Functional Requirements Document (FRD) and User Stories for Lead City Microfinance Bank Website

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1. Introduction

This document outlines the functional requirements and user stories for developing a professional website for Lead City Microfinance Bank, inspired by the standards of Kuda and GTBank. The website aims to provide information about the bank's products and services, enable online account opening and loan applications, offer access to online banking, and provide robust customer support. As a microfinance bank, Lead City focuses on serving small businesses and individuals, which shapes the website's feature set.

2. Scope

The website will include the following key features:

- **Home Page**: A welcoming interface with navigation to main sections.
- **About Us**: Information on the bank's history, mission, vision, and team.
- **Products and Services**: Detailed descriptions of accounts (savings, current, fixed deposit) and loans, with application options.
- **Online Banking**: A secure portal for existing customers to manage accounts.
- **Branch Locator**: A list of branch locations, possibly with an interactive map.
- **Contact Us**: Contact details and a form for inquiries.
- **FAQs**: Common questions and answers for user support.
- **News and Updates**: Latest bank news and press releases.
- **Careers**: Job openings and application instructions.
- **Legal Information**: Terms, conditions, and privacy policy.

The website will be responsive, secure, and optimized for accessibility, aligning with the professional standards of Kuda (https://kuda.com/) and GTBank (https://www.gtbank.com/).

3. User Stories

User stories describe the website's functionality from the perspective of different users, ensuring it meets their needs.

User Story 1: Open a Savings Account Online

As a potential customer, I want to open a savings account online so that I can start banking with Lead City Microfinance Bank without visiting a branch.

- **Acceptance Criteria**:
    - The home page includes an "Open an Account" button.

o The button leads to a form collecting personal details (name, address, ID number, etc.).
o Users can upload required documents (ID, passport photo).
o Upon submission, users receive a confirmation email with account details.

User Story 2: Apply for a Business Loan

As a small business owner, I want to apply for a business loan online so that I can access financing quickly.

- **Acceptance Criteria**:
    o The "Products" section lists loan products with details on interest rates and terms.
    o Each loan product has an "Apply Now" button leading to an application form.
    o The form collects business and financial information and allows document uploads.
    o After submission, users receive a confirmation, and the bank follows up.

User Story 3: Access Online Banking

As an existing customer, I want to log in to my online banking account so that I can check my balance and make transactions.

- **Acceptance Criteria**:
    o The home page has a prominent "Login" button.
    o The login page allows entry of username and password.
    o After login, users can view account balances, transaction history, transfer funds, and pay bills.

User Story 4: Find Branch Locations

As a customer, I want to find the nearest branch so that I can visit for in-person services.

- **Acceptance Criteria**:
    o A "Branches" page lists all branch addresses and contact numbers.
    o Optionally, an interactive map displays branch locations.

User Story 5: Contact Customer Support

As a user, I want to contact customer support for assistance with my account or services.

- **Acceptance Criteria**:
    o A "Contact Us" page includes phone numbers, email addresses, and a contact form.
    o The contact form allows users to select inquiry types and submit messages.

4. Functional Requirements

The following requirements detail the website's functionality to support the user stories and ensure a professional, user-friendly experience.

4.1 Home Page

- Display the bank's logo and a navigation menu accessible from all pages.
- Include a hero section with a welcome message and call-to-action buttons (e.g., "Open an Account," "Learn More").
- Feature sections for highlighted products and recent news.
- Ensure the page is visually appealing and responsive across devices.

4.2 About Us

- Provide pages for the bank's history, mission, vision, and management team.
- Include optional sections for corporate social responsibility initiatives.
- Ensure content is easily editable via a content management system (CMS).

4.3 Products and Services

- List products in categories (e.g., Accounts, Loans).
- Each product has a dedicated page with:
  - Features and benefits.
  - Eligibility criteria.
  - Application process or links to application forms.
- Include buttons for "Apply Now" or "Learn More."

4.4 Online Account Opening

- Provide an online form to collect:
  - Full name, date of birth, address, phone number, email, ID type, and number.
  - Scanned copies of ID and passport photo.
- Validate form inputs and display error messages for invalid entries.
- Upon successful submission, generate a confirmation email with account details.
- Notify bank staff for account processing.

