Kredila Operational Runbook: Germany Disbursement

1. Document Overview

- **Entity:** Kredila Financial Services (EU/Germany Division)
- **Compliance Framework:** German Federal Foreign Office (Auswärtiges Amt) & BAföG rates.
- **SLA:** * **Blocked Account Funding:** 3–5 Business Days.
  - **Tuition (Private Unis):** 48–72 Hours.

2. Trigger Conditions

Disbursement for Germany is strictly split into two paths:

1. **Blocked Account Requirement: €11,904** (for 2026) must be deposited to cover 12 months of living expenses.
2. **Admission Verification:** Must hold a "Zulassungsbescheid" (Letter of Admission).
3. **APS Certificate:** For students from India, Vietnam, or China, the **APS Certificate** must be verified before any funds are released.

3. Process Steps (The Germany Workflow)

Step 1: Blocked Account Setup (Sperrkonto)

Kredila does not send living expenses to the student's personal account. They must go to an embassy-approved provider.

- **Providers:** Fintiba, Expatrio, or Coracle.
- **Action:** Student provides the **IBAN** and **BIC** from their Blocked Account opening confirmation.
- **Formula:**

$$Total\ Remittance = €11,904 + \text{Provider Setup Fee} + \text{Buffer (€100)}$$

(The €100 buffer covers intermediary bank charges to ensure exactly €11,904 lands in the account.)

Step 2: Living Expenses vs. Tuition

- **Living Expenses:** 100% of the Blocked Account amount is sent in **one lump sum** to the provider (e.g., Expatrio).
- **Tuition Fees:** Public universities are usually tuition-free (except for a small "Semesterbeitrag"). If attending a **Private University**, Kredila sends tuition directly to the University's German bank account.

Step 3: Funding the "Buffer"

German banks are strict. If the account is even €1 short of €11,904, the "Sperrbescheinigung" (Blocking Confirmation) will not be issued.

- **Action:** Kredila Ops must verify the **"Net Credit"** at the destination.

4. Critical Dependencies

- **Approved Providers:** The runbook is dependent on the API uptime of Fintiba/Expatrio.
- **German Embassy:** For updates on the "Minimum Blocked Amount" (currently €992/month).
- **Health Insurance (Incoming):** Most blocked account packages include health insurance (e.g., TK or Barmer); Kredila must verify this is active as it's a visa prerequisite.

5. Failure Scenarios – Germany Specific

Scenario	Troubleshooting Action
Shortfall in Deposit	If $< €11,904$ arrives due to bank fees, the visa is at risk. **Action:** Immediately trigger a "Top-up" transfer of the missing amount + €20 extra.
Visa Rejection	Student provides the official "Rejection Letter." **Action:** Coordinate with the provider to "Unlock" the account and repatriate funds to Kredila (minus fees).
APS Validation Fail	(For Indian students) If the APS certificate is found to be fraudulent. **Action:** Instant loan cancellation and legal escalation.

Account Activation Delay	Student is in Germany but cannot access money. **Action:** Check if the student has completed **Anmeldung** (City Registration) and uploaded it to the provider.

6. Escalation Matrix

- **Tier 1 (Ops Associate):** Verification of IBAN/BIC and APS.
- **Tier 2 (Forex Desk):** Managing Euro/INR or Euro/USD volatility for the large lump-sum transfer.
- **Tier 3 (Compliance/Legal):** Handling the return of funds if a student withdraws or is deported.

7. Post-Disbursement (The "Activation" Phase)

Kredila's responsibility doesn't end at transfer.

1. **Blocking Confirmation:** Ensure the student receives the PDF confirmation for their visa interview.
2. **Monthly Payout Tracking:** Once in Germany, the student receives **€992/month**. Kredila updates the KMS to show "Loan in Drawdown."
3. **Address Verification:** Log the student's German address (from their *Anmeldung*) once they arrive.