

RETAIL CIF SOP

NOTE:- FOR TIME BEING USER SHOULD USE SAVE OPTION DURING DATA FILLING, SO THAT IF LINK OR SERVER PROBLEM OCCURES THEIR DATA GETS SAVED.

(TO GET CIF FROM SAVED STATUS FOLLOW POINT NO. 15)

- 1- GO TO CRM SERVER- CIF RETAIL > NEW ENTITY > CUSTOMER > GENERAL > BASIC INFO
ENTER ALL THE MANDATORY FIELDS [In case user want to **SAVE** the CIF, there are few mandatory fields which need to fill first :- "Last Name", "introducer detail"]

CIF Retail > New Entity > Customer

General	Demographic	Psychographic	Other Bank and Credit Card
Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info			
General Details GCIF ID Basel Profiling Required Personal Details Title * Middle Name Full Name Preferred Name * Gender * Father Name Date of Birth * Country of Birth Minor Indicator * Senior Citizen Non-resident Indicator * Turned Resident On Staff Indicator * Constitution Code *			
Customer ID First Name * Last Name * Short Name * Alias Mother's Maiden Name Spouse Name City of Birth Minor Turned Major On Senior Citizen Applicable Date Turned Non-resident On Staff ID Primary SOL ID *			
<small>* Title is mandatory. Please provide a valid value. * First Name is mandatory. Please provide a valid value. * Last Name is mandatory. Please provide a valid value. * Short Name is mandatory. Please provide a valid value.</small>			
<input type="button" value="Save"/> <input type="button" value="Submit"/> <input type="button" value="Close"/>			

Finacle

Universal Banking Solution from Infosys

06/09/2024 | Menu Shortcut | Go

General	Demographic	Psychographic	Other Bank and Credit Card
Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info			
Staff Indicator * Constitution Code * Customer Type Status as on Segment * Risk Category * Health Code * Physical State Bank SWIFT Code Indicator Community * Customer Rating * Preference Code Sector Risk Profile Score Secure ID Add Instalment Details Region Credit Bureau Score			
Staff ID Primary SOL ID * Customer Status * Sub-segment * Risk Category Date Priority Offline or Debit Limit Customer SWIFT Code PWO Rating Done On * Availed Trade Services * Sub-sector Risk Profile Expiry Date Charge Level Code Base CCY Customer Group * Tax Deducted at Source ID			
<small>* Title is mandatory. Please provide a valid value. * First Name is mandatory. Please provide a valid value.</small>			

CIF Retail > New Entity > Customer

General	Demographic	Psychographic	Other Bank and Credit Card
Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info			
Staff Indicator * Constitution Code * Customer Type Status as on Segment * Risk Category * Health Code * Physical State Bank SWIFT Code Indicator Community * Customer Rating * Preference Code Sector Risk Profile Score Secure ID Add Instalment Details Region Credit Bureau Score			
Staff ID Primary SOL ID * Customer Status * Sub-segment * Risk Category Date Priority Offline or Debit Limit Customer SWIFT Code PWO Rating Done On * Availed Trade Services * Sub-sector Risk Profile Expiry Date Charge Level Code Base CCY Customer Group * Tax Deducted at Source ID			
<small>* Title is mandatory. Please provide a valid value. * First Name is mandatory. Please provide a valid value.</small>			

- When we select **INTRODUCER STATUS** as 'staff or existing Customer' than to fill customer id of that 'staff or customer' follow the path: **cif type - retail**
ENTER LAST NAME (CLICK ON SEARCHER)- NEW PAGE WILL OPEN (ENTER CIF ID OF INTRODUCER) - SUBMIT- DOUBLE CLICK ON CIF ID (ALL THE DETAILS OF INTRODUCER GET AUTO FILLED)

Finacle® Universal Banking Solution from Infosys

Customer Call : None
Consult Call: None
Rep Status : Non-Telephony Rep

06/09/2024 | Menu Shortcut: Go

CIF Retail > New Entity > customer

General	Demographic	Psychographic	Other Bank and Credit Card
Last Name		Short Name	
Last Name 1		Middle Name 1	
First Name 1		Short Name 1	
Access Control Details			
Access Owner Group	-Select-	Access Owner Segment	-Select-
Access Owner Business Center			
Primary Introducer Details			
CIF Type	-Select-	Bank Relation Type	-Select-
Last Name		Introducer Status *	-Select-
Title		Introducer CIF ID	
Introducer Name		Introduction Remarks	
CBMKYC Details			
KYC TYPE *	-Select-	CA Differs from OVD *	-Select-
Re-KYC	N	CA Change Proof	-Select-
KYC Date		KYC Review Date	
Estimld Trnovr (Lakh) *		Actual Turnover	

- IF CUSTOMER IS MINOR WE HAVE TO FILL THE DETAILS OF GUARDIAN, FOLLOW THE PROCEDURE AS BELOW (new page will appear)
- 1) SELECT BANK RELATION TYPE – CUSTOMER**
 - 2) CLICK ON LAST NAME SEARCHER**
 - 3) ENTER CIF ID OF GUARDIAN**
 - 4) CLICK ON SUBMIT → RELATED CIF WILL DISPLAYED - DOUBLE CLICK ON CIF ID.**

2- GO TO CONTACT DETAILS

CONTACT- > ADDRESS- > ADD ADDRESS DETAILS

- ENTER 'CITY / STATE / COUNTRY / DISTRICT NAME WITH * EG. – TO SEARCH THE DISTRICT AS INDORE SEARCH AS SHOWN– “INDORE*” AND CLICK ON SEARCHER, SELECT VALID DATA, THEN CLICK ON SAVE (ENTER VALID COMBINATION OF DISTRICT AND POSTAL CODE)

Finacle Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info Minor

Address Phone and E-Mail Preferred Address Type Mailing

Address Details Listing

Address Type Address Label

Address Format *

Address Label *

Address Line 2

City *

Country *

District *

Address Valid From *

Address Proof Received

Hold Mail Details

Hold Mail Indicator *

Business Center Name

Save Close

You're in Internet Explorer mode. Most pages work better in Microsoft Edge.

