**CREATION OF NON-RESIDENT RETAIL CIF USING A PASSPORT**

* Login to Finacle and select the Solution as “CRM”
* In the ‘Select Access Type’ window, select the option ‘Admin’ for login

**Select the CIF Retail option from the functions pane**:

* Select the option Create Retail CIF [CERC]
* CIF Subtype - Customer
* Click on Go
* Enter the First name
* Enter the Last name
* Identification Document Code: <Select PSPRT from the searcher>
* Enter the National Identification Document No
* Click on PERFORM DEDUP
* Click on PERFORM NEGATIVE LIST
* Click on PERFORM BLACKLIST
* Click on IPRS to get the IPRS results if any in the Results table
* Click on Continue and basic details will be auto populated
* Select appropriate Salutation from Dropdown
* Select the date of birth from the calendar widget
* Select appropriate Gender from Dropdown

**Identification Document Summary** **List**

* + Click on the + button.
  + Document type: <Select the document type from the searcher – IDPRF>
* Document Code: <Select the document code from the searcher – PSPRT>
* Enter the document no.
  + Preferred: <Select Y from the dropdown>
  + Select the country of issue from the search
* Place of Issue: <Enter the Place of Issue>
* Select the date of issue from the calendar widget
* Select the expiry date from the calendar widget
  + Click on add(+) button on document attachment
  + On add record mode select add option
  + Browse new document from saved document and upload
* Click on Save and Preview

Select preferred address type from the dropdown

**Address Summary List**

* Click on the + button.
* On address type select NRERELATIVE from the dropdown
* Select the checkbox for Address Proof received
* Address Format: Structured
* Enter the House No/Building No
* Enter the Street No
* Enter the Street Name
* City/Town <Select a city from the searcher- Diaspora-DSP>
* On county select Diaspora-48
* Select the country from the searcher
* Postal code: <Enter the relevant postal code/ Pin code >
* Address valid from: <Enter the date from which this address is valid and applicable>
* Click on Save and Add new
* On address type select Mailing address from the dropdown
* Select the checkbox for Address Proof received
* Address Format: Free text
* Enter address line 1
* Enter the city/town
* Enter the county
* Enter the postal address
* Save and preview

Select the preferred phone and email type from the dropdown

**Phone and Email Summary List**

* Click on the + button.
* **Adding Phone details**
* Channel- Select the ‘Phone’ radio button
* Type: <Select the type of phone- Mobile Phone 1>
* Select the country
* Phone no.: <Enter the phone number>
* Click on Save and Add New
* **For adding Email details**
* Channel- Select the ‘Email’ radio button
* Type: <Select the type of Communication/Personal>
* Email ID:  <Enter an email ID>
* Click on Save and Preview
* Click on Continue

**Other Details**

**Personal Details:**

* Marital Status: <Select appropriate status from dropdown>

**Click on the Employment Details**

* Employment Status: <Select employed>
* Occupation: <Select the Occupation from the dropdown>

**Click on the Residential Details**

* On nonresident indicator select Y
* Country of Citizenship: <Select from the searcher>
* Select the day turned on nonresident from the calendar widget
* Select the country of citizenship from the searcher
* Select the country of resident from the searcher

**Click on the Miscellaneous Details**

* Select the primary relationship manager from the searcher
* Select the segment from the searcher
* Select the ARO code from the searcher.

**Click on the Currency Details**

KES currency will be available as default currency**.** Click on the + button if you wish to add more currencies.

**Click on KRA PIN button**

Validation with KRA Details will be performed

Click on Save and Enrich.

* CIF ID will be created.
* You will see a message<The CIF ID is saved successfully CIF ID: xxxxxxxxxxx> Proceed to Enrich

Note down the CIF ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ENRICHMENT OF CIF**

* 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>