**ENRICHMENT OF RETAIL CIF**

* Login to Finacle and select the Solution as “CRM”
* In the ‘Select Access Type’ window, select the option ‘Admin’ for login
* Invoke menu **ERC**
* Click on **General Details**
  + Other Details
  + 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 to move to **additional details**
* **Additional Details**
* Click on employment details
* On employment details summary click on Add (+) button
* Enter the nature of income
* Enter industry type, employee id, employer name and employer phone no.
* Save and preview
* 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
* Insider to Bank - Select appropriate value from dropdown
* Click on Background Check Details
* Enter the main source of funds
* Enter Tax id
* Tax Country – Enter as KE or select from searcher
* Click on **Save and Validate**
* Click on Next Section to **Bank Defined Details**
* **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 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 to move to **Preference Details**
* **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
* Enter contact person name, phone number and email address
* Click on Save and Validate
* Click on Next Section to move to **Financial Details**
* **Financial Details**
* Click on Income and Expenditure Details
* Income Range - Select appropriate value from dropdown
* Click on Save and Validate
* Click on Next Section to move **relationship details**
* 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”

**Approval of non-resident CIF**

* Select the Solution as “**CRM**”
* 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>