

## 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)**

- 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  Customer ID

Basel Profiling Required  --Select--

**Personal Details**

Title \*  First Name \*

Middle Name  Last Name \*

Full Name  Short Name \*

Preferred Name \*  Alias

Gender \*  --Select-- Mother's Maiden Name

Father Name  Spouse Name

Date of Birth \*  City of Birth

Country of Birth  Minor Turned Major On

Minor Indicator \*  --Select-- Senior Citizen Applicable Date

Senior Citizen  --Select-- Turned Non-resident On

Non-resident Indicator \*  --Select-- Staff ID

Turned Resident On  Primary SOL ID \*

Staff Indicator \*  N

Constitution Code \*

\* 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.

Save Submit Close

Finacle

Universal Banking Solution from Infosys

06/09/2024 Menu Shortcut: Go

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 \*  N  Staff ID

Constitution Code \*  Primary SOL ID \*

Customer Type  Customer Status \*

Status as on

Segment \*  RETAIL  Sub-segment \*  RETAIL

Risk Category \*  --Select-- Risk Category Date

Health Code \*  --Select-- Priority  --Select--

Physical State  --Select-- Offline or Debit Limit

Bank SWIFT Code Indicator  --Select-- Customer SWIFT Code

Community \*  --Select-- PWO  --Select--

Customer Rating \*  Rating Done On \*

Preference Code  Avail Trade Services \*  N

Sector  Sub-sector

Risk Profile Score  Risk Profile Expiry Date

Secure ID  Charge Level Code

Add Instalment Details

Region  Base CCY  INR  INR

Credit Bureau Score  Customer Group \*  --Select--

Tax Deducted at Source ID

\* Title is mandatory. Please provide a valid value.  
\* First Name is mandatory. Please provide a valid value.

**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

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

Region  
Credit Bureau Score  
Tax Deducted at Source Table \*  
Customer Level Provisioning  
Zakat Deduction  
Preferred Communication Channel  
Remarks  
Delinquent Customer  
Enable CRM Alerts \*

Aadhaar  
E-Banking Details  
Enable E-Banking \*  
WAP Banking  
SMS Banking

Customer Group \*  
Tax Deducted at Source ID  
Asset Classification Control  
Islamic Banking Customer  
Preferred Calendar  
Purge Allowed \*  
Preferred Locale \*  
Default Channels for CRM Alerts  
PAN  
SMS Banking Mobile Number  
SMS Banking

Relationship Manager Details  
Primary Relationship Manager ID \*  
Relationship Start Date \*  
Secondary Relationship Manager ID  
Relationship Created By

- 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  
Last Name 1  
First Name 1  
Short Name  
Middle Name 1  
Short Name 1

Access Control Details  
Access Owner Group  
Access Owner Business Center  
Access Owner Segment

Primary Introducer Details  
CIF Type  
Last Name  
Title  
Introducer Name  
Bank Relation Type  
Introducer Status \*  
Introducer CIF ID  
Introduction Remarks

CBMKYC Details  
KYC TYPE \*  
Re-KYC  
KYC Date  
Estimtd Tmnovr (Lakh) \*  
CA Differs from OVD \*  
CA Change Proof  
KYC Review Date  
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.

The screenshot shows the 'CIF Retail > New Entity' form in the Finacle CRM. The 'Simple Lookup' tab is selected, showing a search interface for a guardian. The 'Customer Last Name' field is empty. The 'CIF ID' field contains the value '004741582'. Other fields like 'Blacklisted', 'Suspended', 'Identification Document Type', and 'Status' are set to '--Select--'. The 'Negated', 'Corporate Representative Identifier', and 'Identification No.' fields are also empty. A blue arrow points to the 'Submit' button at the bottom left of the form. The 'CIF ID' field is highlighted with a blue arrow pointing to it from the left. The 'Submit' button is also highlighted with a blue arrow pointing to it from the left.

