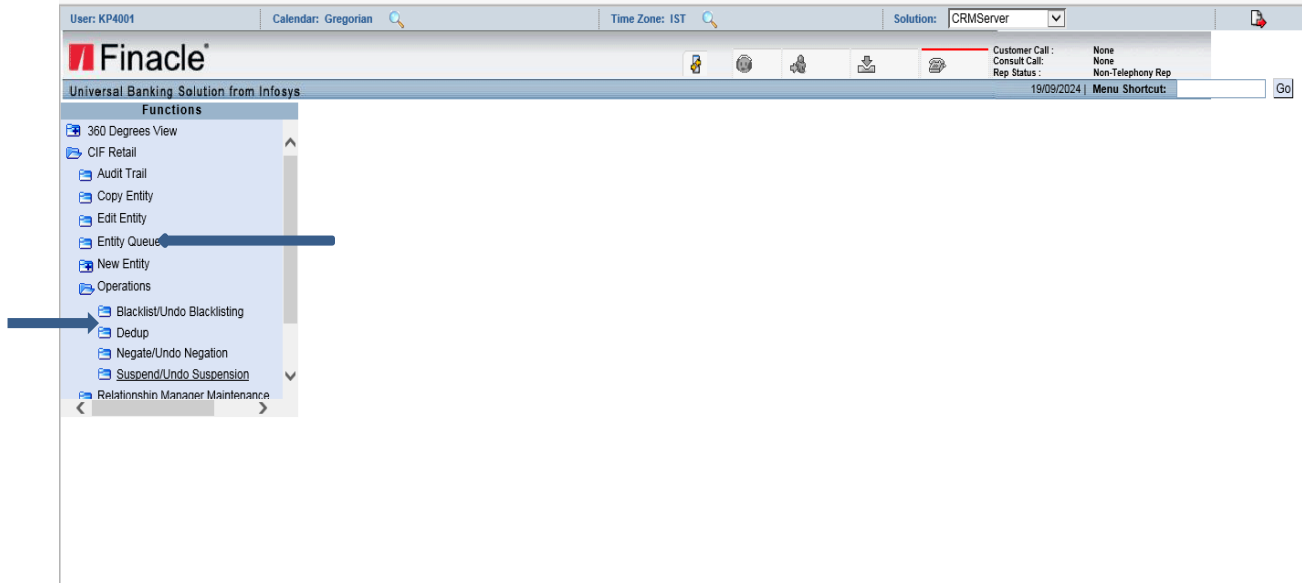


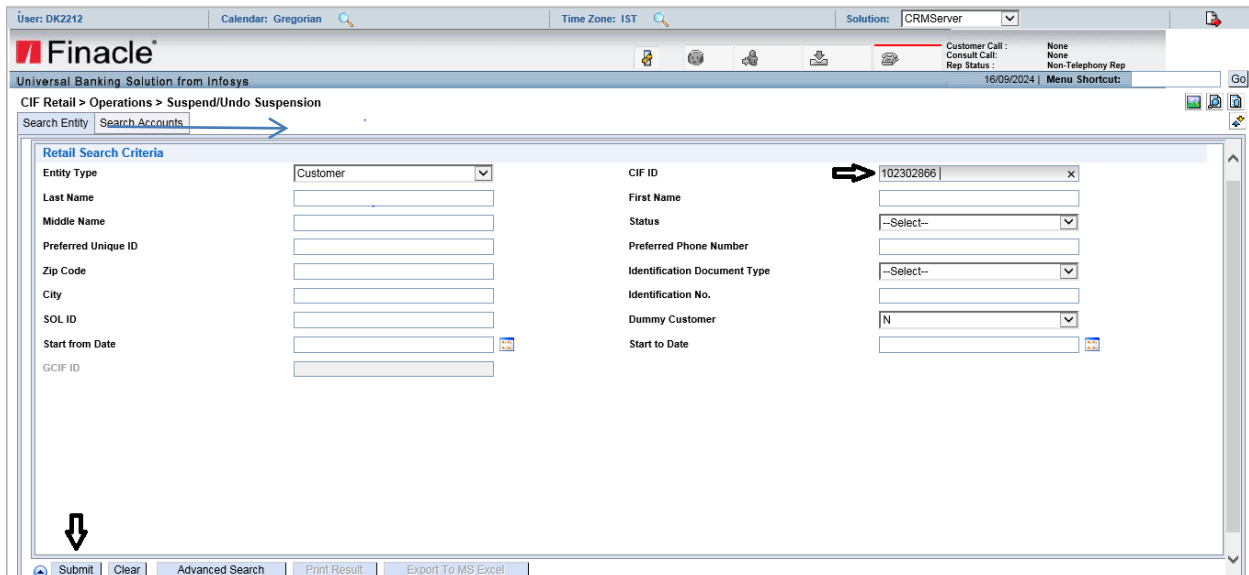
UNSUSPEND THE CIF ID

1. To perform Undo Suspension --- "CIF Retail / Corporate > Operations > Suspend/Undo Suspension"



* Enter CIF id, entity type-> customer

* Press Submit Button



- Below screen will appear

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

Finacle® Universal Banking Solution from Infosys

CIF Retail > Operations > Suspend/Undo Suspension

Search Entity Search Accounts

Retail Search Criteria

Entity Type: Customer
 Last Name:
 Middle Name:
 Preferred Unique ID:
 CIF ID: 102302866
 First Name:
 Status: --Select--
 Preferred Phone Number:

