Savings Account Creation
Oracle FLEXCUBE Universal Banking
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FINANCIAL SERVICES

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1.   Creation of Savings Account

1.1 Introduction

The process to open a savings account can be initiated in two ways:

- When a prospect/customer approaches the bank (via phone/net banking or by walking into the branch) with an account opening request
- When the bank approaches a prospect - lead from its database

In case of a bank-initiated request, the process continues only if the prospect is interested. If the prospect is interested, the bank needs to receive the required set of documents from the customer for savings account opening. Once documents are received, the bank can conduct a New Customer Due Diligence (NCDD) check in case of a new customer. If the NCDD check is not passed for a customer, the application will be rejected in most cases. In case of account opening for an existing customer, the bank can perform a Know Your Customer (KYC) check. For a customer who passes the NCDD check/KYC check, the customer account will be opened in the relevant system and the kit will be dispatched.

1.2 Stages in Account Creation

In Oracle FLEXCUBE, the process for opening a savings account is governed by several user roles created to perform different tasks. At every stage, the users (with requisite rights) need to fetch the relevant transactions from their task lists and act upon them. Similarly, at different times, the system will make calls to certain web services to process the transaction.

The account opening process comprises the following stages:

- Receive and verify account opening form and other documents
- Seek approval for missing documents / details
- Input details of savings account
- Verify details of savings account
- Verify Prospect / Customer
- Sub process – Know your customer checks
- Block customer in Oracle FLEXCUBE
- Notify prospect / customer on negative status of KYC checks
- Create / Modify customer details in Oracle FLEXCUBE
- Create account in Oracle FLEXCUBE
- Store document reference in Oracle FLEXCUBE
- Check available balance
- Generate cheque book in Oracle FLEXCUBE
- Retrieve pre-printed cheque book and capture cheque book details
- Generate welcome / thanks letter in Oracle FLEXCUBE
- Deliver account kit to customer
- Store documents

Only users who have procured the relevant access rights can perform activities under a stage.

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1.3   Process Flow Diagram

```
                                   ┌─────────┐
                                   │  Start  │
                                   └────┬────┘
                                        │
                        ┌───────────────▼───────────────┐          ┌──────────────────┐
                        │ Receive and verify             │          │ Store document   │
                        │ account opening form           │          │ reference in     │
                        │ & other documents              │          │ FLEXCUBE         │
                        └───────────────┬───────────────┘           └────────┬─────────┘
                                        │                                    │
   Document missing      ◄───◄  Result of verification  ►─── Verification    │        Yes      ┌──────────────┐
┌──────────────────┐              successful                Initial deposit ─────────────────►│ Check        │
│ Obtain missing   │                                         required?                         │ available    │
│ document/details │                                             │                             │ balance      │
└──────────────────┘         Seek approval to                    │ No                          └──────┬───────┘
                             proceed with overrides               │                                    │
                        ┌───────────────────────────┐             │                                    │
                        │ Decide on approval         │    No   ┌───▼────── Cheque book ── Yes   ┌──────▼──────┐
                        │ for missing                │ ◄───────┤ Cheque book               No  │ Minimum     │ No
                        │ documents/details          │         │ required ◄──────────────────── │ balance     │──►
                        └───────────────┬───────────┘          └────┬──────                     │ available   │
            Reject                      │                           │ Yes                        └─────────────┘
         ◄──────── Approve/Reject                        ┌──────────▼──────┐  Personalized  ┌──────────────────┐
                                        │ Approve        │ Type of cheque  │ ─────────────► │ Generate cheque  │
                        ┌───────────────▼───────────┐    │ book            │                │ book in FLEXCUBE │
                        │ Input details of           │   └────────┬────────┘                └──────────────────┘
                        │ savings account            │            │ Pre printed
                        └───────────────┬───────────┘   ┌─────────▼──────────┐
                                        │               │ Retrieve preprinted │
                        ┌───────────────▼───────────┐   │ cheque book and     │
                        │ Verify account             │   │ capture cheque book │
                        │ details                    │   │ details             │
                        └───────────────┬───────────┘   └──────────┬─────────┘
                   No                   │               ┌──────────▼─────────┐
      ┌──────────────────┐  Verification │               │ Generate welcome/  │
      │ Modify details   │◄─ successful? │               │ thanks letter in   │
      │ of input         │               │ Yes           │ FLEXCUBE           │
      └──────────────────┘               │               └──────────┬─────────┘
                              ┌──────────▼───────┐         ┌─────────▼─────────┐
                              │ Know your        │         │ Deliver account   │
                              │ customer checks  │         │ kit to customer   │
                              │ subprocess       │         └─────────┬─────────┘
                              └──────────┬───────┘         ┌─────────▼─────────┐
   No                  Fail              │                 │ Store documents   │
┌──── Existing ◄─── Result of KYC checks?│                 └─────────┬─────────┘
     customer                            │ Pass                      │
        │ Yes                 ┌──────────▼──────┐              ┌──────▼──────┐
┌──────────────┐             │ Create/Modify    │              │     End     │
│ Block        │             │ customer details │              └─────────────┘
│ customer in  │             │ in FLEXCUBE      │
│ FLEXCUBE     │             └──────────┬──────┘
└──────┬───────┘             ┌──────────▼──────┐
┌──────────────┐             │ Create account  │
│ Notify       │             │ in FLEXCUBE     │
│ prospect/    │             └─────────────────┘
│ customer on  │
│ negative     │
│ status of    │
│ KYC checks   │
└──────┬───────┘
  ┌────▼─────┐
  │Terminate │
  └──────────┘
```

Legend

🟩	Computer Aided Human Task
🟪	System Task
🟨	Human Task

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Step 1. Receive and Verify Account Opening Form and Documents

In this stage, the bank receives the required documents from the customer for opening savings account, they are checked for completeness. If any documents are missing, the bank will get the documents from the prospect / customer before proceeding further or the bank will seek an approval from the appropriate internal authority for processing the account opening request without the complete set of documents / details as an exception. The basic details like customer information, customer contact information, details of account to be opened and the list of documents obtained from the customer are captured and the account opening form and all other documents received from the prospect / customer are uploaded as part of this activity.

The basic details like customer information, customer contact information and the details of account to be opened and the list of documents obtained from the customer are captured.

Users belonging to the user role RCSEROLE (Retail Customer Service Executive) can perform these activities.

Specify the following basic details in this screen:

Workflow Reference

The workflow reference number gets generated in the first stage of account opening and remains unique till the last stage.

Priority

Select the priority for the creation of the savings account for a customer from the adjoining drop-down list. This list displays:

- Low
- Medium
- High

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The option selected in this field is displayed in tasks search screen on following stages of account creation. The system supports the feature to list the records in the desired order. E.g. If the user prefers to list instance records in the order of 'High' priority to appear first the same will be feasible by clicking the column priority in task search screen and second attempt of the same will list in the vice-versa order as shown in the below given screen:
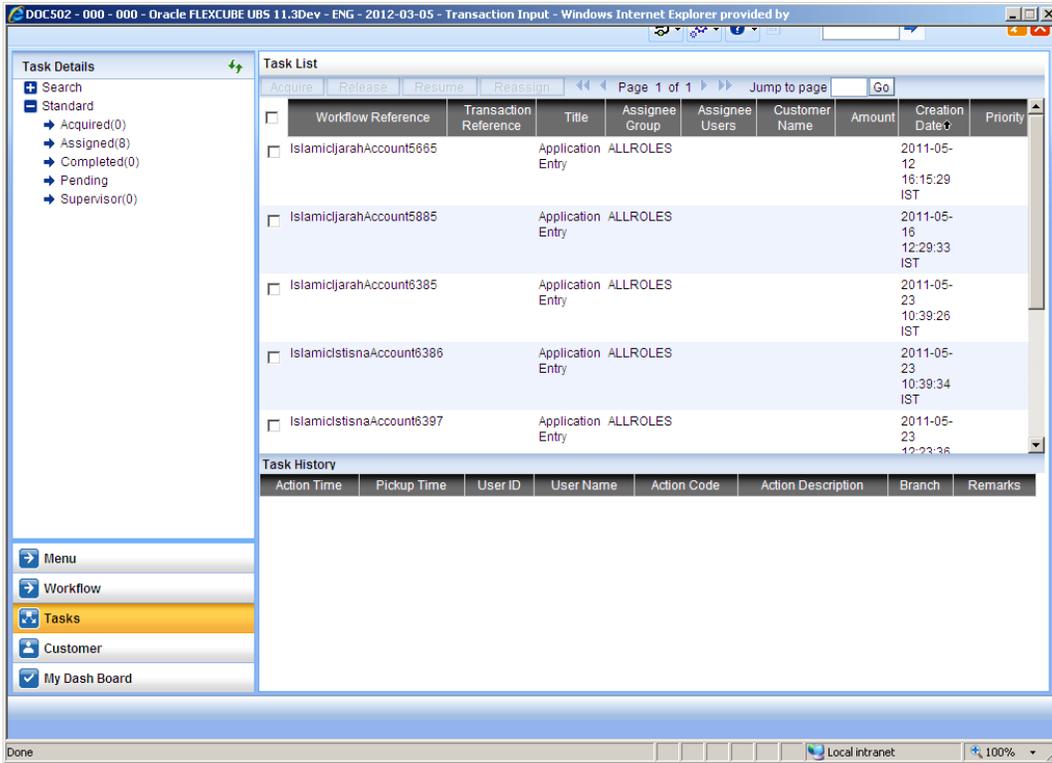
Account Details

Capture the basic account details of the customer here:

Branch Code

The current logged in branch is displayed here.

Currency

Specify the currency of the customer account. You can also select the appropriate currency from the adjoining option list. The list displays all the valid currencies maintained in the system.

Account Class

Specify the account class to be used by the account. You can also select the appropriate account class from the adjoining option list. The list displays all the valid account classes maintained in the system. You can choose the appropriate one.

Mode of operation

Select mode of operation from the drop-down list. The options available are:

- Single
- Jointly

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- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

Account Type

Select the account type from the drop-down list. The options available are:

- Single
- Joint

Customer No

This field is enabled only if the customer is an existing customer. Specify a valid customer number. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

Customer Name

The name of the selected customer is displayed here.

Existing Customer

Check this option if the selected customer is an existing customer.