4.5 Online Loan Application

- Display detailed pages for each loan product, including interest rates, repayment terms, and eligibility.
- Provide an application form collecting:
  - Business details (name, registration number, etc.).
  - Financial information (income, expenses, etc.).
  - Document uploads (business registration, financial statements).
- Validate submissions and send confirmations to users and notifications to bank staff.

4.6 Online Banking Portal

- Offer a secure login system with username and password authentication.
- Provide a dashboard for users to:
  - View account balances and transaction history.
  - Transfer funds to other accounts.

o   Pay bills (e.g., utilities, airtime).
- Include profile management for updating personal details and security settings.
- Ensure compliance with banking security standards (e.g., HTTPS, two-factor authentication).

4.7 Branch Locator

- Display a list of branch locations with addresses, phone numbers, and hours.
- Optionally integrate with a map API (e.g., Google Maps) to show locations interactively.
- Allow users to filter branches by city or region.

4.8 Contact Us

- Display contact information, including:
    o   Main office address.
    o   Customer service hotline and email.
- Provide a contact form with fields for name, email, subject, and message.
- Send form submissions to the bank's customer support email.

4.9 FAQs

- Organize frequently asked questions into categories (e.g., Accounts, Loans, Online Banking).
- Include a search function to find specific questions.
- Allow easy updates via the CMS.

4.10 News and Updates

- Display a list of news articles with titles, dates, and summaries.
- Provide individual pages for each article with full content.
- Support CMS updates for new articles.

4.11 Careers

- List current job openings with titles, descriptions, and application instructions.
- Optionally include an online application form or links to external job portals.

4.12 Legal Information

- Provide pages for terms and conditions, privacy policy, and other legal documents.
- Ensure compliance with Nigerian banking regulations and data protection laws.

5. Non-Functional Requirements

- **Responsiveness**: The website must be compatible with major browsers (Chrome, Firefox, Safari) and devices (desktop, tablet, mobile).
- **Security**: Use HTTPS for secure communication and comply with data protection standards.

- **Performance**: Optimize for fast loading times (e.g., under 3 seconds for page loads).
- **Accessibility**: Adhere to WCAG 2.1 guidelines for accessibility.
- **Content Management**: Use a CMS (e.g., WordPress, Drupal) for easy content updates.
- **SEO**: Optimize for search engines to improve visibility.
- **Analytics**: Integrate tools (e.g., Google Analytics) to track user behavior.

6. Comparison with Kuda and GTBank

The website design draws inspiration from Kuda and GTBank, which offer modern, user-friendly interfaces. Key features adapted include:

Feature	Kuda	GTBank	Lead City Microfinance Bank (Proposed)
Online Account Opening	Free account opening in minutes	Online forms for various accounts	Online form for savings/current accounts
Loan Applications	Loan services via app	Quick Credit up to N5 million	Online loan application forms
Online Banking	Full digital banking via app	Robust internet banking portal	Secure portal for basic transactions
Customer Support	In-app chat, email, phone	Help Center, contact forms	In-app chat, Contact form, phone, email
Branch Locator	Limited (digital-first)	Branch and ATM locator	Branch list with optional map

- **Kuda**: Emphasizes zero fees, free transfers (up to 25 monthly), and automated savings, with a mobile-first approach (https://kuda.com/).
- **GTBank**: Offers comprehensive online banking, loan products, and a branch locator, with a focus on both digital and physical banking (https://www.gtbank.com/).
- **Lead City**: As a microfinance bank, it will focus on accessible accounts and loans for small businesses, with a simpler online banking system tailored to its capabilities (https://www.leadcitymfb.com/).

7. Conclusion

The proposed website for Lead City Microfinance Bank will provide a professional, user-friendly platform that meets the needs of potential and existing customers. By incorporating features like online account opening, loan applications, and a secure banking portal, while maintaining a clear and accessible design, the website will align with the standards of leading banks like Kuda and GTBank. The user stories and functional requirements ensure that the website addresses key user needs while adhering to best practices in web development and banking regulations.