- 2- GO TO CONTACT DETAILS  
**CONTACT- > ADDRESS- > ADD ADDRESS DETAILS**

The screenshot shows the 'Address Details' form in the Finacle CRM. The 'Address Details' tab is selected, showing a search interface for an address. The 'Search Address' field is empty. The 'Address Format' field is set to 'Free Text'. The 'Address Label' field is empty. The 'Address Line 2' field is empty. The 'City' field is empty. The 'Country' field is empty. The 'District' field is empty. The 'Address Valid From' field contains the value '06/09/2024'. The 'Address Proof Received' field is set to '--Select--'. The 'Address Type' field is empty. The 'Address Line 1' field is empty. The 'Address Line 3' field is empty. The 'State' field is empty. The 'Postal Code' field is empty. The 'Address Valid Till' field is empty. The 'Last Updated Date' field is empty. The 'Hold Mail Indicator' field is empty. The 'Hold Mail Initiated By' field is empty. A blue arrow points to the 'Add Address Details' button at the top right of the form.

- 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

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

06/09/2024 | Menu Shortcut: Go

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 Valid From: 06/09/2024

Address Proof Received: --Select--

Hold Mail Indicator: N

Business Center Name

Save | Close

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

\* All fields marked with \* are Mandatory

Save | Submit | Close

Type here to search

- 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

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

06/09/2024 | Menu Shortcut: Go

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 Mobile No. Type for Alerts: MOBILE PHONE 1

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

Phone No./Email ID: Phone Type: MOBILE PHONE 1

Phone No.: 91 Extension No.

Save | Close

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

\* All fields marked with \* are Mandatory

Save | Submit | Close

Type here to search

- 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](mailto:NA@NA.COM))' CLICK ON SAVE.

The screenshot shows the 'Finacle' CRM interface. The main window displays the 'CIF Retail > New Entity > Customer' form. A modal window titled 'Phone and E-Mail Details' is open, showing fields for 'Phone No./Email ID', 'E-mail', and 'Type'. The 'E-mail' field contains 'NA@NA.COM' and the 'Type' dropdown is set to 'COMMUNICATION'. A blue arrow points to the 'Save' button at the bottom of the modal. The background form shows various tabs like 'General', 'Demographic', 'Psychographic', etc.

#### 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\_POIA'
- THEN CLICK ON SAVE

The screenshot shows the 'Finacle' CRM interface. The main window displays the 'CIF Retail > New Entity > Customer' form. A modal window titled 'Identification Document Details' is open, showing fields for 'Document Type', 'Document Code', 'Remarks', 'Mandatory Document', 'Place of Issue', 'Issue Date', 'Is Document Verified', 'Document Reference', 'Country of Issue', 'Expiry Date', and 'ID Issued Organization'. The 'Document Type' dropdown is set to 'CBMKYC\_POIA' and the 'Document Code' dropdown is set to 'AADHAR CARD'. A blue arrow points to the 'Save' button at the bottom of the modal. The background form shows various tabs like 'General', 'Demographic', 'Psychographic', etc.

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

The screenshot shows the 'Finacle Universal Banking Solution' interface. The 'Currency' tab is selected, and the 'Add CCY' button is highlighted with a blue arrow. The 'Currency Details' dialog box is open, showing fields for CCY (INR), Credit Discount Pcnt. (0%), Debit Discount Pcnt. (0%), Withholding Tax Pcnt. (0%), Withholding Tax Floor Limit (0), and Preferential Expiry Date (31/12/2099). The 'Save' button is highlighted with a blue arrow.

6- CLICK ON 'CORE INTERFACE' TAB, ENTER  
'FREE TEXT 5' -> REGULAR  
'FREE TEXT 7' -> WALKIN

The screenshot shows the 'Finacle Universal Banking Solution' interface. The 'Core Interface' tab is selected, and the 'Free Text 5' field is highlighted with a blue arrow. The 'Free Text 5' field contains the value 'REGULAR'. The 'Free Text 7' field contains the value 'WALKIN'. The 'Save' button is highlighted with a blue arrow.