* All fields marked with * are Mandatory

Leave Show in toolbar Learn more

Customer Call : None
Consult Call : None
Rep Status : Non-Telephony Rep

06/09/2024 | Menu Shortcut | Go

Type here to search

14:29 IN 06-09-2024

- CLICK ON ‘PHONE AND E-MAIL’ TAB -> ADD PHONE AND E-MAIL-> PHONE NO. (PHONE)-> TYPE (MOBILE PHONE 1) **91** **10 DIGIT MOBILE NO.**

CLICK ON SAVE

Finacle Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info Minor

Address Phone and E-Mail Preferred Contact No. Type MOBILE PHONE 1

Preferred Mob. Type for Alerts *

Add Phone And E-Mail Delete Phone And E-Mail Copy Phone

Phone and E-Mail Details Listing

Phone No./Email ID Type Country Code

Enter all details for atleast one Identification details present under General Details

* All fields marked with * are Mandatory

Save Submit Close

You're in Internet Explorer mode. Most pages work better in Microsoft Edge.

Leave Show in toolbar Learn more

Customer Call : None
Consult Call : None
Rep Status : Non-Telephony Rep

06/09/2024 | Menu Shortcut | Go

Type here to search

14:34 IN 06-09-2024

- AGAIN CLICK ON ‘ADD PHONE AND E-MAIL -> PHONE NO. / E-MAIL ID (EMAIL) -> COMMUNICATION -> ENTER VALID EMAIL ID IF AVAILABLE (ELSE NA@NA.COM)’ CLICK ON SAVE.

Finacle Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info Minor

Address Phone and E-Mail Preferred Contact Type Preferred Mobile Number Add Phone And E-mail

Phone and E-Mail Details

Phone No./Email ID NA@NA.COM Type COMMUNICATION

Save Close

Enter all details for atleast one identification details present under General Details * All fields marked with * are Mandatory

Save Submit Close Show Tips

4- CLICK ON ‘IDENTIFICATION DOCUMENT DETAILS’

- DOCUMENT TYPE – PAN-> ENTER PAN NO. IF AVAILABLE (ELSE ENTER ‘FORM60’) → THIS IS MANDATORY FOR ALL CUSTOMER WHO HAS PAN OR NOT.
- OTHER DOCUMENT TYPE SELECT -> ‘CBMKYC_POI’
- THEN CLICK ON SAVE

Finacle Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

Basic Info Contact Identification Document Details Currency

Add Identification Document Details

Identification Document Details

IsPreferred Document Type Document Code

Document Type Description PROOF OF IDENTITY AND ADDRESS

Document Code Description AADHAR CARD

Scan Required Select

Document Reference *

Country of Issue Expiry Date

ID Issued Organization

Save Close

Enter all details for atleast one identification details present under General Details * All fields marked with * are Mandatory

Save Submit Close Show Tips

5- CLICK ON 'CURRENCY' TAB -> ADD CCY -> SAVE

The screenshot shows the 'Currency Details' dialog box overlaid on the main customer creation form. The dialog box contains the following fields:

- CCY *: INR
- Credit Discount Pct. *: 0%
- Debit Discount Pct. *: 0%
- Withholding Tax Pct. *: 0%
- Preferential Expiry Date *: 31/12/2099
- Withholding Tax Floor Limit: 0

At the bottom of the dialog box are 'Save' and 'Cancel' buttons. A blue arrow points upwards from the bottom of the dialog box towards the 'CoreInterface' tab in the main form.

6- CLICK ON 'CORE INTERFACE' TAB, ENTER

'FREE TEXT 5'-> REGULAR

'FREE TEXT 7' -> WALKIN

The screenshot shows the 'Core Interface Details' section of the form. It includes the following fields:

- Offline or Debit Limit: INR, KYC COMPLIANT, Select
- Charges A/c ID: Free Code 1, Free Code 3, Free Code 5, Free Code 7, Free Code 9, Select
- Card Details: Free Text 2, Free Text 4, Free Text 6, Free Text 8, Free Text 10, Select
- Lead/Major Bank: Our Bank Share *

Arrows point to the dropdown lists for 'Free Text 1' (containing 'REGULAR') and 'Free Text 7' (containing 'WALKIN'). A blue arrow also points upwards from the bottom of the 'CoreInterface' section towards the 'CoreInterface' tab in the main form.

7- CLICK ON 'TAX CERTIFICATION DETAILS-> FOREIGN A/C TAX REPORTING REQUIRED (N)'

The screenshot shows the 'CIF Retail > New Entity > Customer' screen. The 'Tax Certification Details' tab is selected. A blue arrow points to the 'Foreign A/c. Tax Reporting Required' dropdown menu item. The dropdown menu is open, showing the letter 'N' as the selected option. Other options include 'Y' and 'N'. To the right of the dropdown, there are several input fields: 'Only Indian Tax Resident' (dropdown), 'Address Type' (dropdown), 'Other Occupation Type' (dropdown), 'Foreign Tax Identification Number' (text input), 'Foreign Tax Identification Number 2' (text input), and 'Foreign Tax Identification Number 3' (text input). Below these fields, there is a note: 'Enter all details for atleast one Identification details present under General Details' and a reminder: '* All fields marked with * are Mandatory'. At the bottom of the form are 'Save', 'Submit', and 'Close' buttons.