1.1. Capturing Primary Customer Details

Click 'Primary Customer' button to capture customer details. The following screen is displayed:

Here you can maintain the following details:

Customer Information

In this section, maintain the following basic customer details:

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Customer No

This field is enabled only if the customer is an existing customer. Specify a valid customer number. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

Full Name

Specify the full name of the customer.

Existing Customer

If this field is checked in the 'Receive and Verify' screen, then the same is displayed here. You can click 'P' button to display the customer details in the 'Customer Details' screen.

Contact Person Details

Adderss

Specify the address of the customer.

Telephone

Specify the telephone number of the customer.

Mobile Number

Specify the mobile number of the customer.

E – mail

Specify the e-mail of the customer.

Permanent Address

Line 1

Specify the first line of the permanent address of the customer.

Line 2

Specify the second line of the permanent address of the customer.

Line 3

Specify the third line of the permanent address of the customer.

Country

Specify the country in which the customer resides from the option list.

1.2. Capturing Secondary Customer Details

Click 'Secondary Customer' button to capture customer details. The following screen is displayed:

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Here you can maintain the following details:

Customer Information

In this section, maintain the following basic customer details:

Customer No

The customer number is displayed here.

Full Name

Specify the full name of the customer.

Existing Customer

If this field is checked in the 'Receive and Verify' screen, then the same is displayed here. You can click 'P' button to display the customer details in the 'Customer Details' screen.

Contact Person Details

Adderss

Specify the address of the customer.

Telephone

Specify the telephone number of the customer.

Mobile Number

Specify the mobile number of the customer.

E – mail

Specify the e-mail of the customer.

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Permanent Address

Line 1

Specify the first line of the permanent address of the customer.

Line 2

Specify the second line of the permanent address of the customer.

Line 3

Specify the third line of the permanent address of the customer.

Country

Specify the country in which the customer resides from the option list.

1.3.   Capturing Tertiary Customer Details

Click 'Tertiary Customer' button to capture customer details. The following screen is displayed:

Here you can maintain the following details:

Customer Information

In this section, maintain the following basic customer details:

Customer No

The customer number is displayed here.

Full Name

Specify the full name of the customer.

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Existing Customer

If this field is checked in the 'Receive and Verify' screen, then the same is displayed here. You can click 'P' button to display the customer details in the 'Customer Details' screen.

Contact Person Details

Adderss

Specify the address of the customer.

Telephone

Specify the telephone number of the customer.

Mobile Number

Specify the mobile number of the customer.

E – mail

Specify the e-mail of the customer.

Permanent Address

Line 1

Specify the first line of the permanent address of the customer.

Line 2

Specify the second line of the permanent address of the customer.

Line 3

Specify the third line of the permanent address of the customer.

Country

Specify the country in which the customer resides from the option list.

1.4. Uploading Documents

Click 'Documents' button to upload the documents. The following screen is displayed:

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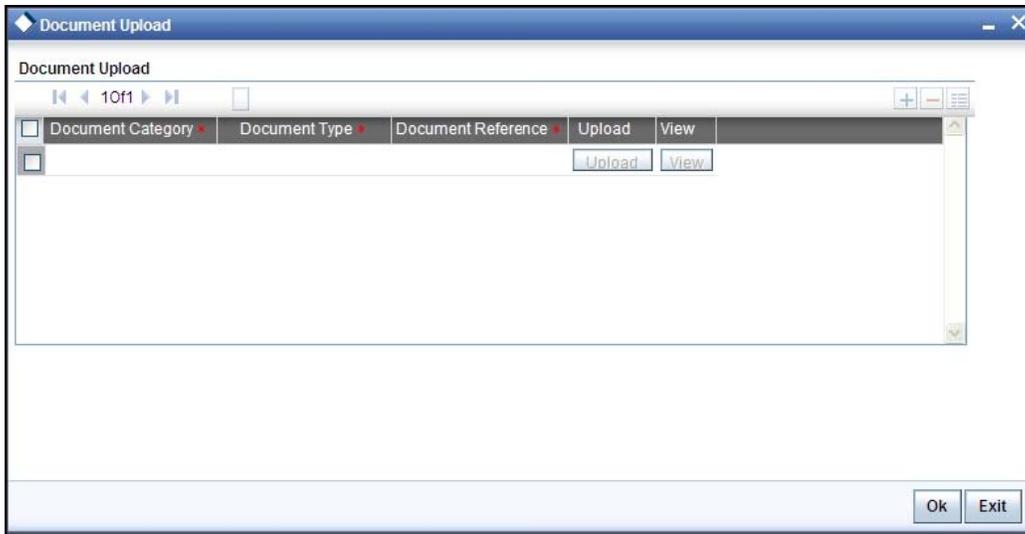
Here you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Type

Specify the type of document that is to be uploaded.

Document Ref Number

The document reference number is displayed on clicking 'OK' button.

Document Path

Specify the directory location from where the document has to be uploaded.

Upload

After specifying the document path, click 'Upload' button to upload documents.

Once the documents are uploaded, click 'OK' button. You will be taken back to the 'Upload Documents' screen.

If the required documents have been uploaded, select the action 'PROCEED' in the text box adjoining the 'Audit' button. You will be taken to the 'Input Details' task. Similarly, if documents are missing, then select the action 'DOCSMissing'. You will be taken back to 'Receive and Verify' screen. If you are awaiting approval to proceed, then select the option 'Seek Approval' from the text box adjoining the 'Audit' button in this screen. You will be taken to 'Approve Account Opening' task. Click the save icon in the tool bar. The following screen will be displayed.

Click 'OK' button in this screen. You will be taken back to the 'Receive and Verify' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity

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> Refer the Procedures User Manual for details about task list.

Step 2. Seek Approval for Missing Documents / Details

In this stage, the bank will decide whether to approve processing the account opening request as an exception, if the account opening with incomplete details / documents as an exception is approved. The bank proceeds with processing the request and simultaneously arranges to follow up with the customer for submission of the pending details / documents. In case the overrides cannot be approved, the bank obtains the incomplete details / documents from the customer before proceeding further. The decision / remarks of the approver are captured.

Users belonging to the user role RCSMROLE (Retail Customer Service Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Approve Account Opening' task to acquire it. The following screen is displayed:

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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After viewing the details, if you want to obtain the missing documents before approval, then select the action 'Obtain Missing Documents' in the text box adjoining the 'Audit' button. You will be taken back to 'Receive and Verify' screen. However, if you want to proceed with the process of account creation, select the action 'APPROVE' in the text box adjoining the 'Audit' button. You will be taken to 'Input Details' task. Click save icon in the tool bar. The following screen will be displayed:
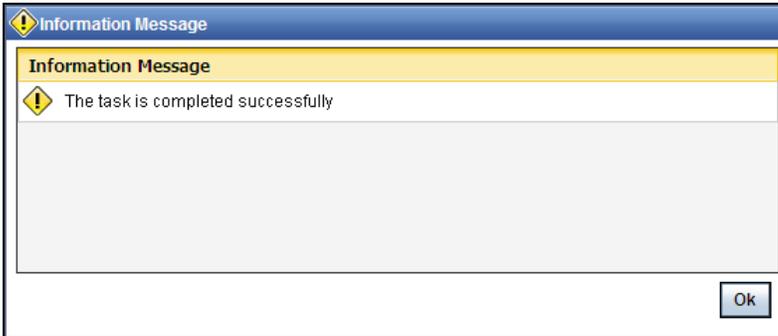
Click 'OK' button in this screen. You will be taken back to the 'Approve Account Opening' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 3. Input Details of Savings Account

In this stage the bank captures the complete details of the account opening form such as customer information (all applicants in case of joint accounts), contact details, accounts / services sought for, nominee details, guardian details (in case of minor accounts / nominees), details of initial deposit of the prospect / customer. The bank also uploads signature and photographs of the prospect / customer.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Input Details' task to acquire it. The following screen is displayed:
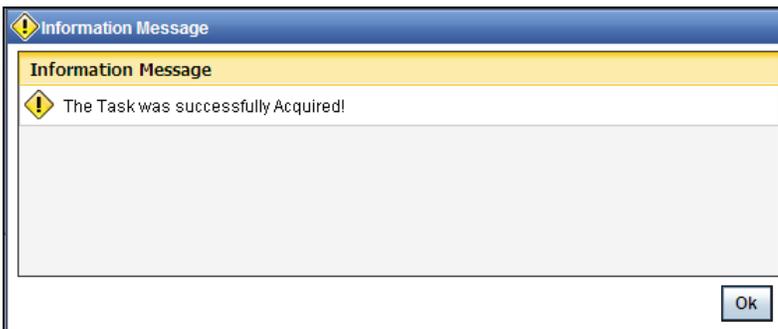
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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3.1. Capturing Nominee Details

Click on 'Main' tab to specify the following details:

Workflow Reference #

The workflow reference number is displayed here. This reference number can be used in future to query the details.

Priority

The priority selected at the first stage is displayed here.

Account Details

Specify the following account details of the customer in this section:

Branch Code

The current branch in which the account is being created is displayed.

Account

This is the account no that is generated and displayed here.

Currency

Specify the currency to be used for the account. You can also select the account currency from the adjacent option list. The list displays all the currencies maintained in the system.

Mode of Operation

Select mode of operation from the drop-down list. The options available are:

- Single

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- Jointly
- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

Account Type

Select the account type from the drop-down list. The options available are:

- Single
- Joint

Customer No

Specify the customer for whom the saving account should be created. You can also select the customer from the adjacent option list. The list consists of all the customers maintained in the system.

Existing Customer

This field is checked if this option was checked in the 'Receive and Verify' screen.

Account Class

Specify the account class for the account. You can also select the account class from the option list provided. The list displays all the account classes maintained in the system. Select and click the appropriate account class. All the facilities maintained for the account class will be applicable for the current account to be created.

Media

Specify the media. You can also select the media from the option list provided. The list displays all the media maintained in the system. Select and click the appropriate media.

Account Facilities

Here, specify the following facilities required by the account holder:

Cheque Book

Check this field if the customer requires the check book facility.

Passbook

Check this box if the customer requires the passbook facility.

ATM

Check this box if the customer requires the ATM facility.

Cheque Book Name 1

Mention the name of the check book.

Account Number

The system displays the account number of the customer.

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Type of Cheque Book

Select the type of cheque book required by the account holder. The options available are:

- Pre-printed
- Personalized

<u>Initial Deposit Details</u>

In this section, specify the initial deposit details of the customer.