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

The screenshot shows the 'Finacle' Universal Banking Solution interface. The 'CIF Retail > New Entity > Customer' path is followed. The 'Tax Certification Details' tab is active, showing fields for 'Foreign A/c. Tax Reporting Required' (set to 'N'), 'Address for Tax purpose', 'Occupation Type', 'Foreign Tax Reporting Country', 'Foreign Tax Identification Type', 'Foreign Tax Reporting Country 2', 'Foreign Tax Identification Type 2', 'Foreign Tax Reporting Country 3', 'Foreign Tax Identification Type 3', and 'Next Foreign Tax Reporting Review Date'. The 'Additional Info' tab is also visible, showing fields for 'Maiden Salutation', 'Maiden First Name', 'Maiden Last Name', 'Father/Spouse Salutation', 'Father/Spouse First Name', 'Father/Spouse Last Name', 'Mother Salutation', 'Mother First Name', 'Mother Last Name', 'CKYC Number', 'Reference Number', 'Date of Incorporation/Formation', and 'Relation Type'. A blue arrow points to the 'Tax Certification Details' tab, and another blue arrow points to the 'Additional Info' tab.

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 'Finacle' Universal Banking Solution interface. The 'CIF Retail > New Entity > Customer' path is followed. The 'Additional Info' tab is active, showing fields for 'Maiden Salutation', 'Maiden First Name', 'Maiden Last Name', 'Father/Spouse Salutation', 'Father/Spouse First Name', 'Father/Spouse Last Name', 'Mother Salutation', 'Mother First Name', 'Mother Last Name', 'CKYC Number', 'Reference Number', 'Date of Incorporation/Formation', and 'Relation Type'. The 'Father/Spouse Salutation' and 'Mother Salutation' fields are highlighted in yellow. The 'Relation Type' dropdown is set to 'MINOR'. A blue arrow points to the 'Additional Info' tab, and another blue arrow points to the 'Relation Type' dropdown.

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

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 Recalculation 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 Assets  
Investment in Shares and Units  
Source of Income  
Monthly Disposable Income :  
Income Range From  
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

General Details | Qualification | Employment Details | Income and Expense Details

**Income Details**

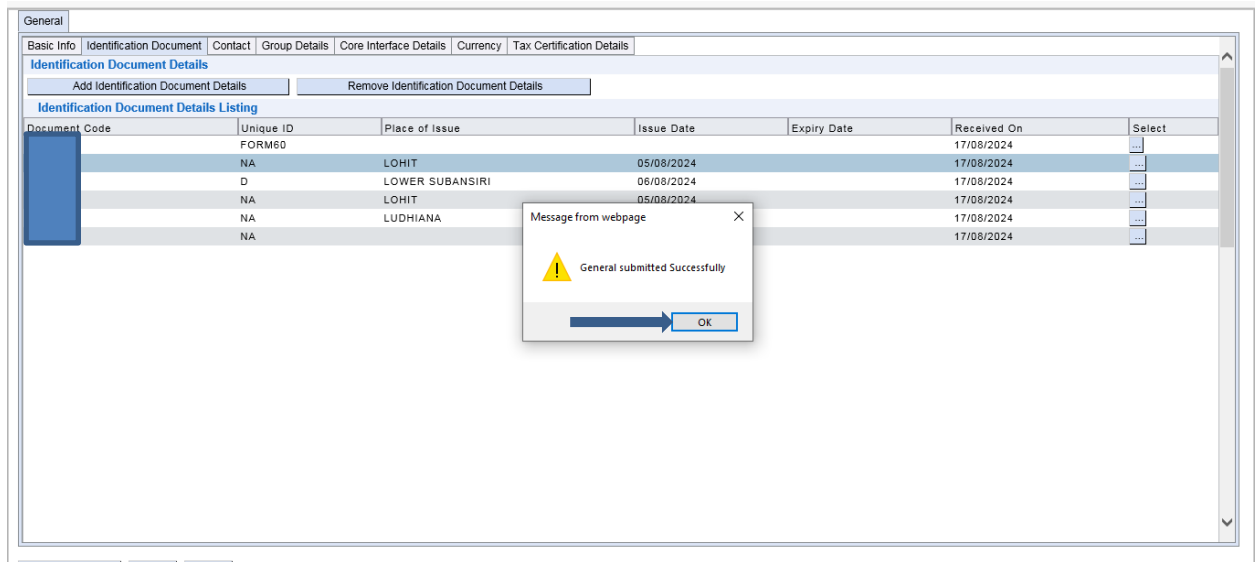
Estimated Value of All Assets  
Investment in Shares and Units  
Source of Income  
Monthly Disposable Income :  
Income Range From  
Monthly Household Expenses  
Monthly Loan Payment to Bank  
Monthly Expense Commitments  
Total Monthly Debt Service Amt