8- CLICK ON 'ADDITIONAL INFO' TAB

ENTER FATHER/SPOUSE SALUTATION AND NAME

OR

ENTER MOTHER SALUTATION AND NAME

Relation type in case of MINOR

The screenshot shows the 'CIF Retail > New Entity > Customer' screen. The 'Additional Info' tab is selected. A blue arrow points to the 'Relation Type' dropdown menu item, which is currently set to '-Select-'. Another blue arrow points to the 'Additional Info' tab itself. On the left side of the form, there is a 'CKYC' section containing fields for Maiden Salutation, Maiden Middle Name, Father/Spouse Salutation, Father/Spouse Middle Name, Mother Salutation, Mother Middle Name, CKYC Number, Reference Number, Date of Incorporation/Formations, and Relation Type. On the right side, there are fields for Maiden First Name, Maiden Last Name, Father/Spouse First Name, Father/Spouse Last Name, Mother First Name, Mother Last Name, CKYC Date, Document Received, Place of Incorporation/Formations, and Remarks. Below the form, there is a note: 'Enter all details for atleast one Identification details present under General Details' and a reminder: '* All fields marked with * are Mandatory'.

9- NOW CLICK ON 'DEMOGRAPHIC' TAB

ENTER THE COLOURED FIELDS

Finacle® Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

General Details Qualification Employment Details Income and Expense Details

General Details

Nationality * Residing Country
Marital Status * Non-resident Country Type
Mailing Preferred Hold Mail Indicator
Emailing Preferred Hold Mail From
Total Fund Base
Other Limits
Assets as on Date Shareholder Indicator
Tax Deducted at Source Exemption Form Ref. No.
Tax Exemption Start Date Tax Rate Table Code
Remarks

Channel Details

Caste Residing Since
Non-resident's Relative Non-resident Relative Name
Phone Call preferred Hold Mail Remarks
Preferred Contact Time Hold Mail Till
Total Non-fund Base
Net Worth
Financial Year End (Month)
Deposits
Tax Deducted at Source Exemption Submitted On Tax Exemption End date
No Tax Recalibration Beyond Date
Occupation *

10- CLICK ON 'DEMOGRAPHIC-> INCOME AND EXPENSE DETAILS' ENTER THE FIELDS

Finacle® Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

General Details Qualification Employment Details Income and Expense Details

Income Details

Employment Type * Gross Income *
Pro rata Monthly Incentive Part-time Employment Income
Income from Investments Estimated Value of All A/cs
Investment in Shares and Units
Source of Income
Monthly Disposable Income : Income Range From
Income Range To

Expenses Details

Monthly Household Expenses Monthly Loan Payment to Bank
Monthly Expense Commitments Total Monthly Debt Service Amt.

Allowances not in Payslip
Interest Subsidy from Employer Rental Income
Income from Other Sources

Income from Stocks or Mutual Funds
Total Household Income

Income Range To

Monthly Loan Payment
Monthly Third Party Loan Amt.
Other Monthly Expenses
Total Monthly Expenses

11- NOW CLICK ON 'SUBMIT'

Finacle® Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General Demographic Psychographic Other Bank and Credit Card

Estimated Value of All A/cs Investment in Shares and Units
Source of Income
Monthly Disposable Income : Income Range From
Income Range To

Expenses Details

Monthly Household Expenses Monthly Loan Payment to Bank
Monthly Expense Commitments Total Monthly Debt Service Amt.

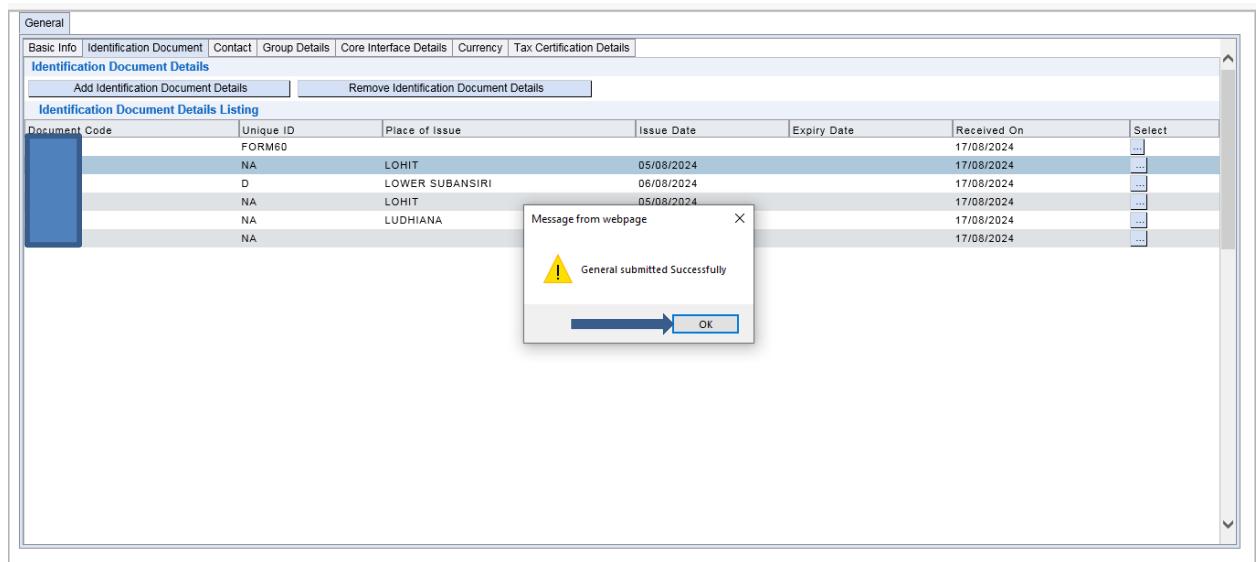
Income from Stocks or Mutual Funds
Total Household Income