Required

Check this field to indicate that initial deposit is required.

Amount

Specify the initial deposit amount.

Currency

Specify the currency in which the initial amount is deposited. You can also select the appreciate currency from the adjacent option list. The list consists of all the currencies maintained in the system.

Payment Mode

Select the mode of initial payment. The options available are:

- Cash
- Cheque

Cheque No

Specify the cheque number if the initial deposit is made through cheque.

Date

Specify the date of the cheque.

Drawn On

Specify the bank on which the cheque is drawn.

3.2. Capturing Nominee Details

Click on 'Nominee' tab to specify the following details:

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Name

Specify the name of the nominee.

Date of Birth

Specify the date of birth of nominee.

Relationship

Specify the relation of the customer with the nominee.

Address1

Specify the first line of the address of the nominee.

Address2

Specify the second line of the address of the nominee.

Address3

Specify the third line of the address of the nominee.

Address4

Specify the forth line of the address of the nominee.

Minor

Select this option if the nominee is a minor.

Guardian Name

Specify the guardian name of the minor.

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Relationship

Specify the relation of the minor with the guardian.

Address1

Specify the first line of the address of the guardian.

Address2

Specify the second line of the address of the guardian.

Address3

Specify the third line of the address of the guardian.

Address4

Specify the forth line of the address of the guardian.

3.3. Capturing Primary Customer Details

Click the 'Primary Customer' button to invoke the 'Primary Customer Details' screen. The screen is displayed below:

In this screen maintain the following customer details:

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Customer Information

In this section, specify the basic information of the customer.

Customer No

Specify the customer number for whom the current account is being created. You can also select the appropriate customer from the adjacent option list. The list displays all the valid and authorized customers maintained in the system.

Short Name

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer.

Full name

The full name of the selected customer is displayed.

Customer Category

Specify the category in which the customer belongs. You can also select the appropriate customer category from the adjacent option list and indicate the category under which the particular customer is categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system.

Existing Customer

If the customer is the existing customer, then this field is checked and you cannot edit the same.

Click 'Main' tab to input the following contact details of the customer:

Address

Specify the address of the customer.

Mailers Required

Check this box to indicate whether the mailers required or not.

Country

Specify the country in which the customer resides. You can also select the appropriate country from the adjacent option list. The list displays a list of countries maintained in the system.

Resident Status

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

National ID

Specify the national Id of the customer.

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Nationality

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated.

Existing Bank Account Details

If the customer is an existing bank customer, then specify the following details:

Bank Name

Specify the name of the bank in which the customer is holding an account.

Branch Code

Indicate the name of the bank's branch in which the customer is holding an account.

Account Type

Specify the type of account the customer is holding.

Account No

Specify the existing account number of the customer.

Visiting Frequency

Specify the number of times the customer visits or transacts with the existing bank.

3.4. Capturing Primary Customer Details

Click the 'Secondary Customer' button to invoke the 'Secondary Customer Details' screen. The screen is displayed below:

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Customer No

Specify the customer number for whom the current account is being created. You can also select the appropriate customer from the adjacent option list. The list displays all the valid and authorized customers maintained in the system.

Short Name

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer.

Full name

The full name of the selected customer is displayed.

Customer Category

Specify the category in which the customer belongs. You can also select the appropriate customer category from the adjacent option list and indicate the category under which the particular customer is categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system.

Existing Customer

If the customer is the existing customer, then this field is checked and you cannot edit the same.

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Click 'Main' tab to input the following contact details of the customer:

Address

Specify the address of the customer.

Mailers Required

Specify the mobile number of the customer.

Country

Specify the country in which the customer resides. You can also select the appropriate country from the adjacent option list. The list displays a list of countries maintained in the system.

Resident Status

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

National ID

Specify the national Id of the customer.

Nationality

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated.

Existing Bank Account Details

If the customer is an existing bank customer, then specify the following details:

Bank Name

Specify the name of the bank in which the customer is holding an account.

Branch Code

Indicate the name of the bank's branch in which the customer is holding an account.

Account Type

Specify the type of account the customer is holding.

Account No

Specify the existing account number of the customer.

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Visiting Frequency

Specify the number of times the customer visits or transacts with the existing bank.

3.5. Capturing Tertiary Customer Details

Click the 'Tertiary Customer' button to invoke the 'Tertiary Customer Details' screen. The screen is displayed below:

Customer No

Specify the customer number for whom the current account is being created. You can also select the appropriate customer from the adjacent option list. The list displays all the valid and authorized customers maintained in the system.

Short Name

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer.

Full name

The full name of the selected customer is displayed.

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Customer Category

Specify the category in which the customer belongs. You can also select the appropriate customer category from the adjacent option list and indicate the category under which the particular customer is categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system.

Existing Customer

If the customer is the existing customer, then this field is checked and you cannot edit the same.

Click 'Main' tab to input the following contact details of the customer:

Address

Specify the address of the customer.

Mailers Required

Specify the mobile number of the customer.

Country

Specify the country in which the customer resides. You can also select the appropriate country from the adjacent option list. The list displays a list of countries maintained in the system.

Resident Status

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

National ID

Specify the national Id of the customer.

Nationality

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

Indicate the language in which your customer wants the statements and advices to be generated.

Existing Bank Account Details

If the customer is an existing bank customer, then specify the following details:

Bank Name

Specify the name of the bank in which the customer is holding an account.

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Branch Code

Indicate the name of the bank's branch in which the customer is holding an account.

Account Type

Specify the type of account the customer is holding.

Account No

Specify the existing account number of the customer.

Visiting Frequency

Specify the number of times the customer visits or transacts with the existing bank.

Click the 'Document' button to invoke the 'View Documents' screen. The screen is displayed below:
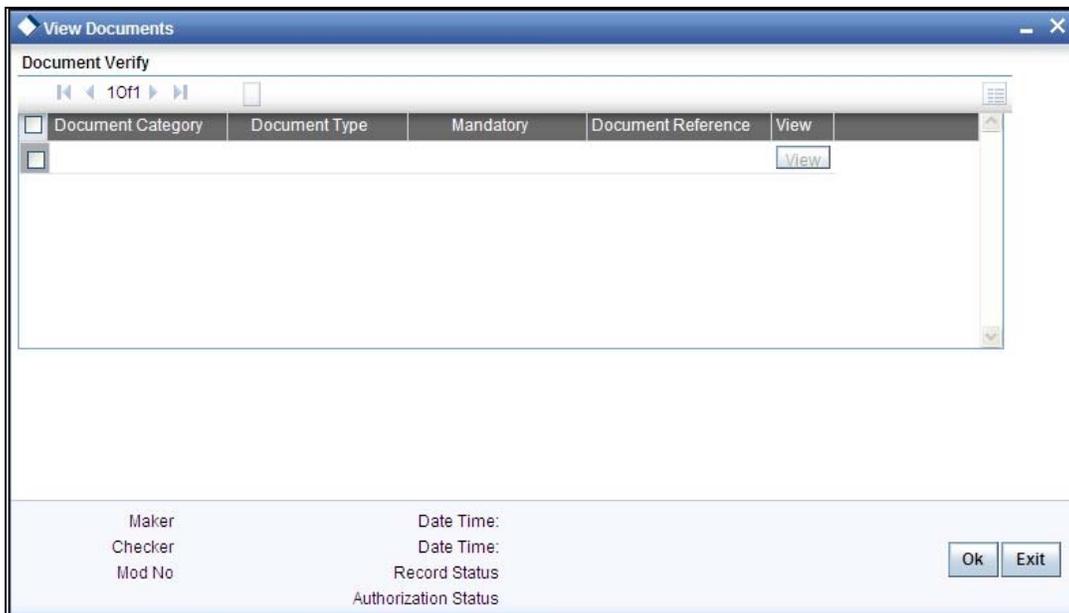
In 'Document Reference' screen, you can maintain the document check list details which are defaulted from the main screen.

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In this screen you can view the following document details:

- Document Category
- Document Type
- Mandatory

Step 4. Verify Details of Savings Account

At this stage, you need to capture details for opening the account.

4.1. Input Savings Account Details

Only users belonging to role 'ROEROLE' (Retail Operation Executive) will be able to perform this task. If you have the requisite rights, you can input details of a customer account using the 'Input savings account details' screen. To invoke this screen, you need to acquire the task from your 'Pending' task list.

In this stage the bank verifies all the details entered to ensure correctness of information captured. In case the details captured are incorrect, the bank needs to make the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks.

The fields in the screen will be disabled and the verifier will be able to navigate to all the tabs and verify data entered / corrected. Also the verifier is allowed to enter comments.

Select the desired record and click the adjoining 'Acquire' button. The following screen will be displayed.
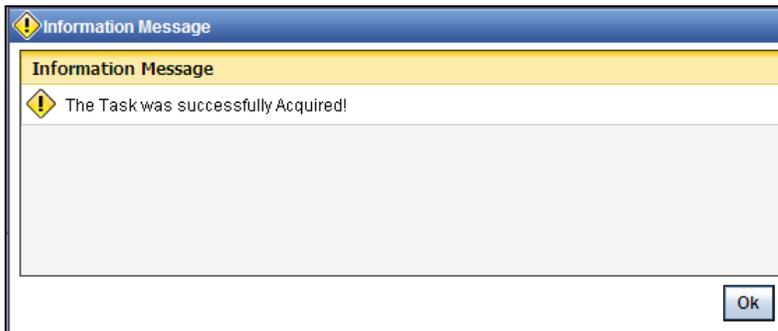
The task will then be moved to your 'Assigned' task list. Double click on the record in your 'Assigned' task list. The following screen will be displayed.