Submit Clear Advanced Search Print Result Export To MS Excel

Customer Search Results

CIF ID	First Name	Last Name	Suspended	Negated	Blacklisted	Preferred Contact No.
102302866	SHARDA	RAHANGDALE				7856254585

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* The arrow shows that CIF id is suspended.

3. Right click on CIF number and select operation as undo suspension.

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

Finacle® Universal Banking Solution from Infosys

CIF Retail > Operations > Suspend/Undo Suspension

Search Entity Search Accounts

Retail Search Criteria

Entity Type: Customer
 Last Name:
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 CIF ID: 102302866
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Customer Search Results

CIF ID	First Name	Last Name	Suspended	Negated	Blacklisted	Preferred Contact No.
102302866	SHARDA	RAHANGDALE				7856254585

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Right-click context menu options:
 Suspend Customer
 Undo Suspension
 View Reason Codes

- Following screen will appear.

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfinx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...

Undo Suspension

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNSPEND REASON 3
- S_UNSPEND REASON 2
- KYC_COMPLIANCE
- S_UNSPEND REASON 1

Selected Reasons *

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7		31/12/2099

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Save Undo Suspension Close

4. Select any reason by double clicking on reason.

5. Then click on **save undo suspension**.

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfinx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...

Undo Suspension

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNSPEND REASON 3
- S_UNSPEND REASON 2
- KYC_COMPLIANCE
- S_UNSPEND REASON 1

Selected Reasons *

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7		31/12/2099

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Save Undo Suspension Close

6. If below error appears then modify the CIF and verify it. (**GO TO EDIT ENTITY**)

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfinx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...

Undo Suspension

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNSPEND REASON 3
- S_UNSPEND REASON 2
- KYC_COMPLIANCE
- S_UNSPEND REASON 1

Selected Reasons *

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7		31/12/2099

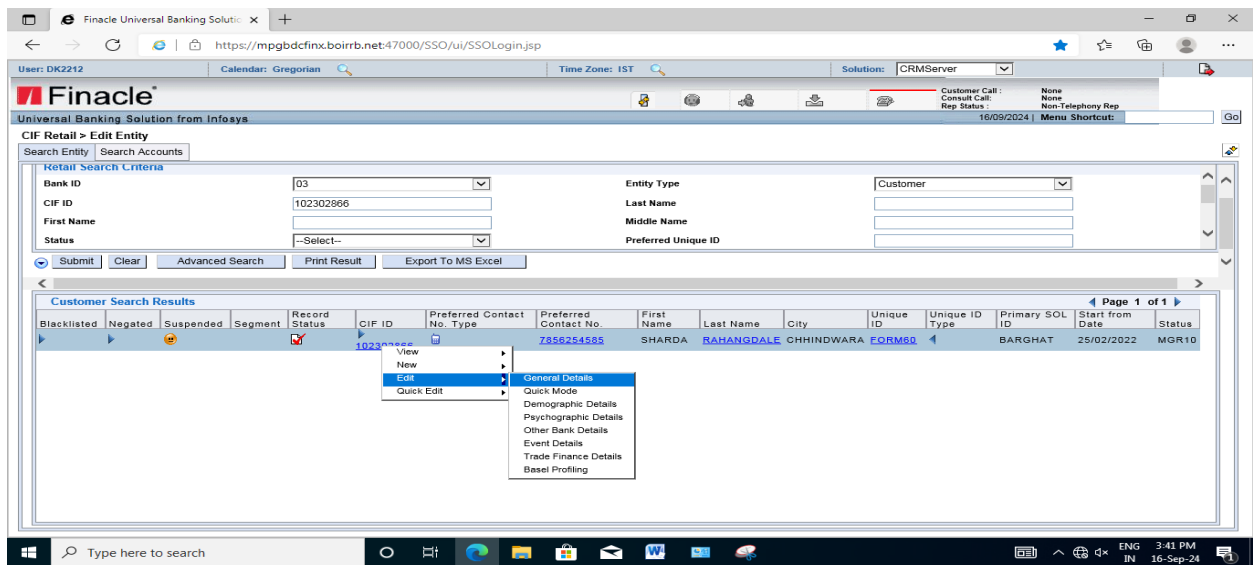
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Save Undo Suspension Close

Message from webpage

KYC Type is not valid

OK



7. After modification again follow undo suspension process.

8. After undo suspension, verify the operation (same as general CIF verification process)