Income Range To

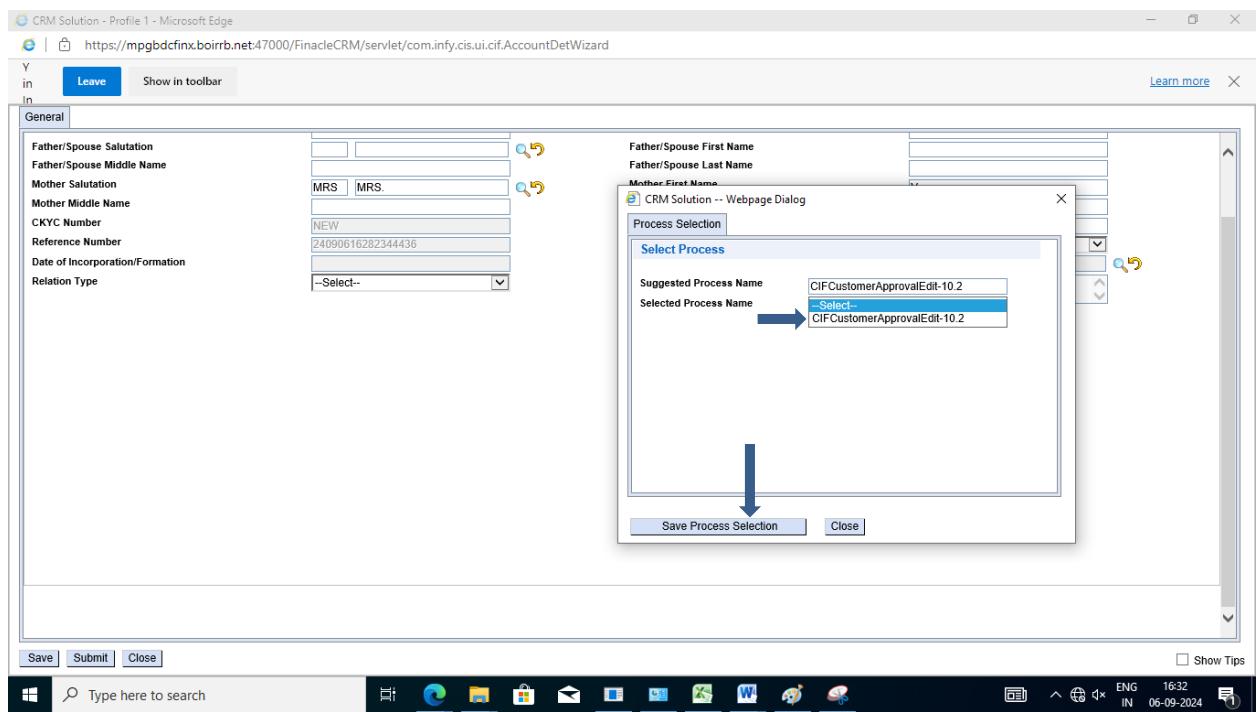
Monthly Loan Payment
Monthly Third Party Loan Amt.
Other Monthly Expenses
Total Monthly Expenses

Save Submit Close

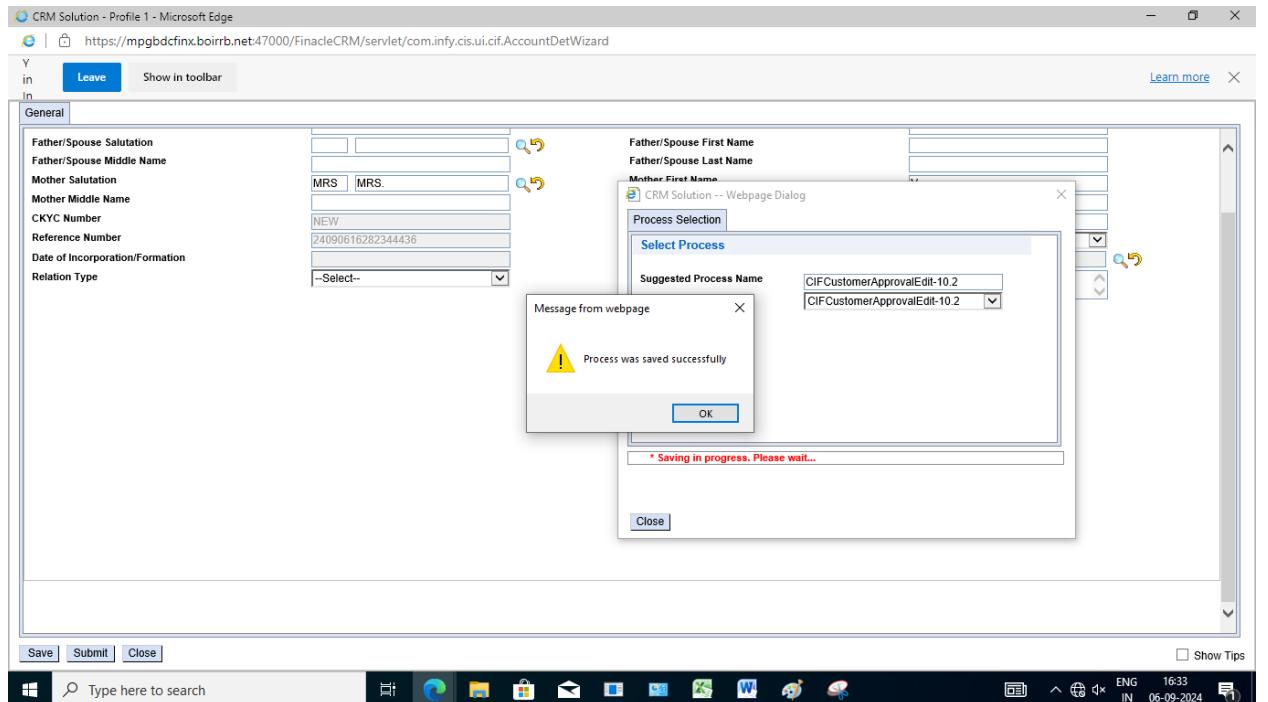
**12- MESSAGE WILL BE SHOWN AS 'GENERAL SUBMITTED SUCCESSFULLY'
CLICK ON OK. THAN WAIT TILL THE PROCESS SELECTION POP UP APPEARS.**



