

# Business Process Document

Document # <b>01</b>	Title: <b>Loan Repayment – Policy Dispatch</b>
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Revision # <b>1.0</b>	Prepared By:	Date Prepared: <b>20 Jun. 14</b>
Effective Date:	Reviewed By:	Date Reviewed:

## Introduction

The purpose of this document is to define the process of Policy Dispatch, when the customer has made full policy loan repayment.

### 1.1 Policy bond return

On full loan repayment, any holds placed on life insurance policy as security, should get removed accordingly. The life insurance policy should be returned back to the policy owner.

Solution:

#### 1. Customer repays loan at the same PO.

Assume Loan is indexed in PO "A" & sanctioned in HO associated with this PO  
The Policy bond will be scanned & stored in the CPC associated with this PO.

Customer repays at the same PO.

*The policy bond will be returned/ dispatched directly from this CPC.*

*Therefore an INBOX task will be created in the CPC indicating dispatch of policy bond.*

#### 2. Customer repays loan at a different PO but which falls under the same HO.

Assume Loan is indexed in PO "A" & sanctioned in HO associated with this PO. The Policy bond will be scanned & stored on the CPC associated with this PO.

Customer repays at a different PO "B" associated with the same HO (Same CPC).

*The policy bond will be returned/ dispatched directly from CPC.*

*Therefore an INBOX task will be created in the CPC (since both PO's are associated with the same HO, the CPC would be same) indicating dispatch of policy bond.*

#### 3. Customer repays loan at a different PO & that falls under the different HO.

Assume Loan is indexed in PO "A" & sanctioned in HO associated with this PO. The Policy bond will be scanned & stored on the CPC associated with this PO

Customer repays at a different PO "B" associated with a different HO (different CPC).

*The policy bond will be returned/ dispatched directly from CPC associated with PO "A" (since this is the sanctioning HO) and documents are stored in this CPC.*

*Therefore an INBOX task will be created in the CPC indicating dispatch of policy bond.*

### 1.1.1 Policy bond return screens:

Navigation: From Home Page → Inbox → Loan Repayment dispatch

The screenshot shows a search interface for the 'Loan Repayment Queue'. The search criteria include 'Request Queue: Loan Repayment Queue', 'Status: Reserved', 'Request Type: Select', 'Stage Date Range: [empty]', 'Ticket Id / Proposal Number: [empty]', 'Policy Number: [empty]', 'Operation Center: Delhi GPO (DL-DL07010000)', 'Product: Select', and 'Search' button. Below the search bar is a red box labeled 'Inbox Result' containing a table with columns: Select, Request ID, Customer ID, Policy No / Proposal No, Disbursement Voucher, Request Type, Request Status, Request Date & Time, Request Owner, and Action. One row is shown with values: 12346, C35435, 1126451, [empty], [empty], Loan Repayment, Completed, 13/05/1982, Suvitha, View History, Add Comment.

- Once a successful full loan repayment has been done (On Loan closure) a task to get created in the INBOX of the CPC user as per the scenarios mentioned above.
- The list of such tasks will be available in a separate queue “Loan repayment dispatch” indicating the dispatch of policy document.

On click of the policy/proposal no the below screen should appear.

The screenshot displays a detailed loan repayment summary. At the top, it shows 'Request Type: loan', 'Request ID: T1126451', and 'Date: 07/02/2013'. Below this is a 'Policy Summary' section with fields: Instalment Premium (10000), Policy Status (Active), Insured (Ramesh), Product Name (Suvitha), Issue Date (10/05/2008), Last Premium Paid (13/05/1982), Customer ID (CI5641), and Old Policy Number (P1234567890). A 'Duplicate Policy Bond Issued' field is marked as Yes. The next section, 'Loan Details', lists: Loan Sanction Amount (5000), Loan Interest Rate (10%), Outstanding Principal Amount (500), and Interest Due for Full Loan Repayment (50). The final section, 'Collection History', shows two transactions: Transaction Number 3742 (Full Loan, 02/08/2013, 20167, cash, Cheque Status pending), and Transaction Number 3300 (Partial Loan, 30/07/2013, 2000, cash, Cheque Status pending). At the bottom are buttons for Dispatch, Reject, Add Comments, Request History, and Cancel.

### Business Validations:

Sr. No.	Validation condition	Message
1	Policy dispatch should not be allowed if the “Mode of Payment” of full repayment is cheque & cheque status is either “Unrealized” or “Bounced”	On click of the Dispatch button a warning message should be displayed as - A cheque is pending realization, dispatch can be done on successful cheque clearance only

## 1.2 Loan Repayment Policy Dispatch – History

Post a policy bond is dispatched by the CPC user a new service request to be created. The details of this service request should be viewable under the current “Request” section available in Policy history.

The screenshot shows the SBI PLI Policy History interface. At the top, there are navigation links: Home, Inbox, User Profile, and Help/FAQ. On the right, there are links for Prema | Signout and Infosys | Building Tomorrow's Enterprise. Below the header, a table titled "Policy Summary - DL-97088-CC" displays basic policy information: Installment Amount (1,580.00), Policy Status (Inactive), Insured (ANIL KUMAR), Product Name (Santosh), Issue Date (05/11/2008), Premium Paid Till (31/01/2014), Customer ID (24244), and Duplicate Policy Bond Issued (No). A "View Documents" button is located in the top right corner of this section. Below the summary, a table lists "Request" entries. The columns include Request ID, Request Type, Status, Request Date, Request Owner, Print Acknowledge Slip, and Action. Two entries are shown: PSLON0000000073 (Loan, Pending, 18/02/2014, sandeep\_kumar, Print, View History) and SYLRD0000000786 (Loan Repayment Dispatch, Pending, 24/04/2014, System, Print, View History). A search bar is present above the table, and a "Back" button is at the bottom left. The table has a total of 7 rows, with the first row being the header.

## INCIDENT HISTORY

N/A

Incident against which the document is shared (FDMS ticket no/ MeOps ticket no/Email attachment)	Brief description of the Incident	Document Shared date	Comments on the documented procedure from PLI users.

## CHANGE HISTORY

Version	Date	Change Description
0.1	20 Jun. 14	Draft for review