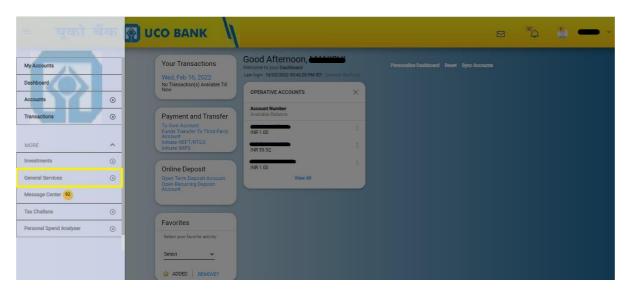
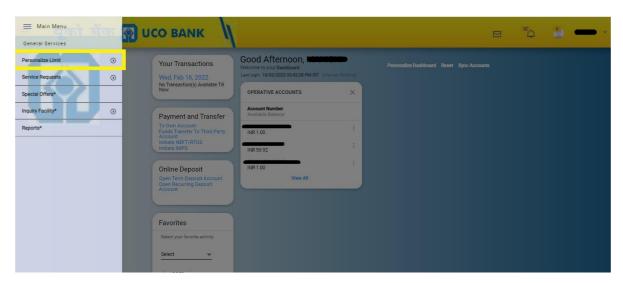
FEBA Service Requests

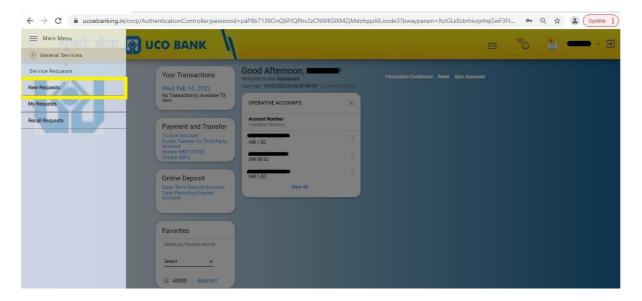
Service Request: Service request functionalities are available in General Services tab under More Options in the Hamburger menu (side menu) for Retail & corporate internet banking users in FEBA.



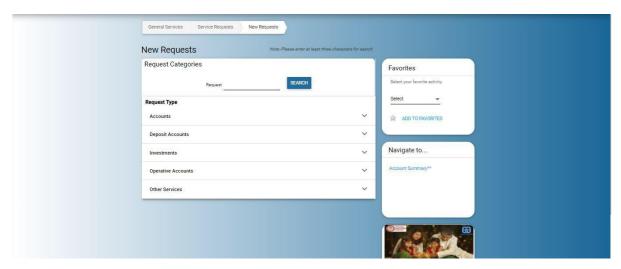
On click of More button->General Service's request, Service Requests tab will open in the next screen.



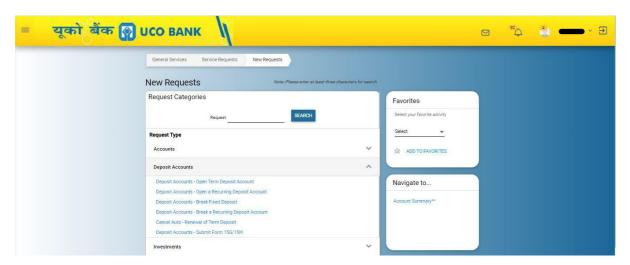
On click of service requests, new requests will open in the next screen.



Different category of Service Requests will appear in the next landing page on click of New Request, user has to select the service request type according to the choice or requirement.



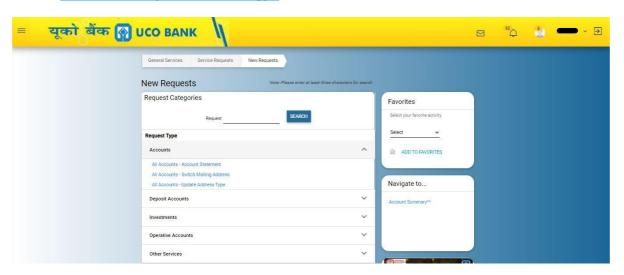
All the service request type like **Accounts**, **Deposit Accounts**, **Investments**, **Operative accounts** and **Other services** are available in the expandable and collapsible format.