**13- NEW POP UP WILL APPEAR
SELECT 'SELECTED PROCESS NAME AS -> CIF CUSTOMER APPROVAL EDIT-10.2"
THEN CLICK ON 'SAVE PROCESS SELECTION'**



14- POP UP WILL APPEAR AS "PROCESS WAS SAVED SUCCESSFULLY"



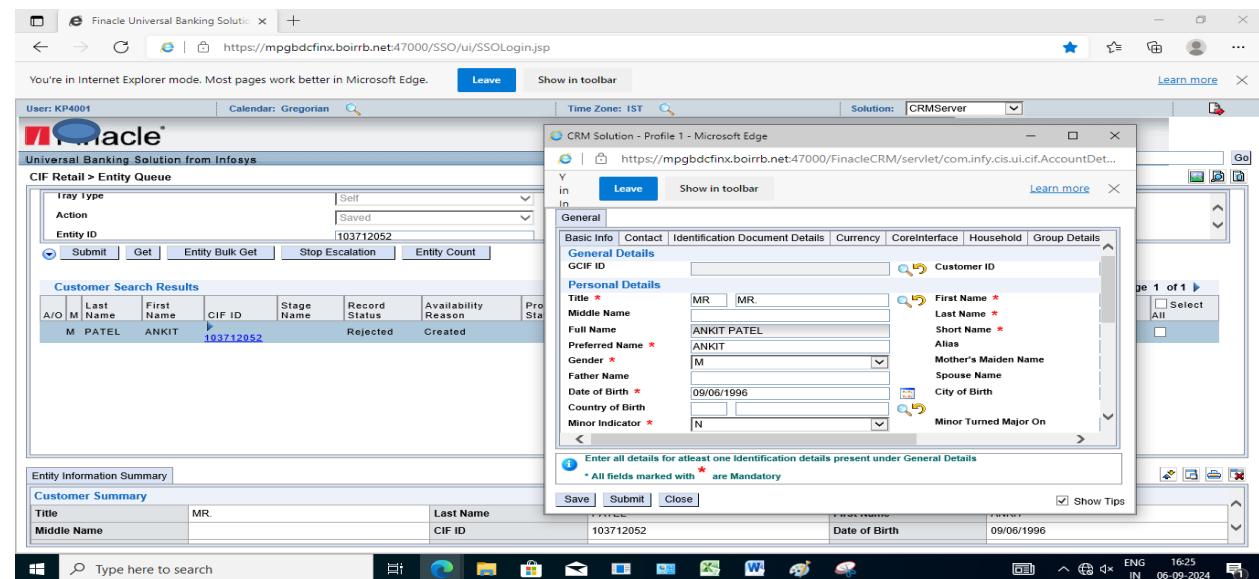
NOW THE CIF IS SUBMITTED AND MOVED TO BUSSINESS CENTER GROUP

Now the other user can verify

15- ***IF USER CLICKED ON SAVE OPTION INSTEAD OF SUBMIT THEN THE CIF WILL MOVE TO HIS/HER SELF TRAY**

IN THIS CONDITION HE/SHE USED TO FOLLOW THE BELOW PATH

- **CIF RETAIL-> ENTITY QUEUE-> 'TRAY TYPE (SELF) -> ACTION (SAVED) -> ENTER ENTITY ID (CIF)-> CLICK ON SUBMIT**
- CUSTOMER DETAILS WILL APPEAR
- **RIGHT CLICK ON CIF -> EDIT -> GENERAL DETAILS -> NOW CLICK ON SUBMIT**



VERIFICATION OF CIF

16- VERIFIER USER FOLLOW THE PATH

CIF RETAIL -> ENTITY QUEUE -> 'TRAY TYPE (BUSINESS CENTER GROUP) -> ACTION (GENERAL BANKING) -> ENTER ENTITY ID (CIF)-> CLICK ON GET