Here you can view the details captured. If the required documents have been verified, select the action 'PROCEED' in the text box adjoining the 'Audit' button. The process will move to 'KYC_R' task. If the verification has failed for some reason, then you will be taken 'Modify Details' task. Click save icon in the tool bar to save the record. The following screen will be displayed:

Click the 'OK' button in this screen. You will be taken back to the 'Verifying Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 5. Modify Details of Savings Account

In this stage In case verification is not successful, the bank modifies the details captured.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

In case verification is not successful, then you may need to modify few details. Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the required task to acquire it. The following screen will be displayed.
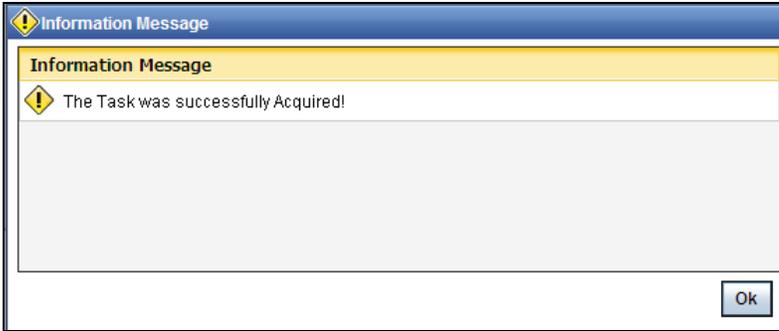
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If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:
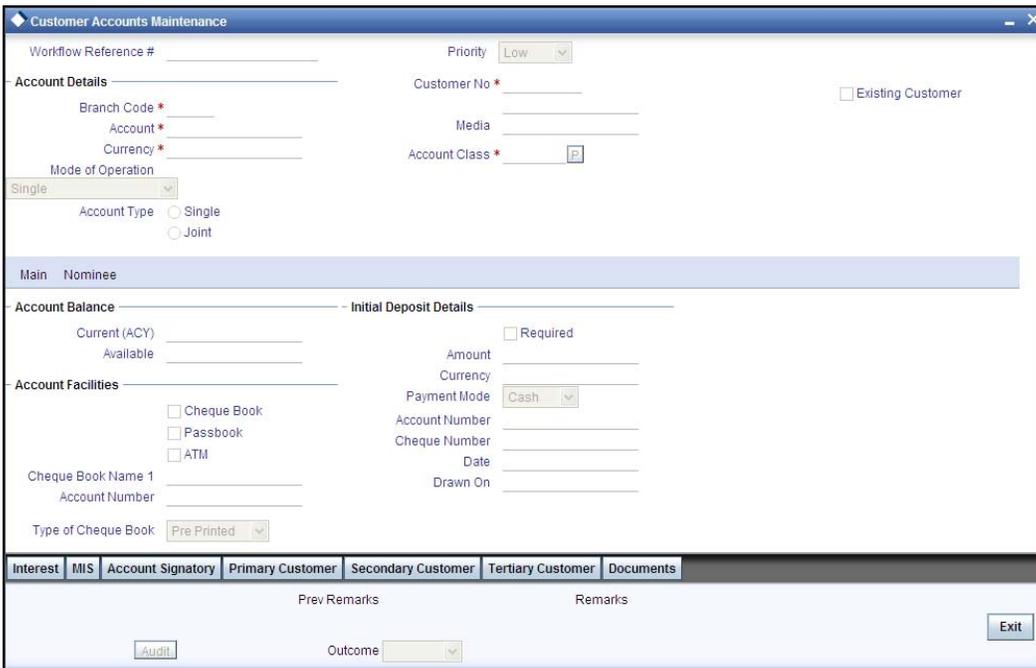
In this screen you can modify the editable fields. After modifying the required details, click save icon in the tool bar. You will be taken back to 'Verify Details' task. Click save icon in the tool bar to save the record. The following screen will be displayed:
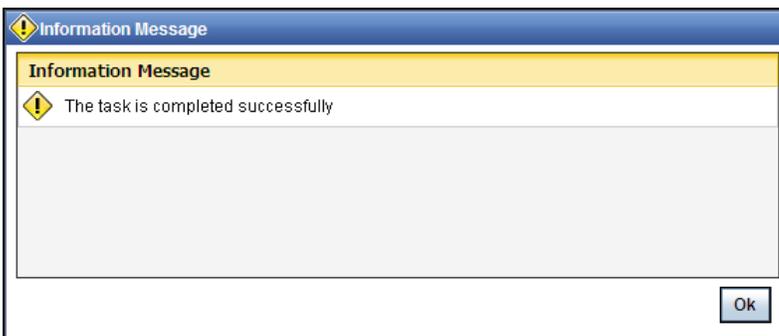
Click the 'OK' button in this screen. You will be taken back to the 'Modify Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity

Step 6. KYC_R Review Info

This process includes checks like SDN check, internal blacklist check, contact details verification, etc. The account is opened only when the customer passes all these checks. In case of non-clearance of any of the checks, the account opening process is terminated. The bank verifies all the details/documents to ensure that the information / documents required to carry out KYC checks are obtained. In case the details captured are incorrect, the bank makes the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks. Once KYC checks are carried out, the result is passed on to the parent process.

If any of the checks fail, the relevant regulatory /internal authorities are informed. Once KYC checks are carried out, the result is passed on to the parent process.

Here you perform the Know Your Customer check on the customer. The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

Bank initiates the process of KYC-R review for a customer as a part of parent process with all the relevant information in the system. This process comprises the following stages:

- Verify prospect /customer details
- Ascertain if KYC checks are required
- SDN checks
- Verify SDN Match
- Inform Regulatory / Internal authorities on KYC checks failure
- Internal Black List check
- External KYC Check
- Retry KYC Check
- Verify customer / prospect contact details
- Other KYC Checks
- KYC Decision

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```
                                    ┌─────────┐
                                    │  Start  │
                                    └────┬────┘
                                         │
                              ┌──────────▼──────────┐
                    ┌────────►│ Verify prospect /   │
                    │         │ customer details    │
                    │         └──────────┬──────────┘
                    │                    │
     ┌──────────────┴───┐           ◇────▼────◇
     │ Get Missing      │     Yes   │ Any missing │
     │ details /        │◄──────────┤ details /   │
     │ documents from   │           │ documents ? │
     │ prospect /       │           ◇─────┬───────◇
     │ customer         │                 │ No
     └──────────────────┘        ┌────────▼────────┐
                                  │ Ascertain if KYC│
                                  │ checks are      │
                                  │ required        │
                                  └────────┬────────┘
                                           │
                               ◇───────────▼────────◇
                         No    │ KYC checks         │
               ┌───────────────┤ required ?         │
               │               ◇──────────┬─────────◇
               │                          │ Yes
               │                  ┌────────▼────────┐
               │                  │   SDN Check     │
               │                  └────────┬────────┘
               │                           │
               │            Match  ◇───────▼────────◇
     ┌─────────┴──────┐◄───────────│ SDN check result│
     │  Verify match  │            ◇───────┬────────◇
     └───────┬────────┘                    │ No match
             │                    ┌─────────▼────────┐
        ◇────▼────◇      Yes      │ Internal blacklist│
        │ Match    ├──────────────►│ check            │
        │ cleared ?│               └─────────┬────────┘
        ◇────┬────◇                          │
             │ No                 ◇──────────▼────────◇
             │              No    │ Blacklist check   │
             │          ┌─────────┤ passsed ?         │
             │          │         ◇──────────┬────────◇
             │          │                    │ Yes
             │          │         ◇──────────▼────────◇
             │          │   Yes   │ External KYC      │
             │          │    ┌────┤ required ?        │
             │          │    │    ◇──────────┬────────◇
             │          │    │               │ No
             │          │    │    ┌───────────▼────────┐
             │          │    │    │ Verify prospect /  │
             │          │    │    │ customer contact   │
             │          │    │    │ details            │
             │          │    │    └───────────┬────────┘
             │          │    │                │
             │          │    │     No   ◇─────▼──────◇
             │          │    │  ┌───────┤ Verification│
             │          │    │  │       │ successful ?│
             │          ▼    │  │       ◇─────┬──────◇
     ┌───────▼────────┐ │    │  │             │ Yes
     │ Inform         │◄┘    │  │   ┌─────────▼────────┐
     │ regulatory /   │      │  │   │ Other KYC checks │
     │ internal       │      │  │   └─────────┬────────┘
     │ authorities    │      │  │             │
     └───────┬────────┘      │  │   ┌─────────▼────────┐
             │               │  │   │  KYC  Decision   │
             │               │  │   └─────────┬────────┘
             │               │  │             │
             │          ┌────▼──▼─┐           │
             └──────────►│   End  │◄──────────┘
                        └─────────┘
```

Legend
────────────
- [green] Computer Aided Human Task
- [purple] System Task
- [yellow] Human Task

External KYC Integration changes