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

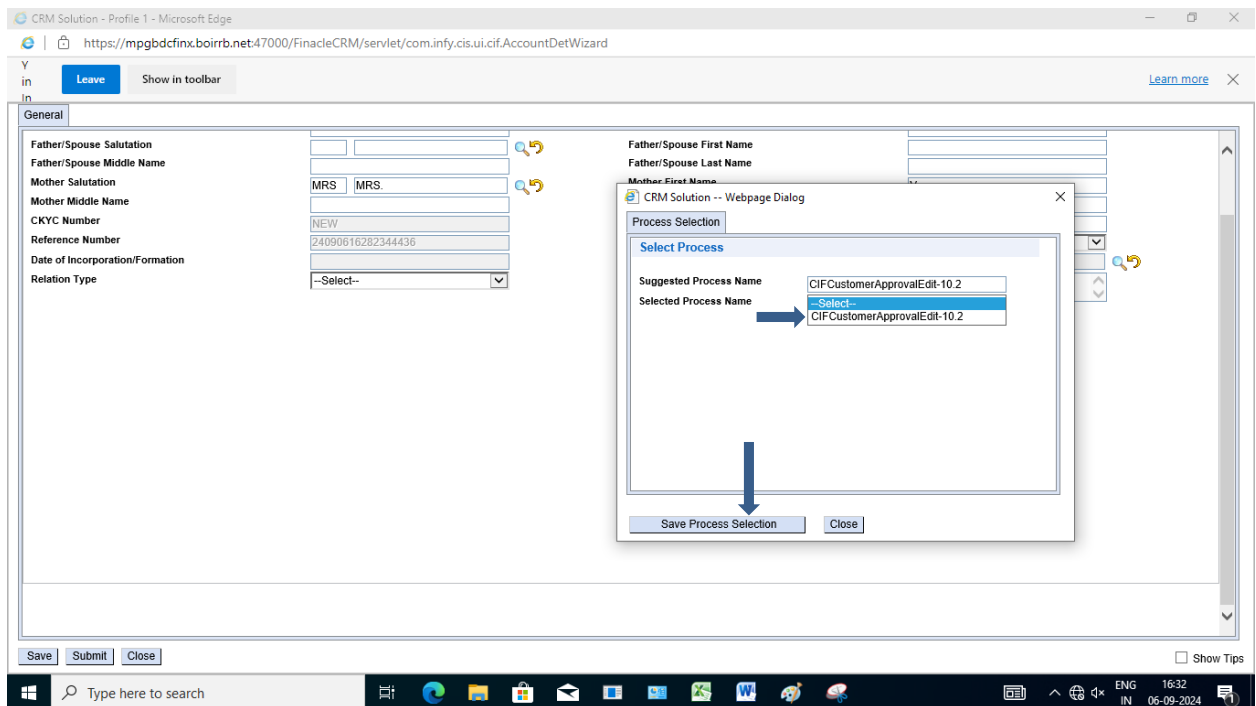
Save Submit Close



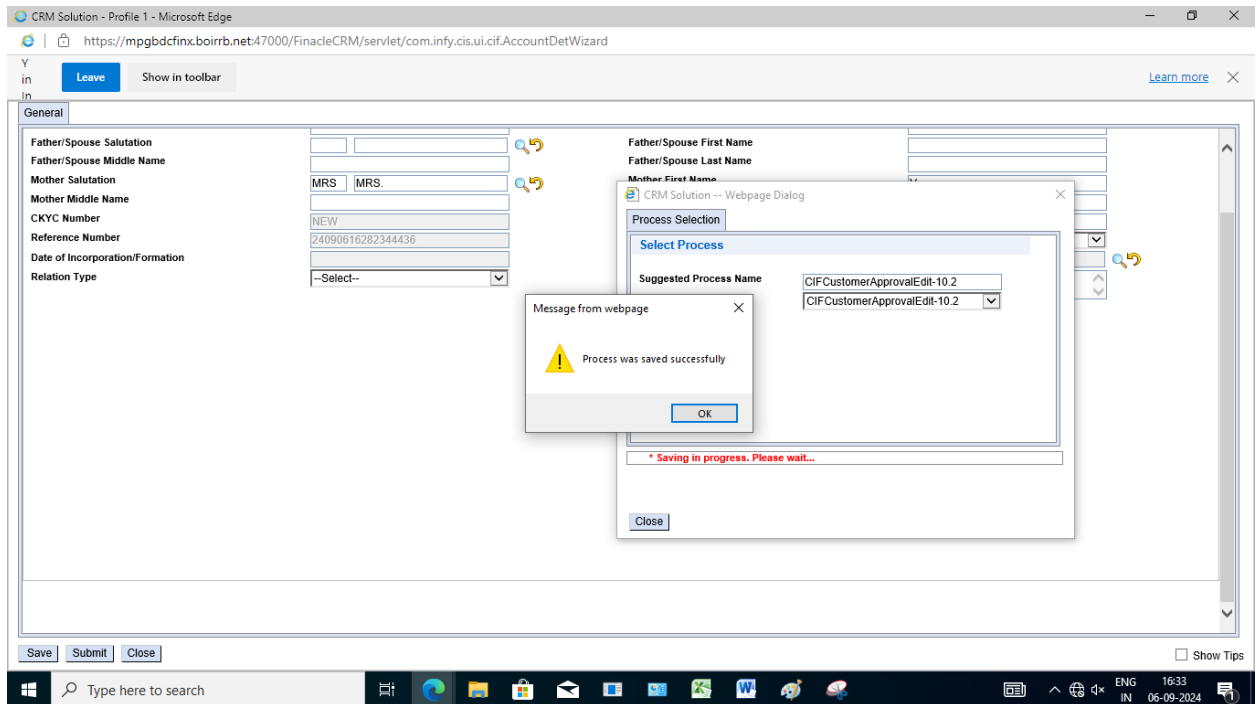
12- MESSAGE WILL BE SHOWN AS '**GENERAL SUBMITTED SUCCESSFULLY**'  
CLICK ON OK. THAN WAIT TILL THE PROCESS SELECTION POP UP APPEARS.



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”