NOW THE CIF HAS BEEN MOVED TO SELF TRAY OF VERIFYING USER

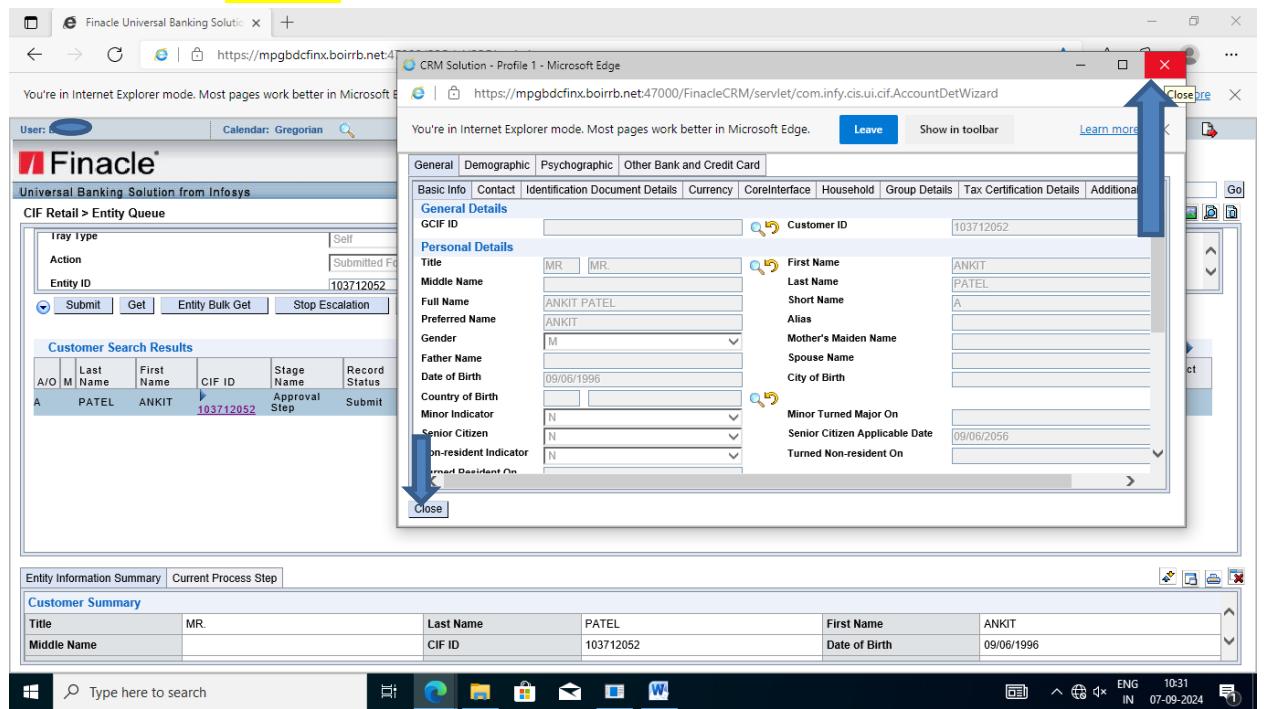
17- 'RETAIL CIF DETAILS' WILL APPEAR

Screenshot of Finacle Universal Banking Solution showing the CIF Retail > Entity Queue page. The tray type is set to 'Self'. The entity ID 103712052 is entered in the search bar. The search results table shows one row for A/O M PATEL ANKIT, CIF ID 103712052, Approval Step, Submit, Created, Open, Assigned By FinacleCRM ADMINISTRATOR, and Owner FinacleCRM ADMINISTRATOR.