Following Functionalities available in service type request

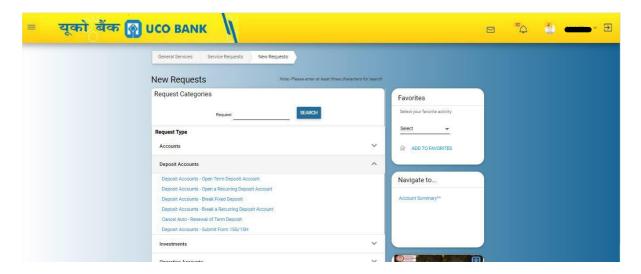
Accounts:

- 1. All Accounts- Account Statement
- 2. All Accounts- Switch Mailing Address
- 3. All Accounts- Update Address Type



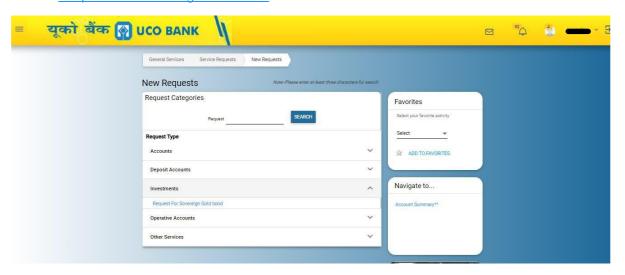
Deposit Accounts:

- 1. Cancel Auto Renewal of Term Deposit
- 2. Deposit Accounts Break a Recurring Deposit Account
- 3. Deposit Accounts Break Fixed Deposit
- 4. Deposit Accounts Open a Recurring Deposit Account
- 5. Deposit Accounts Open Term Deposit Account
- 6 Deposit Accounts Submit Form 15G/15H



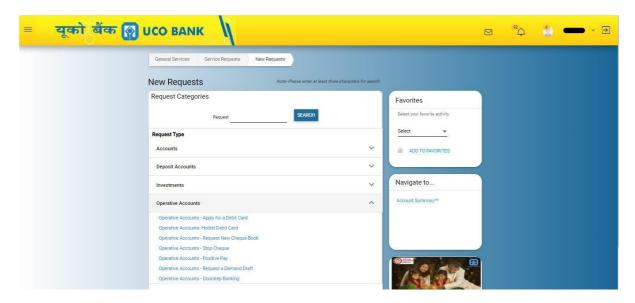
Investment:

1. Request For Sovereign Gold bond



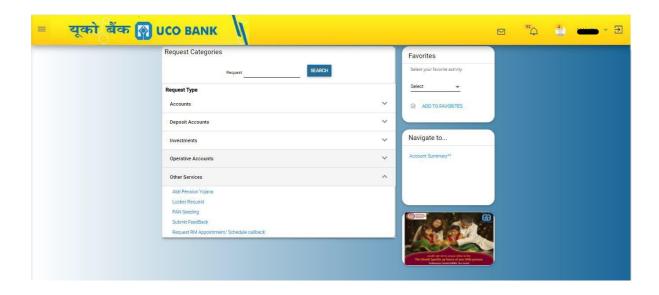
Operative Accounts:

- 1. Operative Accounts Apply for a Debit Card
- 2. Operative Accounts Doorstep Banking
- 3. Operative Accounts Request a Demand Draft
- 4. Operative Accounts Request New Cheque Book
- 5. Operative Accounts Stop Cheque
- 6. Operative Accounts- Hotlist Debit Card
- 7 Operative Accounts Positive Pay



Other Services:

- 1. Locker Request
- 2. PAN Seeding
- 3. Atal Pension Yojana
- 4. Submit FeedBack
- 5. Request RM Appointment/ Schedule callback

