**Problem Statement**

The product is built for agents of a bank to manager loans on which customer is not making payments. The scenarios are to be framed and the questionnaires to be asked for settlement of the Loan.

**Question 1: The questionaires to be asked to the customer to get more details about the requirements.**

**Answer:**

|  |  |  |
| --- | --- | --- |
| **Sl.No** | **Questionnaires** | **Yes/No** |
| 1 | Notice / Push Notifications received/ Customer is aware |  |
| 2 | Customer is alive |  |
| 3 | Currently employed |  |
| 4 | Has undergone medical issues/surgeries/ accident |  |
| 5 | Alternate sources of income available |  |
| 6 | Informed the employer regarding non-repayment of dues |  |
| 7 | Collateralized/ Hypothecated/Pledged Property available |  |
| 8 | Loan on Property/ Vehicle/ Ornaments has been obtained from other Bank /FI |  |
| 9 | Dependents in the family. |  |
| 10 | Alternate Sources of contact available |  |
| 11 | The references of the applicant has been made aware of |  |
| 12 | Guarantors of the Loan available/ made contact with |  |
| 13 | Customer contacted Bank for Settlement |  |
| 14 | Customer going to approach Court |  |
| 15a. | Customer willing to pay within 6 months |  |
| 15b. | More than 6 months |  |
| 16 | Customer has employed/self-employed members in family |  |

**Question 2: Five detailed user stories with acceptance criteria in Given/When/Then {Gherkin} format**

**Answer:**

The Loan is passed on to the Agent for recovery when the Loan has not been repaid for a period of >=12 months. The asset (Loan) of the Bank is declared as Loss Asset. The remuneration/Commission is paid as follows:

* **Scenario 1**: The age of the NPA (Non-Performing Asset) is >1year and <=2years
* **Given:** No compromise with the customer has been achieved/involved by the Bank.
* **When:** The recovery of amount is made by the agent in 6 months
* **Then:** Commission payable would be flat 4% of the amount recovered and 1% incentive flat on the outstanding amount.
* **Scenario 2:** The age of the NPA is >2years and <4years
* **Given:** Compromise is involved/ achieved by the Bank**.**
* **When:** The recovery is made in 1 year and 75% of the amount is recovered.
* **Then:** Commission is payable @5% of amount subjected to maximum ceiling of 5lakhs**.**
* **Scenario 3:** The age of NPA is >4 years and <5 years.
* **Given:** Settlement made through sale of assets**.**
* **When:** The amount of NPA <1 crore and 15% of the amount recovered**.**
* **Then:** Commission is payable 3% subjected to a maximum of 3lakhs.
* **Scenario 4:** The NPA is >5 years and <7years.
* **Given:** Settlement made without sale of Asset.
* **When:** The recovery made is 10% of the outstanding amount recovered and amount >1 crore
* **Then:** Commission payable @ 2.5% of the amount recovered.
* **Scenario 5**: The age of NPA is>7years.
* **Given:** Settlement is made with/without sale of Asset
* **When:** The amount is recovered in full.
* **Then:** Commission payable is 1% of the outstanding amount.

**Question 3: Creation of a High-level wireframe!**

The prototype of the Mobile Application for the agent has been explained in the PDF.

The working of the Application is explained and the details are provided in the link for navigation through the app.

The tool used for making the prototype is Figma.

**https://www.figma.com/file/B1248YqGvUmCXzLxrp4UVx/Incubyte-Collectionz?node-id=0%3A1**