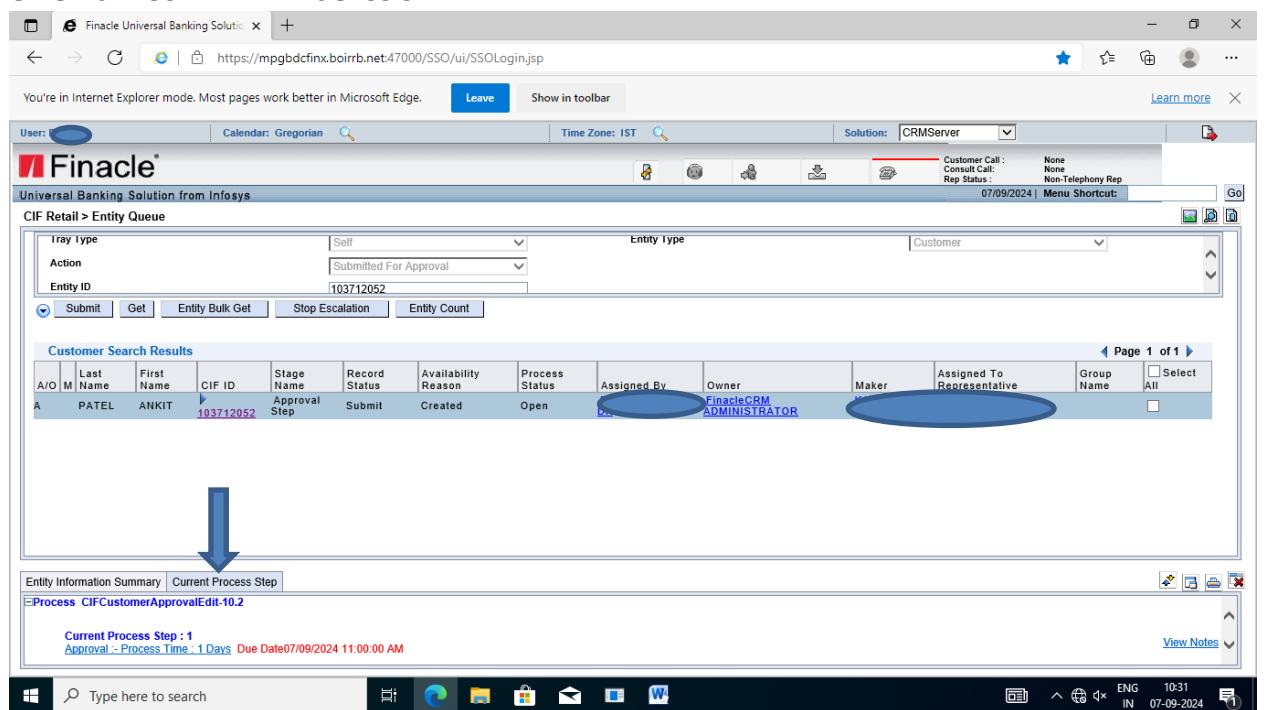
18- CLICK ON CIF ID

Screenshot of Finacle Universal Banking Solution showing the CIF Retail > Entity Queue page. The tray type is set to 'Self'. The entity ID 103712052 is entered in the search bar. The search results table shows one row for A/O M PATEL ANKIT, CIF ID 103712052, Approval Step, Submit, Created. To the right, a detailed view of the customer profile for CIF ID 103712052 is shown, including personal details like First Name ANKIT, Last Name PATEL, Middle Name A, and Date of Birth 09/06/1996.

**19- VISIT ALL PAGES ‘OR’ CHECK ALL DETAILS
THEN CLICK ON ‘CROSS-X’ OR CLOSE**



20- CLICK ON ‘CURRENT PROCESS STEP’



21- CLICK ON LINK 'APPROVAL :-PROCESS TIME'

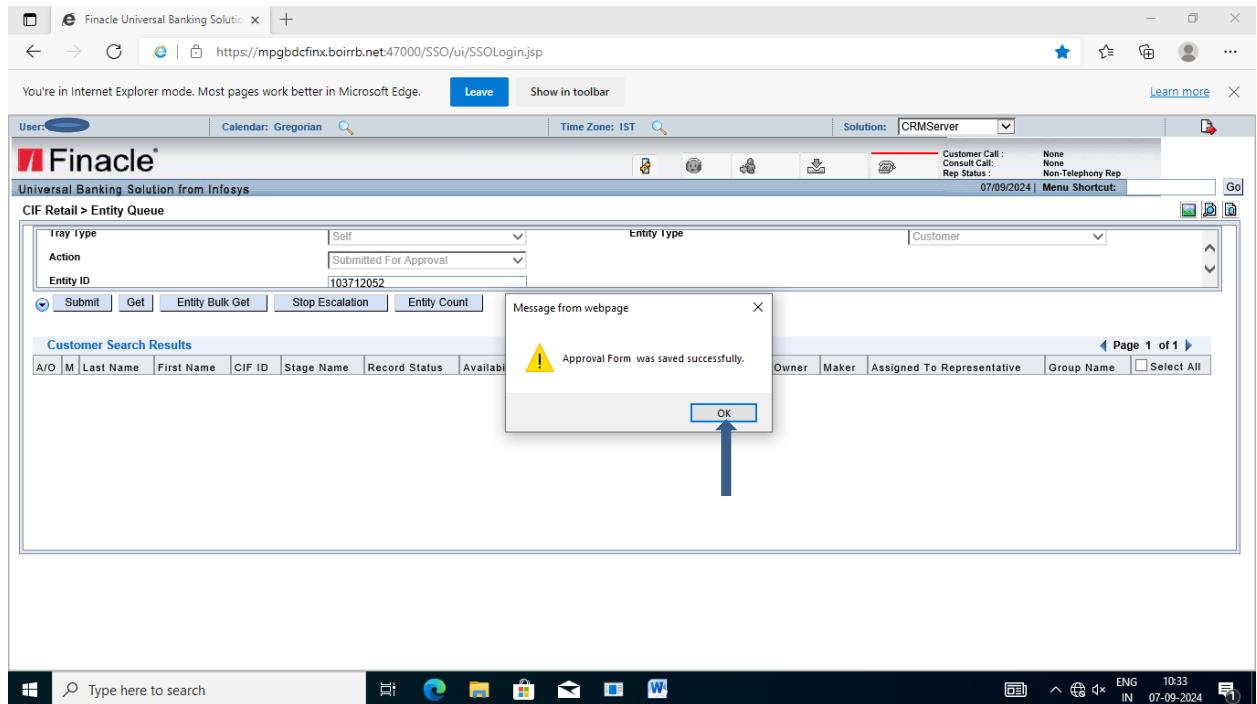
The screenshot shows the Finacle Universal Banking Solution interface. At the top, there's a toolbar with various icons and a status bar indicating 'Time Zone: IST'. Below the toolbar, the main header reads 'Finacle Universal Banking Solution from Infosys'. The main content area is titled 'CIF Retail > Entity Queue'. It displays a table titled 'Customer Search Results' with columns for A/O, Last Name, First Name, CIF ID, Stage Name, Record Status, Availability Reason, Process Status, Assigned By, Owner, Maker, Assigned To Representative, and Group Name. One row is selected, showing details like Last Name: ANKIT, First Name: PATEL, CIF ID: 103712052, and Process Status: Open. Below the table, a message says 'Current Process Step : 1 Approval - Process Time : 1 Days Due Date 07/09/2024 11:00:00 AM'. A blue arrow points downwards from the table towards this message.