```
              ┌─────────────────────┐
              │   For each          │
              │   customer /        │
              │   nominee           │
              └──────────┬──────────┘
                         │
              ┌──────────▼──────────┐       ┌──────────┐
        ┌─────┤ External KYC        ├──────►│  🌐      │
        │     │ check               │◄──┐   └──────────┘
        │     └─────────────────────┘   │
        │                               │
  ◇─────▼──────◇                 ┌───────┴──────┐
  │ Successful │          Yes    │ Retry for each│
  │ invocation?├───────────►     │ customer /    │
  ◇─────┬──────◇                 │ nominee that  │
        │ No                     │ needs to      │
  ┌─────▼──────┐                 │ retried       │
  │ Check if   │                 └───────┬───────┘
  │ retry is   │                         │
  │ required   │                         │
  └─────┬──────┘                         │
        │                                │
  ◇─────▼──────◇    Yes                  │
  │  Retry ?   ├────────────────────────┘
  ◇─────┬──────◇
        │ No
```

(Arrow "Yes" from Successful invocation leads back to "Verify prospect / customer contact details")

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6.1. Verify Prospect /Customer Details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Sub-process KYC Review' task to acquire it. The following screen is displayed:
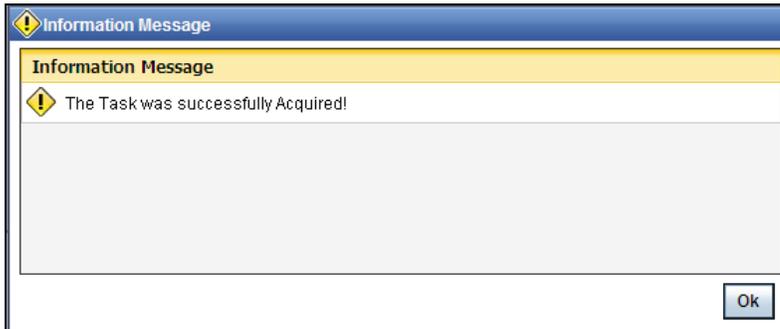
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:
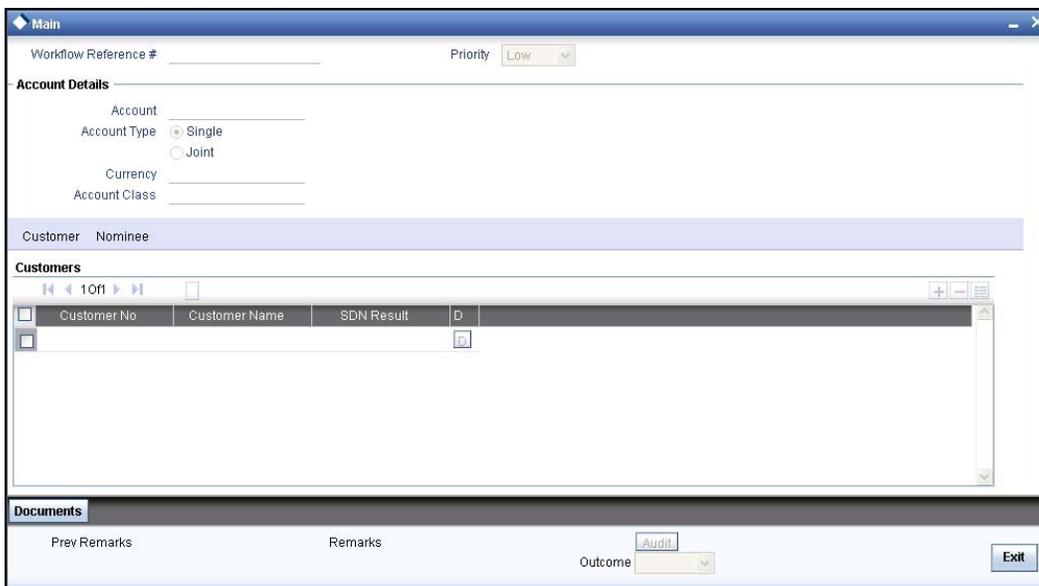
Click 'Document' button to invoke 'Document Upload' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

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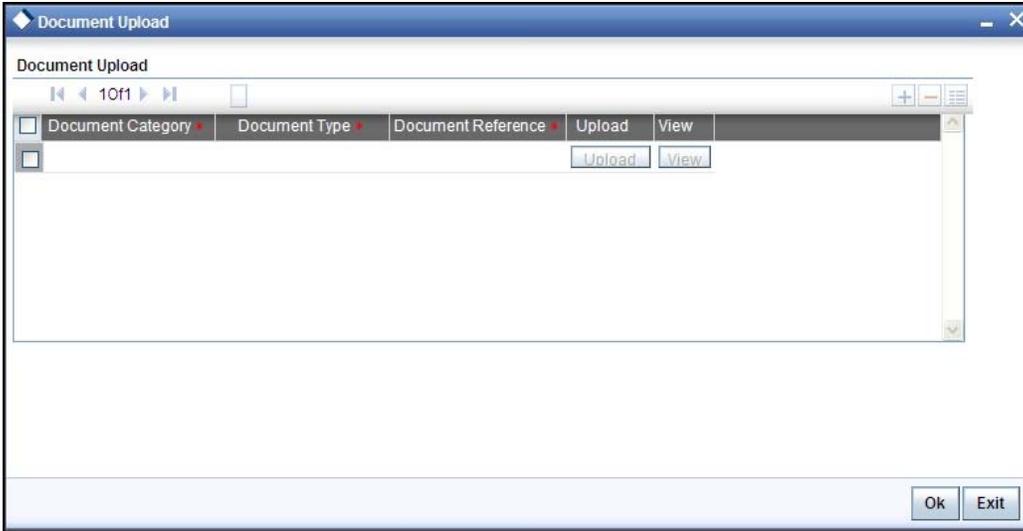
You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'COMPLETE' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
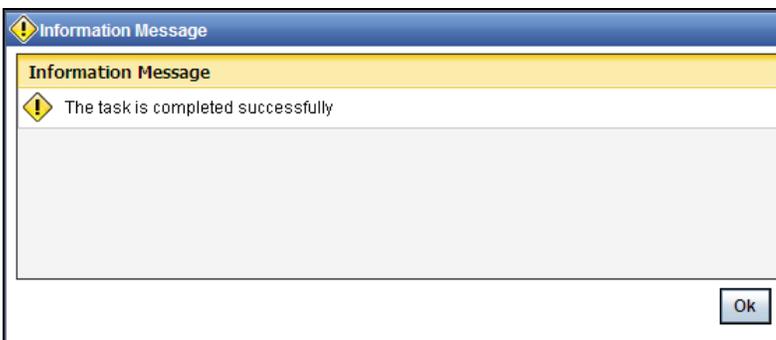
Click 'Ok' button. You will be taken back to the 'Verify Prospect Customer Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.2. Ascertain if KYC Checks are Required

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

In case of an existing customer, the bank checks if there are any changes to the existing KYC information already available with the bank. The KYC check for an existing customer is performed only if there are changes in the customer information (including details of nominee and mandate holder). In all other cases of new and existing customers, KYC checks are mandatory.
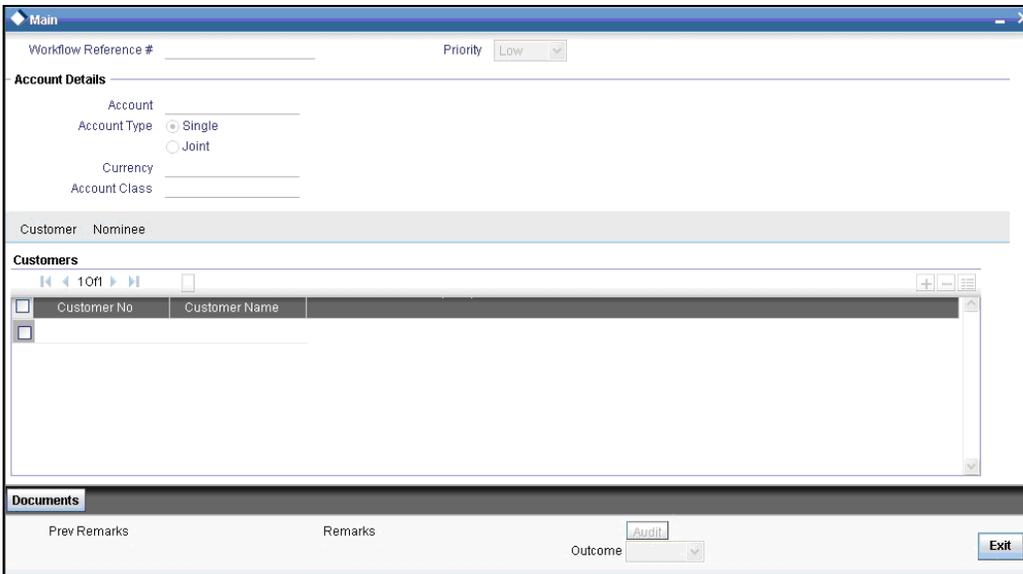
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You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'REQUIRED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
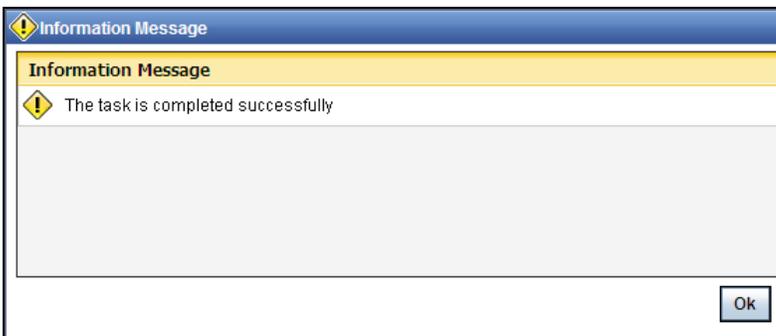
Click 'Ok' button. You will be taken back to the 'Ascertain KYC Check Required' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.3. SDN check

In this stage, the bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

A system Task is created which invokes the external service to do the SDN check for all new applicants and any existing customers whose information is modified. All nominee details are also sent for SDN check.

6.4. Verify SDN Match

The bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

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Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Verify SDN Match' task to acquire it. The following screen is displayed:

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:
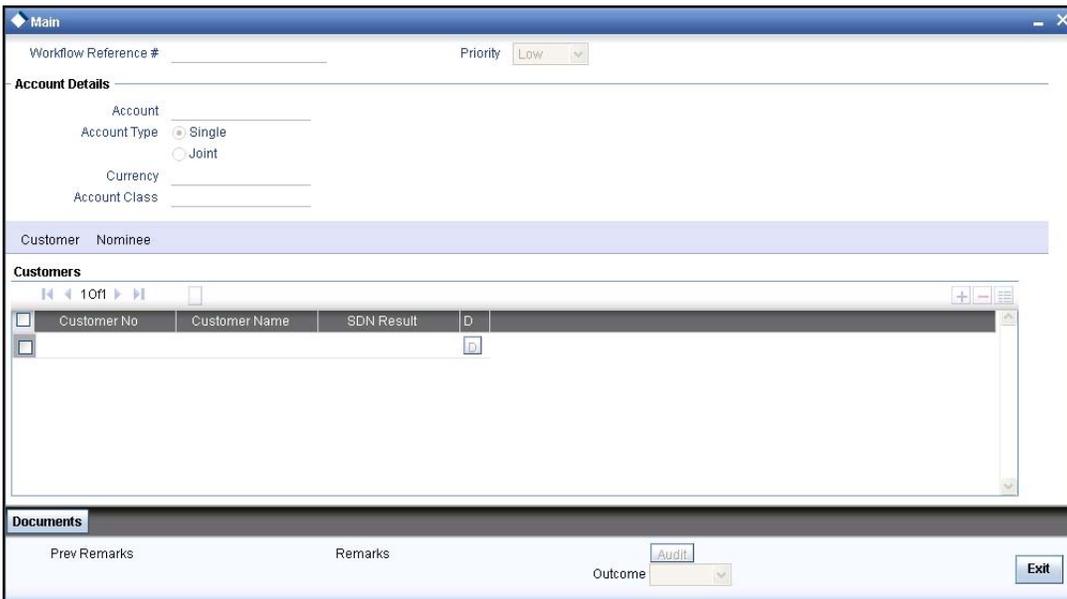
In this screen, you can view the applicant's details. In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. However, if the match is cleared, you can continue with the subsequent KYC checks. Select the outcome as 'NO MATCH' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
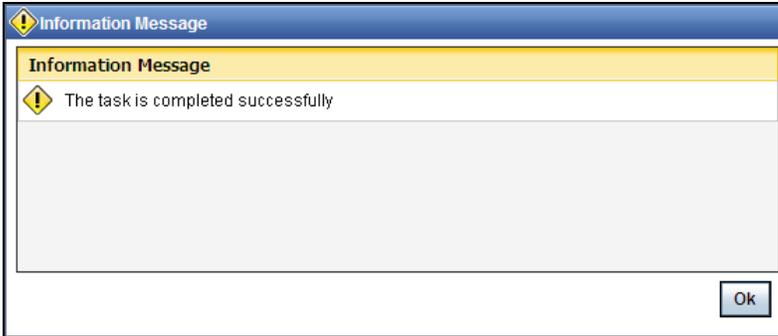
Click 'Ok' button. You will be taken back to the 'Verify Partial Match' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 6.5. Inform Regulatory / Internal Authorities on KYC Checks Failure

In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. The bank may also inform its internal authorities in case of positive SDN match and/or if the prospect/customer is blacklisted internally.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Inform Regulatory Authorities' task to acquire it. The following screen is displayed:
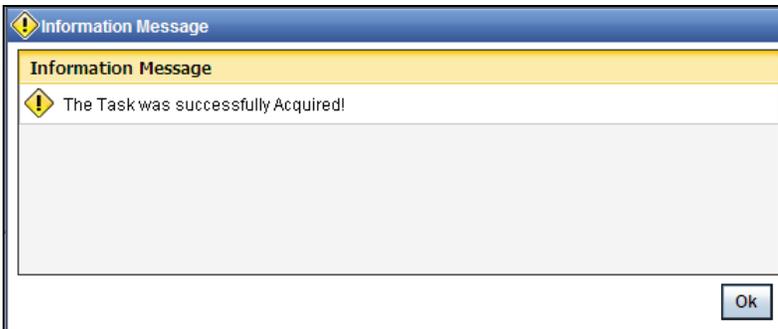
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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In this screen, you can view all the details of the applicant. Even the KYC check details are also displayed here.

Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
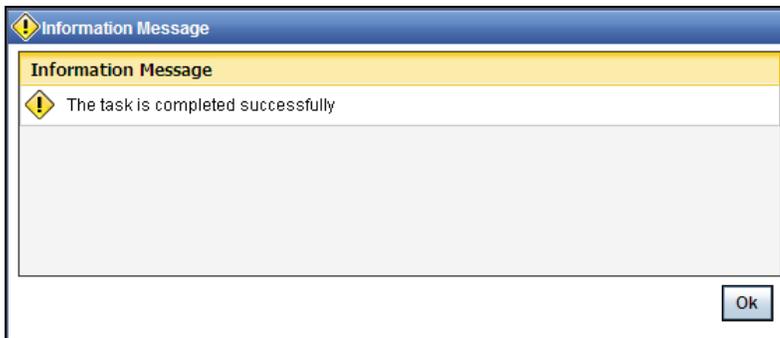
Click 'Ok' button. You will be taken back to the 'Inform Regulatory Authorities' screen. Click 'Exit' button to exit the screen.

6.6. Internal Blacklist Check

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The following screen is displayed:

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Information Message

Information Message

⚠ The Task was successfully Acquired!

[Ok]

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

Main

Workflow Reference #   Priority Low

Account Details

Account
Account Type ⦿ Single
              ○ Joint
Currency
Account Class

Customer   Nominee

Customers

|◁ ◁ 1Of1 ▷ ▷|

	Customer No	Customer Name	SDN Result	Internal Blacklist Result	D
☐					D

Internal Blacklist Check | Documents

Prev Remarks   Remarks   Audit
                                          Outcome   [Exit]
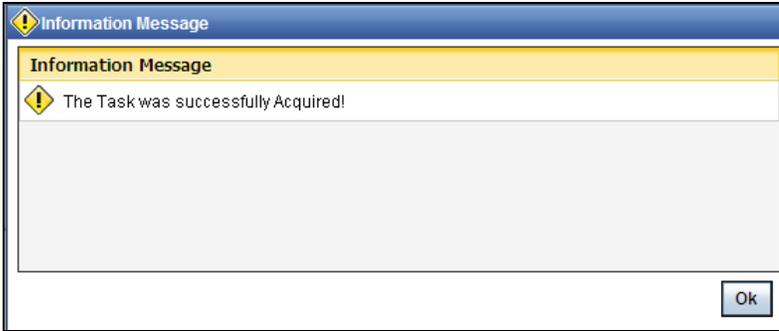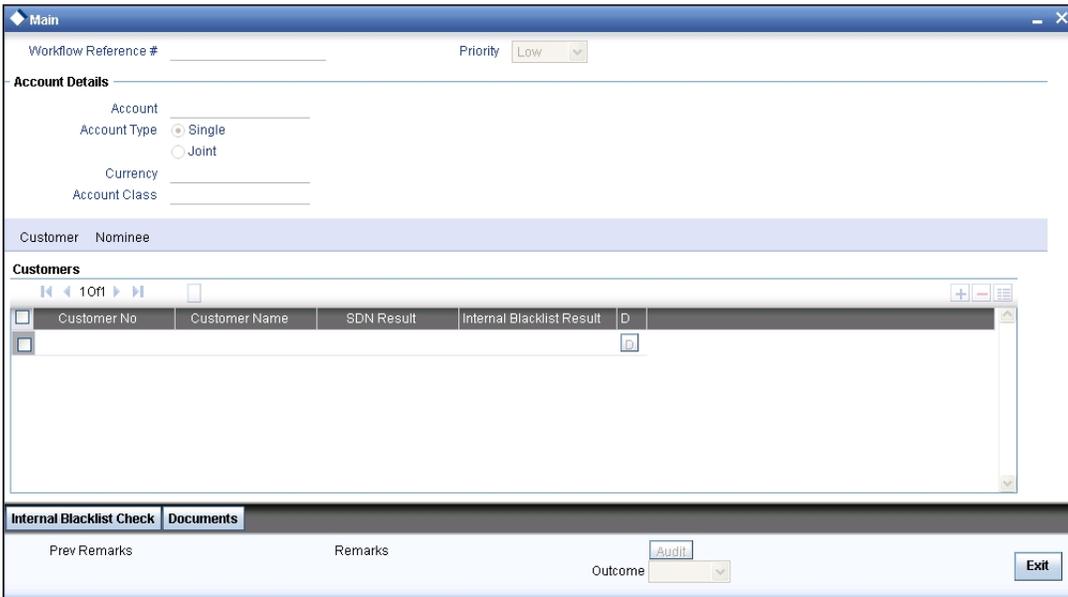
Click 'Int. BlackList Check' button to invoke 'Blacklist Check' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

Blacklist Check

Name   Sequence Number
Date of Birth   Address1
Country   Address2
Remarks   Address3
Alias Name   Address4

SDN Details

|◁ ◁ 1Of1 ▷ ▷|

	Name	Date of Birth	Country	Remarks	Sequence Number
☐					

[Ok] [Exit]

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In this screen, you can view the applicant's details. If the applicant's name is listed in the bank's internal list of global blacklisted customers, you can report it to the internal authorities of the bank. You can continue with the process of creating account only when the customer passes these checks. Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
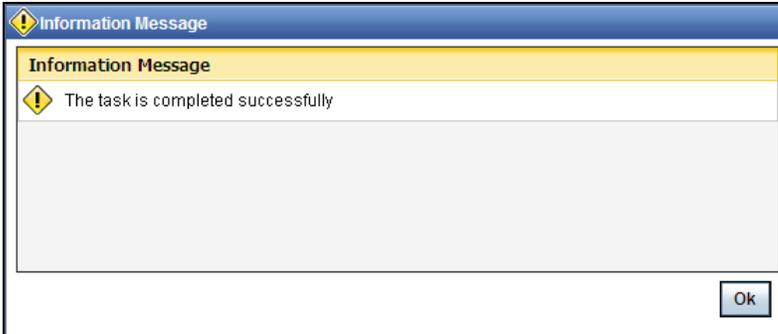

Click 'Ok' button. You will be taken back to the 'Internal Blacklist Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.7. External KYC Check

Based on the external KYC check property set, the KYC-R sub process invokes the external KYC check sub process which sends data to Mantas KYC solution and retrieves the abbreviated risk score and risk category of the customer.

6.8. Retrying to Get Customer / Nominee Details

If the bank receives negative or no acknowledgement from the external system about the customer, then you can opt for a retry of external KYC check.

Users belonging to the user role 'KYCROLE' (KYC Manager) can perform these activities. To invoke the 'Retry of External KYC Check' screen, go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Retry of External KYC Check' task to acquire it. The following screen is displayed:


If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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Here, you can specify the following details:

Retry External KYC

Check this box to specify that retry of external KYC check should be required for a particular customer.

You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'Retry' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

Click 'Ok' button. You will be taken back to the 'Retry of External KYC Check' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

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6.9. Verify Customer / Prospect Contact Details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The following screen is displayed:
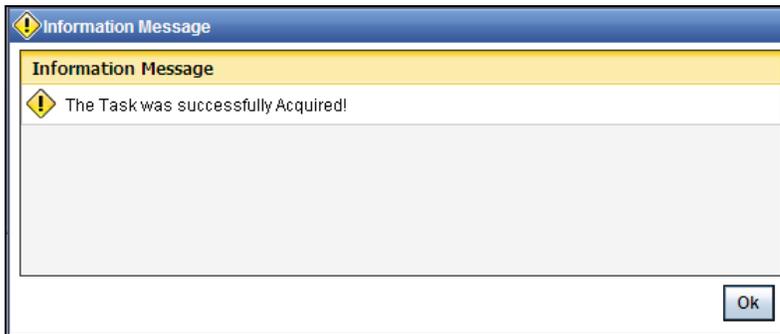
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:
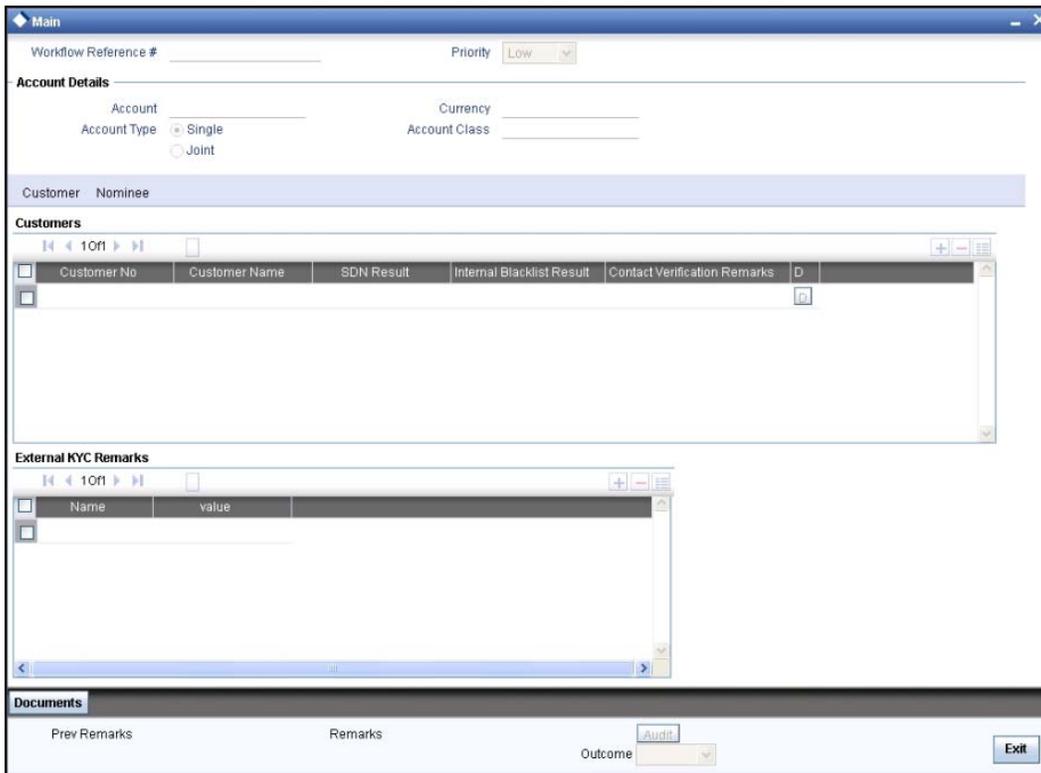
In this screen, you can view the applicant's details. As per the bank's mandated policy, you will have to perform the customer identification check. This involves verification of customer address, phone number etc. You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

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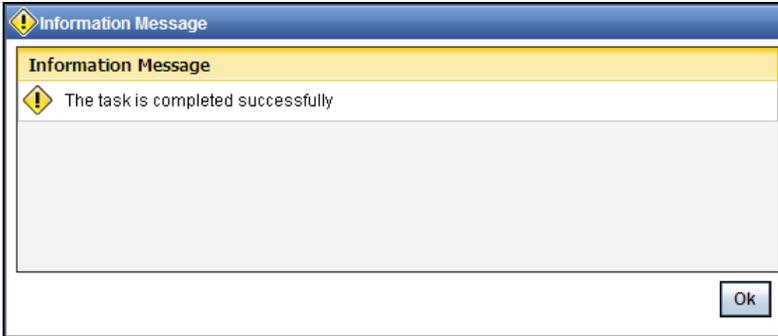
Click 'Ok' button. You will be taken back to the 'Verify Prospect Contact Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.10. Other KYC Checks

As per the bank's mandated policy, you will have to other details like verification of the employer information, verification of the income information, sources and uses of funds etc.

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'OtherKYCChecks' task to acquire it. The following screen is displayed:

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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In this screen, you can view and verify the applicant's details. After verifying the details, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

Click 'Ok' button. You will be taken back to the 'Other KYC Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

