freeze
* Select the reason code from the searcher as DECM
* Click on SUBMIT.

2.Verification of Frozen 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

UNFREEZE ACCOUNT

* Invoke menu UAS.
* Select Search by Account ID
* Enter the account ID.
* Click on Search
* Select the account listed.
* Click on Continue
* User can enter the unfreeze remarks.
* Click on SUBMIT
* Verification process is the same as illustrated above. Menu VAFD

INQUIRE ON FREEZE HISTORY ON AN ACCOUNT

* Invoke menu option IAFSH
* A/c ID – Enter the account ID to inquire
* Select the date range or period
* Click on search
* User can view the account freeze event history list
* Click on View details to view the freeze reason code