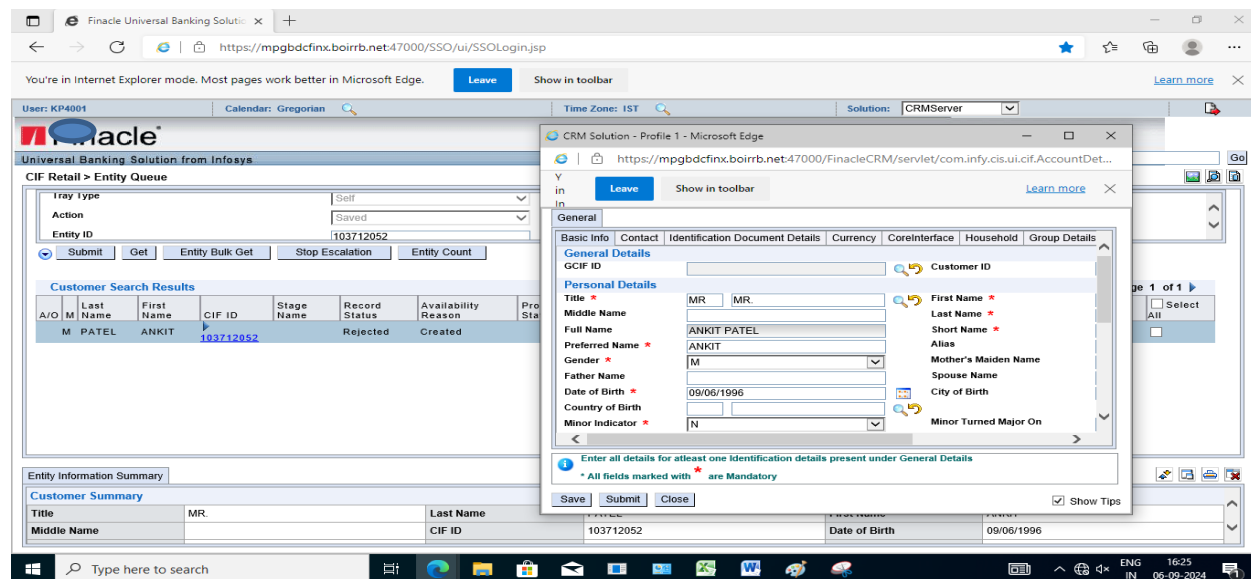
**NOW THE CIF IS SUBMITTED AND MOVED TO BUSSINESS CENTER GROUP**

**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

Finacle Universal Banking Solution

Calendar: Gregorian Time Zone: IST Solution: CRMServer

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

06/09/2024 Menu Shortcut: Go

CIF Retail > Entity Queue

Tray Type: Self Entity Type: Customer

Action: Submitted For Approval

Entity ID: 103712052

Submit Get Entity Bulk Get Stop Escalation Entity Count

Customer Search Results

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	Select
A		PATEL	ANKIT	103712052	Approval Step	Submit	Created	Open	FinacleCRM ADMINISTRATOR					<input type="checkbox"/>

18- CLICK ON CIF ID

Finacle Universal Banking Solution

Calendar: Gregorian Time Zone: IST Solution: CRMServer

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

06/09/2024 Menu Shortcut: Go

CIF Retail > Entity Queue

Tray Type: Self Entity Type: Customer

Action: Submitted For Approval

Entity ID: 103712052

Submit Get Entity Bulk Get Stop Escalation Entity Count

Customer Search Results

A/O	M	Last Name	First Name	CIF ID	Stage Name	Record Status	Availability Reason
A		PATEL	ANKIT	103712052	Approval Step	Submit	Created

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfinx.boirrb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. Leave Show in toolbar Learn more

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: 103712052

Personal Details

Title: MR Middle Name: MR Full Name: ANKIT PATEL Preferred Name: ANKIT Gender: M Father Name: Date of Birth: 09/06/1996 Country of Birth: Minor Indicator: N Senior Citizen: N Non-resident Indicator: N Turned Resident On: 09/06/2056

Customer ID: 103712052

First Name: ANKIT Last Name: PATEL Alias: A Mother's Maiden Name: Spouse Name: City of Birth: Minor Turned Major On: Senior Citizen Applicable Date: 09/06/2056 Turned Non-resident On:

Entity Information Summary Current Process Step

Customer Summary

Title	Last Name	First Name
MR	PATEL	ANKIT

Middle Name: CIF ID: 103712052 Date of Birth: 09/06/1996

19- VISIT ALL PAGES 'OR' CHECK ALL DETAILS  
THEN CLICK ON 'CROSS-X' OR CLOSE

The screenshot shows the Finacle CRM interface with a modal window titled 'CRM Solution - Profile 1' open. The modal contains tabs for 'General', 'Demographic', 'Psychographic', and 'Other Bank and Credit Card'. The 'General' tab is active, showing 'General Details' and 'Personal Details'. A red 'X' icon is highlighted in the top right corner of the modal, with a blue arrow pointing to it. The background interface shows the 'CIF Retail > Entity Queue' section with a table of customer search results.

