Solution Note for BBG Outreach Email and Response

1. Below changes are implemented only for BBG (All risk Profile).
2. At Maker and RM_Vendor Worksteps a New Grid 'Outreach Email' will be introduced:

Fi eld	Value	Editable/Non-Editable	Mandatory
Sr. No (Major Version for all New Outreach, Minor Version for reminder emails within)	Auto Increment Number (Major Version for Each Outreach, Minor Version of each reminder)	Non-Editable	NA
To	Default Value of all emails (Entity and all related parties in comma separated)	Non-Editable	Mandatory
Subject	Default Value	Non-Editable	NA
Body	Manual Entry within Default Value (mail templates will be configurable maintained in master basis parameter)	Editable	Mandatory
Send Datetime	Auto Set as per date time mail is sent	Non-Editable	NA
Response Datetime	Auto Set as per date time mail is sent	Non-Editable	NA

3. 'Document for Outreach' section will be removed from the Form for BBG WIs at Maker and RM_Vendor WS.
4. One New Decision 'Customer Notification' to be created at Maker and RM Vendor WS (Only Visible for BBG), this decision will be available at Maker and RM_Vendor Queue

5. If User takes ‘Customer Outreach’ or ‘Customer Notification’ Outreach email (Along with KYC form) will be automatically sent to the addresses in ‘To’ field and WI will move to a New Workstep called ‘Email Hold’.
    a. A New Doc type ‘KYC Form_Manual’ will be created in KYC Staging Process. If User has created any KYC form manually, he will attach it in this Doc Type
    b. Latest version of KYC Forms of the Entity and all related party along with ‘KYC Form_Manual’ (If Available) will be attached along with the email.
6. RM Email ID (Email(s) which are available and received from BO) will always be defaulted in CC in all emails along with a fixed mail box (mailbox address to be shared)
7. ‘Email Hold’ WS will be User WS (the only decision available at this WS will be ‘Send to Maker 2’ and Only Action available will to Attach Documents).
8. Once a response is received by email from Customer (the first email received from any email with the same subject will be considered as the response, Out of Office mails will not be considered as response), the Email and all attachments will get attached to the WI under ‘Previous Docs’ doc type and WI will move to Maker2.
    a. In Case ‘Customer Notification’ decision was selected, System will not wait for Customer Response at Email Hold WS, it will automatically expire after 72 hours (Configurable) and WI will move to Maker2.
9. Till the time mail response is Not received by the Customer, auto email reminders will be sent with the same To and Body as send in the outreach email. (*reminder mail frequency will be 15,30 45 days, Configurable*). Reminder email will have the KYC Form as sent with Outreach email. Subject of the Reminder email will be appended with the count of Reminder like Reminder 1, Reminder 2 and so forth.
10. SMS will also be sent along with the emails for the first three emails sent (these three emails can include Outreach emails, reminder email or Re-outreach email)
11. User at Maker 2 WS can do following:
    a. Download the documents and reattach to correct Doc type within the entity WI and related party WIs
    b. If the user is OK with the response, user can send the WI for Further Processing
    c. If the user is not OK with the response, user can send the WI back to RM_Vendor (for RM_Vendor to re-outreach)
12. The user at RM_Vendor can make another Entry in the ‘Outreach Email’ grid with New Mail Body, Again the same cycle will repeat.
13. Validations:
    a. If KYC form not available for Entity WI or for any of related party, system will prompt user to generate it first.

b. If Email changed by the Maker then he will not be able to take 'Customer Outreach' or 'Customer Notification Decision, he will only be able to send WI to RM_Vendor. (Content Entered in Email Grid by Maker will be visible to RM_Vendor, email will only go from this WS)

c. When RM_Vendor opens the WI for which email has been changed, he will get a prompt that 'email has been changed for this WI and/or its related parties, please check the email before submitting the WorkItem'

14. BAM Report:

    a. A BAM report to record every changes in email of the Entity and related parted party will be created, it will have filter on date of WI creation

WI	CCIF/RCIF	Old email ID	New Email ID	Modified By	Timestamp

15. New report as per Below Columns required: (this report will be created by BO, All the fields available and or Calculated by Newgen will be available within Newgen DB)

    d. The Not Available are the field which hare not available in DB and cannot be provided in the table

Workitem		
CIF		
All the RCIF		
Shareholders		
First outreach Date		
Last outreach date		**Calculated by iBPS**
Number of reminders after first outreach		**Calculated by iBPS**
Response received		**Calculated by iBPS**
Response attached to the WI		**Not Available**
Current Queue		
Risk Score		
Company		

Ageing since last action		**Not Available**
Ageing since WI creation		
Balance	**EOD**	**Not Available**
	Last 6 months average	**Not Available**
Products	**Active Asset product List**	**Not Available**
	Active Retails Products	**Not Available**
CIF Open date		**Not Available**
TL expiry date		
KYC expiry date – (This is reKYC date)		**Not Available**
CIF status		
Active Products for corporate and retail	**CCIF**	**Not Available**
	RCIF	**Not Available**
FCY Blocked (at CCIF level)		**Not Available**
FATCA - US/Indicia		**Not Available**
Active SAS		**Not Available**
PEP Status		