6.11. KYC Decision

After verifying and evaluating the KYC information, bank decides whether it should enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'KYCDecision' task to acquire it. The following screen is displayed:
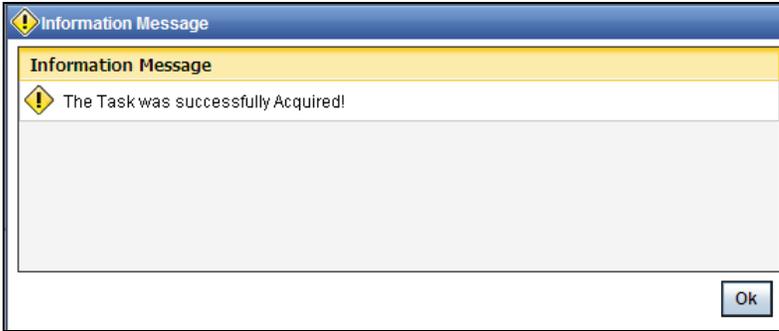
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:
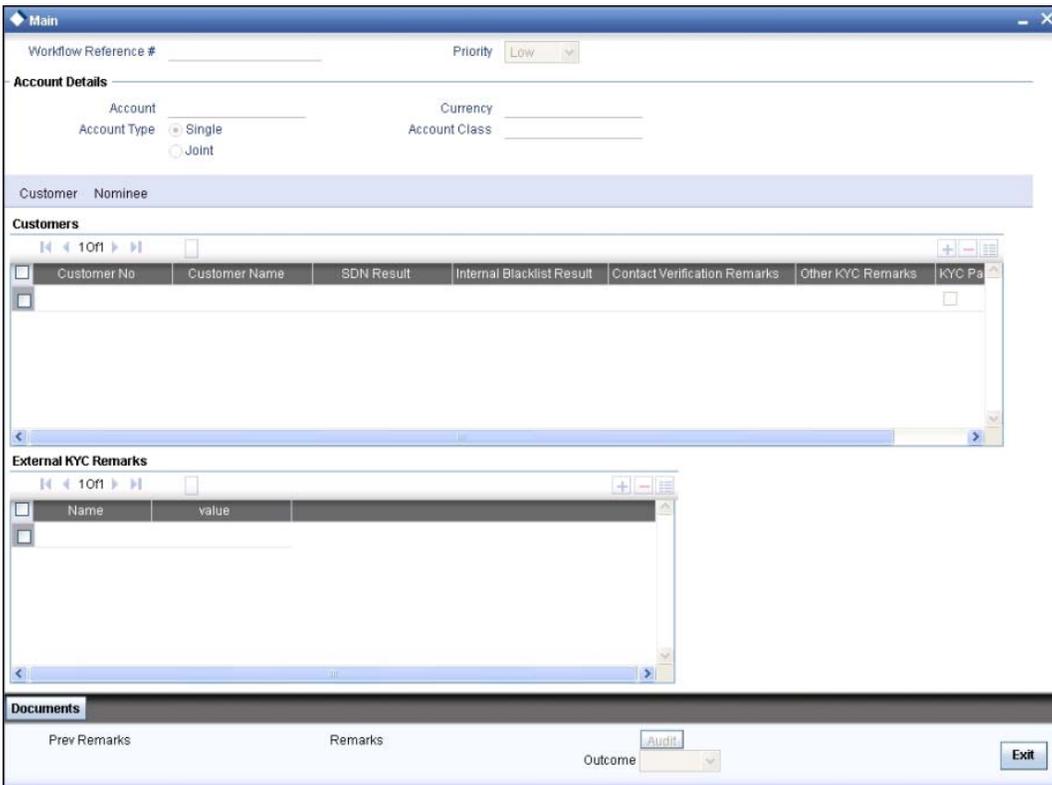
In this screen, you can view the complete information of the applicant. The outcome of various stages of KYC-R sub process is displayed in the Audit block. Based on these information, you can inform the customer if you enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not as part of the parent process.

Based on the decision, select the outcome as 'FAILED' or 'PASSED' and save the record by clicking the save icon in the tool bar. The following screen will be displayed:

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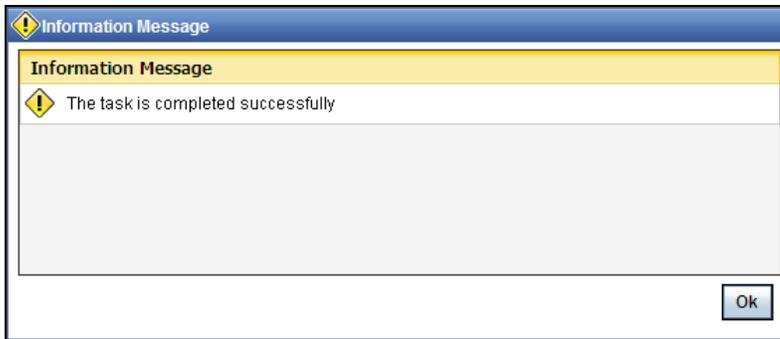
Click 'Ok' button. You will be taken back to the 'KYC Decision' screen. Click 'Exit' button to exit the screen. The task is then moved to the Main process.

Step 7. Block Customer in the System

For an existing customer if the KYC check fails, then the system will block all the existing accounts for the customer as per the bank's internal guidelines. The failed customers will be added into the internal backlist database.

Step 8. Notify Customer on Negative Status of KYC Checks

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

In case, a customer does not clear KYC checks, then you can terminate the account opening process after notifying the customer. If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

In this screen you can view the account and the customer details. After intimating the customer about the failed KYC checks, you can terminate the account creation process.

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Step 9. Create / Modify Customer Details in Oracle FLEXCUBE

If the applicant is a new customer, then a new customer record is created in the system. In case of an existing customer, the customer's KYC information is updated. Similarly, if a joint account is opened where multiple customer IDs need to be created/updated, then the same is done in the system as part of this activity.

Step 10.   Create Account

The system creates a customer account at this stage. In case of a joint account, the entire applicable customers IDs are linked to the account.

Step 11.   Store document reference in Oracle FLEXCUBE

The customer and account details captured are stored in the system for further reference.

Step 12.   Check Available Balance

Users belonging to the role 'ROEROLE' (Retail Operations Executive) will be able to perform this task.

If initial deposit is required, then you have to check the available balance. For this, go to the pending list and Click 'Acquire' button adjoining the 'Check if Balance Available' task to acquire it. The following screen will be displayed.
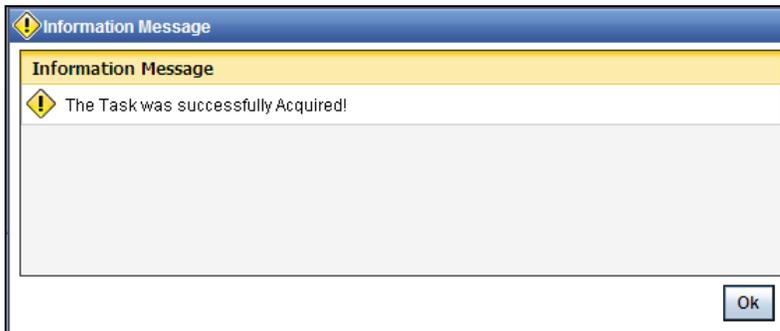
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen

You can view the available balance in this screen. If the balance is sufficient, select the action 'PROCEED' from the drop-down list adjoining the 'Audit' button. Click 'Save' icon in the tool bar to save the record. The following screen will be displayed.


Click the 'OK' button in this screen. You will be taken back to the 'Check Available Balance' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

Step 13.   Generate Cheque Book

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

If the customer has opted for personalized cheque book, then go to the pending list and Click 'Acquire' button adjoining the 'Generate Cheque Book' task to acquire it. The following screen will be displayed.

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If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The following details are displayed in this screen:

- Workflow reference number
- Priority
- Customer name
- Account number

Cheque Leaves From

Enter the starting cheque leaf number.

No. of Check Leaves

Enter the number of leaves to be generated.

Select the action 'PROCEED' in the text box adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.
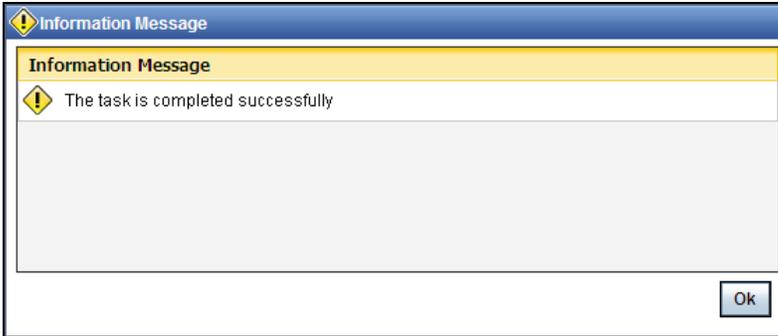
Click the 'OK' button in this screen. You will be taken back to the 'Generate Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

Step 14. Retrieve Pre-printed Cheque Book

Users belonging to the user role 'RBOEROLE' (Retail Branch Operations Executive) can perform these activities.

If initial deposit is not required and if the customer has opted for pre-printed cheque book, then go to the pending list and click 'Acquire' button adjoining the 'Retrieve Pre-printed Cheque Book' task to acquire it. The following screen will be displayed.