A/O	M	Last Name	First Name	CIF ID	Stage Name	Record Status
A		PATEL	ANKIT	103712052	Approval Step	Submit

20- CLICK ON 'CURRENT PROCESS STEP'

The screenshot shows the Finacle CRM interface with the 'Current Process Step' section highlighted. A blue arrow points to the 'Current Process Step' tab. The interface displays the 'CIF Retail > Entity Queue' section with a table of customer search results. The 'Current Process Step' section shows the process name 'CIFCustomerApprovalEdit-10.2' and the current process step '1'.

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	Select
A		PATEL	ANKIT	103712052	Approval Step	Submit	Created	Open		FinacleCRM ADMINISTRATOR				<input type="checkbox"/>

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

The screenshot shows the Finacle CRM interface. At the top, there's a navigation bar with 'User', 'Calendar: Gregorian', 'Time Zone: IST', and 'Solution: CRMServer'. Below this, the 'CIF Retail > Entity Queue' section is visible. A table titled 'Customer Search Results' displays a list of customers. The first row is highlighted, showing details for 'PATEL ANKIT' with CIF ID '103712052'. Below the table, the 'Current Process Step : 1' section is visible, with a link 'Approval :- Process Time : 1 Days Due Date 07/09/2024 11:00:00 AM'. A blue arrow points to this link.

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	Select
A		PATEL	ANKIT	103712052	Approval Step	Submit	Created	Open	DEEPA KUMAR	FinacleCRM ADMINISTRATOR	KAPIL PATEL			<input type="checkbox"/>

## 22- NEW PAGE WILL APPEAR AS 'APPROVAL FORM' SELECT DECISION AS 'APPROVE / REJECT / CLOSE' CLICK ON SAVE APPROVAL FORM

The screenshot shows the 'Approval Form' dialog box. It contains fields for 'Title', 'First Name', 'Date of Birth', 'Last Name', 'CIF ID', and 'Decision'. The 'Decision' dropdown menu is open, showing options: 'Select', 'Approve', 'Close', and 'Reject'. A blue arrow points to the 'Approve' option. Below the form, there are buttons for 'Save Approval Form' and 'Close'. A blue arrow points to the 'Save Approval Form' button.

Approval Form

Decision

Title: MR. \_\_\_\_\_ Last Name: PATEL

First Name: ANKIT CIF ID: 103712052

Date of Birth: 09/06/1996

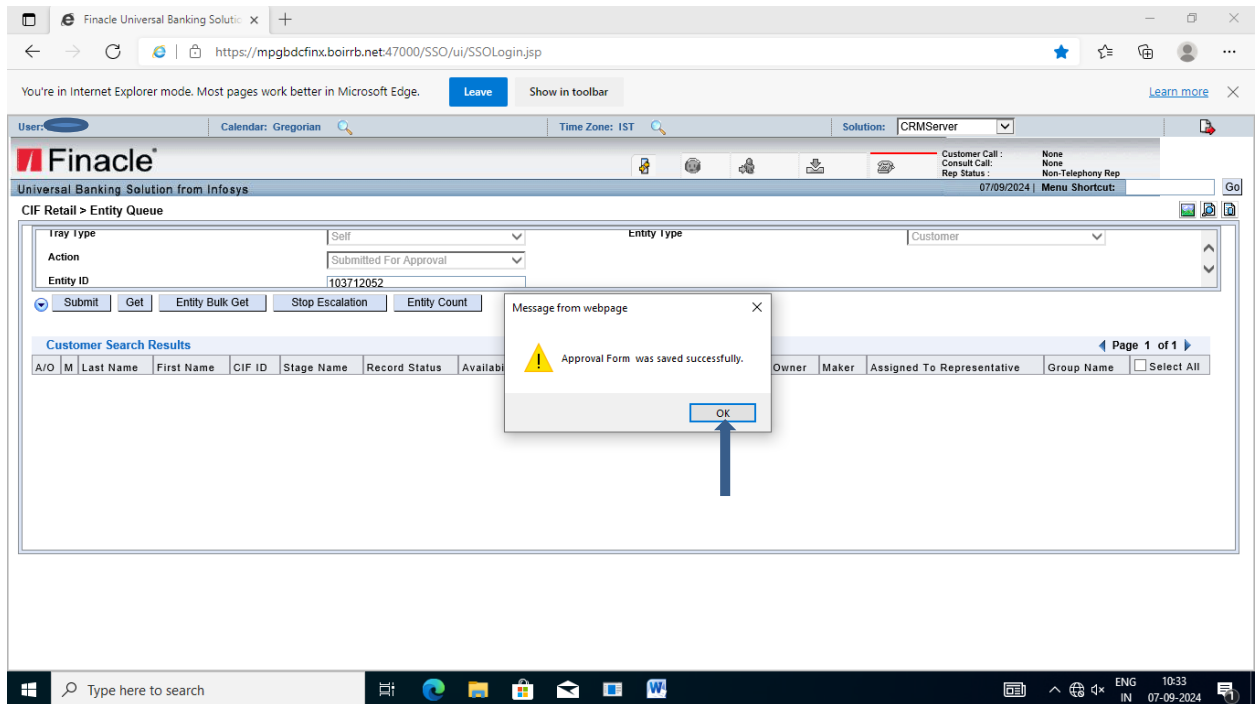
Decision \*  
--Select--  
Approve  
Close  
Reject

