



Case Study-Channel Banking

Clients

Nurture has strong expertise in channel banking functions. One of the banks, we supported in all aspects of channel banking is one of the Largest Bank in Africa Region

1) Pesa Payment

This functionality allows the users to do fund transfer to other bank accounts in real time. This is achieved by posting the transaction to IPLKBA switch. In this requirement, we are using the existing bank middle ware to connect to the switch. The transaction details are sent to this middle ware and connecting to the switch and posting the transaction in core and sending the transaction to the switch will all be done by this middle. This will not be done via e-banking.

2) Transfer using account number

In this option, the user must enter the credit account details from the other bank to which the fund needs to be transferred. On submitting the transaction, the existing middle ware service needs to be called to send the transaction details. The middleware will post the transaction to core and on success, the transaction details will be sent to the switch to credit to the destination account. The reversal scenarios will be handled by the middleware and will not be done from e-banking. E-banking will only send the transaction details to the middleware using their existing service.

3) Transfer using mobile number

Each mobile number in system will be linked to minimum an account number. There can be multiple accounts linked to same mobile number. Thus, the user can enter the mobile number to which the fund transfer needs to be done, instead of entering the account number itself. When the user chooses this option, on submitting the transaction the accounts linked to this mobile number needs to be fetched first before sending the transaction details. Fetching of the accounts details which is linked to the entered mobile number will be done by invoking the existing middle ware service. After fetching the account numbers details, the same will be shown to customer as a drop down. Customer will select the required number from the drop down and submit the transaction. The same needs to be passed to the middle ware system along with the transaction details. We have to pass mobile number in the account number field here together with the account holder name and bank code. The middle ware will post the transaction to core and on success, the transaction details will be sent to the switch to credit to the destination account. The reversal scenarios will be handled by the middle ware and will not be done from e-banking. E-banking will only send the transaction details to the middleware using their existing service. Charges will be taken care by middleware.



4) Eazzy Loan

The function of these process is to enable a self-service platform where customers will initiate the loan request, in this User can choose any one of the product type Eazzy loan and Eazzy plus loan. In Eazzy loan customer can initiate the loan request that should be repaid within the period of one month duration, but in the latter case user can select the duration fetched from the third-party service. Loan Limit will be fetched from the third party based on the loan limit user can enter the loan amount. Once user submit the request immediately loan amount will be transfer to the customer's account which will be taken care by middleware.

5) Self Service Loan

The functionality of this process is to enable a self-service platform where customers will initiate the loan request, attach relevant documentations, and then wait for the bank staff to work on the application before they can get a response.

Overview of the main components involved.

The whole process involves three main processes or steps.

1. Origination and KYC

Here we get the customers information will include customer personal information, loan details, employer details, next of kin and referee details, required documentations.

2. Decision by head office credit committee.

The application submitted by the customer will be received by the head office credit committee team who will review the application, confirm the validity of the documents attached, make call backs to the employer and the referees, and finally make a decision on whether to approve or decline the loan request

6) Disbursement

Once the loan request has been approved it's then received for onward disbursement less the amount for buying and paying off other customer loans as per the customer's instructions captured during origination.

Once the request is submitted for Loan System, customer can know the status in submitted queue.

7) Paypal

Using this functionality customer will be available to view his Bank Portal - Pay Pal account registration details in ebanking. He will be able to see the outstanding balance in PayPal account and he would be allowed to withdraw funds from Pay Pal account to the Bank's linked account.

The Bank account linked to Pay Pal and Email id will be displayed in the listing table. These details are fetched from the PayPal portal directly by passing National Id of customer. If customer hasn't registered in the portal, then



appropriate message would be displayed. Validation will be done to check if the linked account is available in the ebanking account list. A link will be provided to withdraw amount if balance is not zero in the listing table for each row. When user clicks on "Withdraw" a new screen with text field to enter the amount to be withdrawn would be displayed. Amount entered by the user should be less than his available balance.

Once user enters valid transaction password / OTP and confirm, ebanking will send another request to PayPal and PayPal will do the transfer.

8) Pesa Link and Delink

The customer can view the accounts linked to any mobile number. The Customer will key in the mobile number to fetch the accounts details linked to it. The accounts list must be displayed to user having Account Number, Customer Name and Bank Name fetched from middleware. The customer is provided to delink the accounts linked, where user can delete the records. The accounts can be registered to the new mobile number, which will have redirected to register in the middleware.

9) View Cheque Image

The functionality is provided to user to view the inward and outward cheque image uploaded. When user performs "View Clearing Instruments ", "View or stop issued cheques " and "View stopped cheques", the respective image of cheques must be displayed to user.

10) Custodial(Stocks)

Custodial(Stocks/Brokerage) menu is included in E-banking that allow the Bank's Client (corporate and/or individual) that is preserved in the Custody system (End-User), to view the portfolios in which they participate (either as the sole investor or as joint beneficiary), portfolio valuation, settlement instructions etc. quickly and easily from their personal equipment (computer).

E-banking application helps the customer to create new custodial account in the Custody system. Among other things, Custody Portal allows the customer to Buy Stocks, Sell Stocks and displays marquee that will flash Real-time price quotes with automated update cycles accessible via an intuitive custom-built "Market Viewer". This module is designed and developed in 30MD. Java and json technology is used to develop this module.

Functionality

- The customer will be provided with an option to view CDS account details, view portfolio summary, check share price, sell and buy shares.
- An offline service request will be provided to customer to open a CDS account where he can download the application form, fill in and upload it, if he doesn't have a CDS account already.
- The ebanking system will be communicating to Bank application.



- The details of whether the customer has a CDS account or not, CDS account details, (if it exists) and the portfolio details are all provided from third party web services.
- There is also an option provided to view the recent share value of the different shares available.
- The user can check the share prices and buy the required shares by providing details of the share, required quantity, and can also negotiate on the price. He can add the different shares to a cart and buy them later as required.
- He can also sell the shares by providing the share name and the quantity.
- The payment can be made directly from the customer's account for the shares.