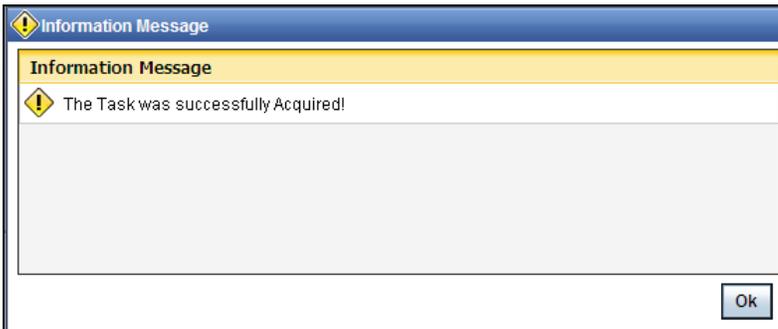
If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

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In this screen, the following details are displayed:

- Workflow reference number
- Priority
- Customer Name
- Account Number

<u>**Account Facilities**</u>

Enter the following details in this section:

Cheque Leaves From

Enter the starting cheque leaf number of the cheque book which you want to retrieve.

No. of Check Leaves

Enter the number of leaves to be retrieved.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.
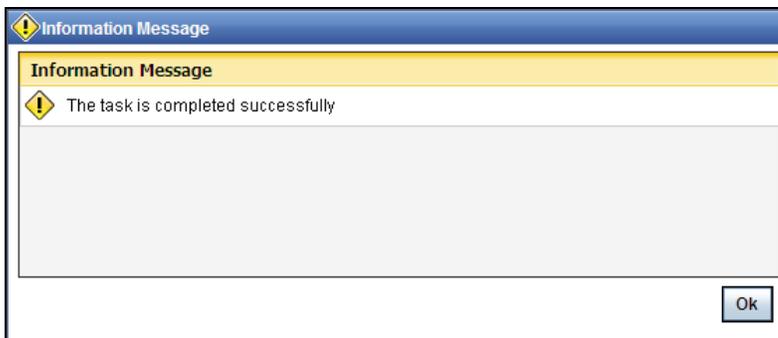
Click the 'OK' button in this screen. You will be taken back to the 'Retrieve Pre-printed Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

Step 15. Generate Welcome / Thank You Letter

As part the account opening kit, you should generate welcome/thank you letter. You can generate the letter from the system. The system generates the letter in a pre-defined format by picking up the name and other details of the customer maintained in the system.

Step 16. Deliver Account Kit to the Customer

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Deliver Customer Kit' task to acquire it. The following screen is displayed:

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Information Message

The Task was successfully Acquired!

Ok

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

Deliver Customer Kit

Workflow Reference #   Priority Low

Customer Information

Name

Account Details

Account

Account Facilities   No of Cheque Leaves

Cheque Leaves From   Mode of Delivery

☐ Cheque Book Delivered   Date of Delivery

Delivery Reference

Prev Remarks   Remarks   Exit

Audit   Outcome

The account kit includes product features, welcome/thanks letter, cheque book (if applicable).

The following details are displayed in this screen:

- Workflow number
- Customer Name
- Account Name
- Priority

Account Facilities

The following details of the delivery kit can be captured here:

Cheque Leaves From

Specify the starting cheque leaf number.

No. of Cheque Leaves

Specify the number of cheque leaves provided to the customer.

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Cheque Book Delivered

Check this field to indicate that the cheque book is delivered to the customer.

Delivery Ref. No.

Capture the delivery reference number.

Mode of Delivery

Indicate the mode of delivery of the account opening kit.

Date of Delivery

Mention the date on which the account opening kit was delivered.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed.
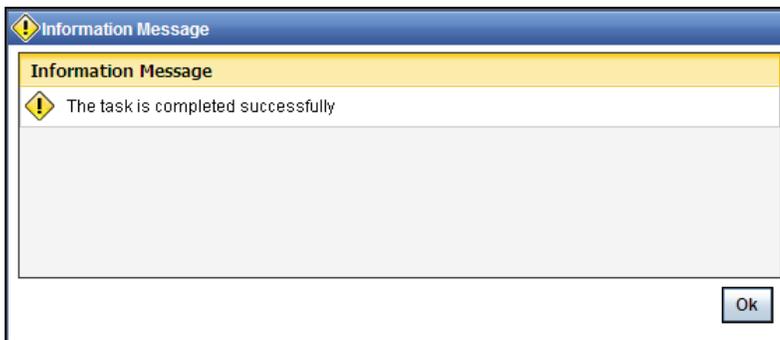
Click the 'OK' button in this screen. You will be taken back to the 'Delivery Customer Kit' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e storing documents.

Step 17. Store Documents

You can store the current account opening form and other supporting documents are stored in a safe and accessible location. This storage information can be recorded using 'Store Documents' screen. You can capture the storage details in this stage.

Users belonging to the role 'RBOEROLE' (Retail Branch Operations Executive) will be able to perform this task.

Click 'Acquire' button adjoining the 'Store Documents' task to acquire it. The following screen will be displayed.

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen.

In this screen the following information can be stored:

Workflow Reference #

The workflow reference number is displayed.

Priority

Select the priority for maintaining the documents.

Customer Information

The following customer information is displayed:

- Customer Name
- Customer Number

Account Details

The account number of the customer is displayed.

Storage Details

Capture the following storage details in this section:

Date Of Storage

Capture the date of storing the documents.

Time Of Storage

Specify the time of storing the documents of the current account.

Place Of Storage

Mention the place where the document is stored.

Storage Ref. Number

Specify the storage reference number.

Select the action 'Document Stored' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The following screen will be displayed:
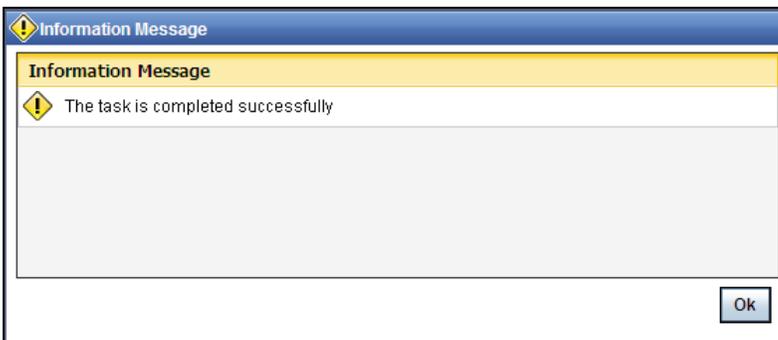
Click 'Ok' button. You will be taken back to the 'Store Documents' screen. Click 'Documents' button to view the documents stored. The following screen is displayed:
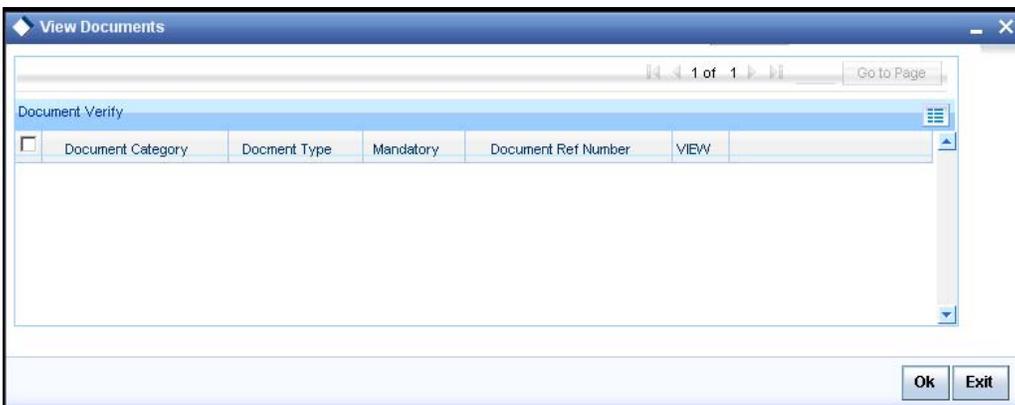
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Savings Account Creation
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