Remarks: \_\_\_\_\_

View Audit Trail

Save Approval Form Close

## 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' page in the Finacle CRM. The 'Tray Type' is set to 'Self' and the 'Entity Type' is 'Customer'. The 'Action' is 'Saved'. Below the filters, there is a table of search results. The first row is selected, and a context menu is open over the 'CIF ID' column, showing options like 'View', 'Edit', 'Entity', 'New', 'Assign Entity', 'Transfer', and 'Delete'. The 'Delete' option is highlighted. Below the table, there is a 'Customer Summary' section showing details for the selected entity.

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	Select
A/O	M	PATEL	RHYTHM	103		Draft	Edited							<input checked="" type="checkbox"/>
	M	SHRIVASTAV	SHIVAM	094		ejected	Edited			FinacleCRM ADMINISTRATOR				<input type="checkbox"/>

Entity Information Summary

Customer Summary	
Title	MR.
Middle Name	
Gender	M
Last Name	PATEL
CIF ID	103404758
Work Phone No.	+917697899466
First Name	RHYTHM
Date of Birth	01/04/2018
Extension No.	

## MODIFICATION OF CIF (RETAIL/ CORPORATE)

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

The screenshot shows the 'CIF Corporate > Edit Entity' page in the Finacle CRM. The 'Entity Type' is set to 'Customer'. The 'Bank ID' is '03' and the 'CIF ID' is '102135038'. Below the filters, there is a table of search results. The first row is selected, and the 'CIF ID' is highlighted. Below the table, there is a 'Corporate Search Results' section showing details for the selected entity.

Bank ID	CIF ID	Group Name	Entity Type	Corporate Name	Corporate Representative Last Name	Document ID No.
03	102135038		Customer			

Corporate Search Results

Segment	Record Status	Suspended	Negated	Blacklisted	CIF ID	Corporate Name	Group Name
					102135038	MAA SHAKTI SHG DAY NULM	Group Name

- **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 )**

Finacle Universal Banking Solution

User: KP4001 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

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

18/09/2024 | Menu Shortcut: Go

CIF Corporate > Edit Entity

Search Entity | Search Accounts

**Corporate Search Criteria**

Bank ID: 03 | Entity Type: Customer

CIF ID: 102135038 | Corporate Name:

Group Name: | Corporate Representative Last Name:

Identification Document Type: \_Select\_ | Document ID No:

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**Corporate Search Results** | Page 1 of 1

Segment	Record Status	Suspended	Negated	Blacklisted	CIF ID	Corporate Name	Group Name
					102135038	MAA SHAKTI SHG DAY NULM	Group Name

View  
Edit  
Quick Edit  
General Details  
Quick Mode  
Relationship Details  
Preferences Details  
Financial Details  
Event Details  
Trade Finance Details  
Basel Profiling

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