22- NEW PAGE WILL APPEAR AS 'APPROVAL FORM'

SELECT DECESION AS 'APPROVE / REJECT / CLOSE'
CLICK ON SAVE APPROVAL FORM

This screenshot shows the same Finacle interface as the previous one, but with a modal dialog box overlaid. The dialog is titled 'Approval Form' and contains a 'Decision' section with a dropdown menu. The menu has options: 'Approve', 'Close', and 'Reject', with 'Approve' currently selected. At the bottom of the dialog, there are 'Save Approval Form' and 'Close' buttons. A blue arrow points upwards from the 'Decision' dropdown towards the 'Save Approval Form' button.

23- NOW THE CIF IS VERIFIED SUCCESSFULLY



- **NOW LINK THE CIF TO CORE SERVER BY MENU “HCCFM” [TILL THE TIME WE DO NOT GET CIF IN CORE FROM CRM BY HCCFM, WE WILL NOT BE ABLE TO OPEN ACCOUNTS OR PERFORM ANY OPERATION ON CIF]**

DELETION OF CIF MODIFICATION

- CIF RETAIL -> ENTITY QUEUE -> TRAY TYPE (SELF) -> ACTION [(SUBMITTED FOR APPROVAL) / (SAVED)] -> SUBMIT -> SELECT CIF ID CHECK BOX -> RIGHT CLICK ON CIF -> ENTITY -> DELETE

The screenshot shows the 'CIF Retail > Entity Queue' screen. At the top, there are filters for 'Tray Type' (Self), 'Entity Type' (Customer), and 'Action' (Saved). Below the filters is a table titled 'Customer Search Results' with columns: A/O, M, Last Name, First Name, CIF ID, Stage Name, Record Status, Availability Reason, Process Status, Assigned By, Owner, Maker, Assigned To Representative, Group Name, and a checkbox for 'Select All'. Two rows are visible: one for 'A/O M PATEL RHYTHM 103' and another for 'M SHRIVASTAV SHIVAM 094'. A context menu is open over the second row, showing options: View, Edit, Entity, New, Assign Entity, Transfer, and Delete. The 'Delete' option is highlighted with a blue background. At the bottom of the screen, there is an 'Entity Information Summary' section and a Windows taskbar.

MODIFICATION OF CIF (RETAIL/ CORPORATE)

- EDIT ENTITY -> ENTITY TYPE (CUSTOMER) -> ENTER CIF ID -> CLICK ON SUBMIT

The screenshot shows the 'CIF Corporate > Edit Entity' screen. At the top, there are tabs for 'Search Entity' and 'Search Accounts'. Below the tabs is a 'Corporate Search Criteria' section with fields for Bank ID (03), CIF ID (102135038), Group Name, and Identification Document Type. There are also dropdowns for Entity Type (Customer), Corporate Name, Corporate Representative Last Name, and Document ID No. At the bottom of the search criteria section are buttons for 'Submit', 'Clear', 'Advanced Search', 'Print Result', and 'Export To MS Excel'. Below this is a table titled 'Corporate Search Results' with columns: Segment, Record Status, Suspended, Negated, Blacklisted, CIF ID, Corporate Name, and Group Name. One row is visible: Segment (grid icon), Record Status (green circle), Suspended (checkbox), Negated (checkbox), Blacklisted (checkbox), CIF ID (102135038), Corporate Name (MAA SHAKTI SHG DAY NULM), and Group Name (Group Name). A context menu is open over this row, showing options: View, Edit, Entity, New, Assign Entity, Transfer, and Delete. The 'Edit' option is highlighted with a blue background. At the bottom of the screen, there is a Windows taskbar.

- **RIGHT CLICK ON CIF -> EDIT-> GENERAL DETAILS (IF REQUIRED TO MODIFY OTHER TABS DETAILS THEN CLICK ON SAVE OF GENERAL TAB AFTER MODIFICATION AND MODIFY OTHER TABS THEN CLICK ON SUBMIT)**

The screenshot shows the Finacle Universal Banking Solution interface. The top navigation bar includes 'User: KP4001', 'Calendar: Gregorian', 'Time Zone: IST', 'Solution: CRMServer', and system status indicators for 'Customer Call: None', 'Consult Call: None', 'Rep Status: Non-Telephony Rep'. The main title is 'CIF Corporate > Edit Entity'. Below it, there are tabs for 'Search Entity' and 'Search Accounts'. The 'Corporate Search Criteria' section contains fields for 'Bank ID' (03), 'CIF ID' (102135038), 'Group Name' (empty), 'Identification Document Type' (empty), 'Entity Type' (Customer), 'Corporate Name' (empty), 'Corporate Representative Last Name' (empty), and 'Document ID No.' (empty). Buttons for 'Submit', 'Clear', 'Advanced Search', 'Print Result', and 'Export To MS Excel' are present. The 'Corporate Search Results' table lists one row with Segment, Record Status, Suspended, Negated, Blacklisted, CIF ID (102135038), Corporate Name (MAA SHAKTI SHG DAY NULM), and Group Name (Group_Name). A context menu is open over the first row of the results table, with 'Edit' selected. The menu also includes 'General Details', 'Quick Mode', 'Relationship Details', 'Preferences Details', 'Financial Details', 'Event Details', 'Trade Finance Details', and 'Basel Profiling'. The bottom of the screen shows a Windows taskbar with various icons and a system tray indicating the date and time as 18-09-2024.

- **VERIFY THE CIF (FOLLOW POINT NO. 16)**