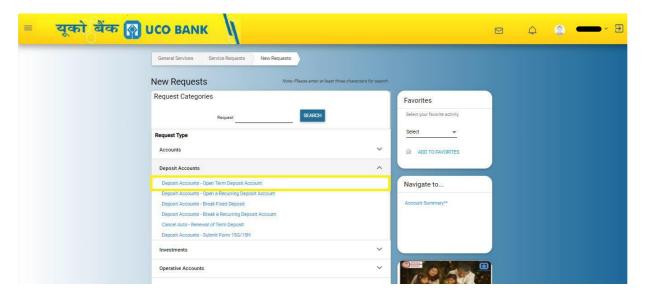


Steps for the frequently used Service Requests

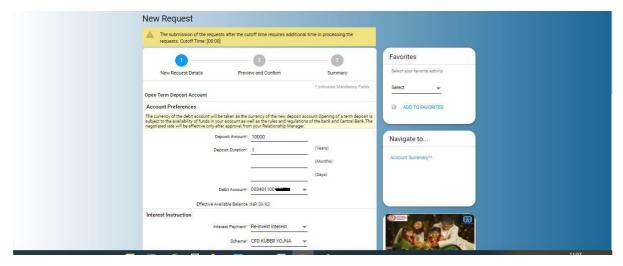
Deposit Accounts

1. Deposit Accounts - Open Term Deposit Account

First click on open term deposit accounts under deposit accounts

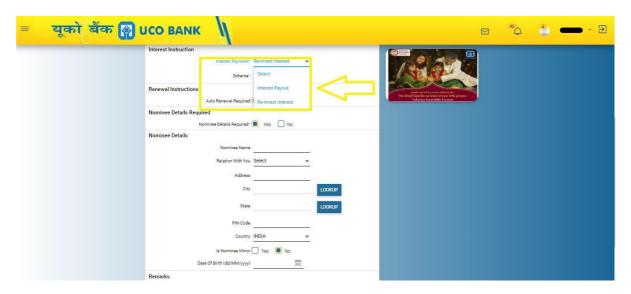


Account Preferences: User has to enter deposit amount, deposit duration (period) and debit account number from the drop-down list.

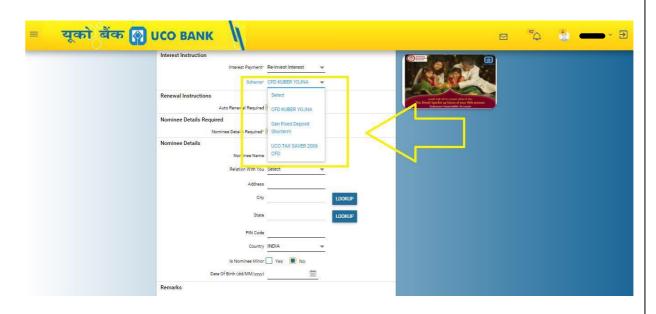


Interest Instruction: Two options are available in the Interest instruction "Interest Payout" and "Re-Invest Interest".

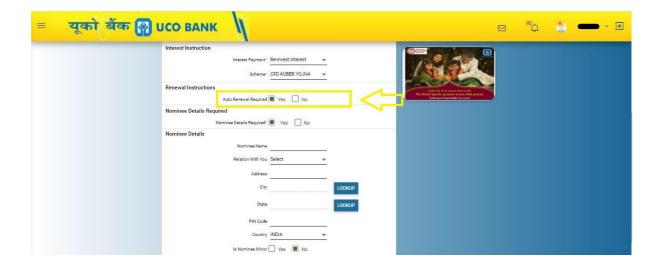
- Interest Payout: when users desire to get interest of his fixed deposit account monthly, quarterly or year basis then he or she has to select Interest Payout. Here this is to remember that Maturity amount will be the same as principal amount.
- 2. Re-invest Interest: when users desire to get interest on maturity then user has to select Re-invest interest.



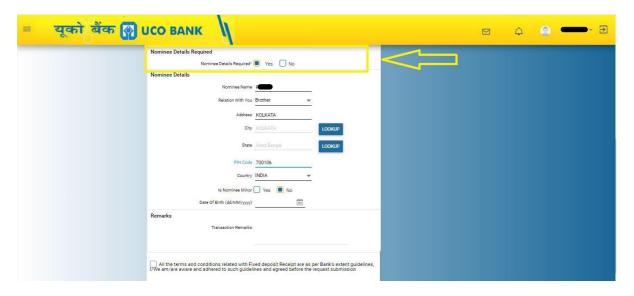
3. Scheme: users have to select the desire scheme available in the drop-down.



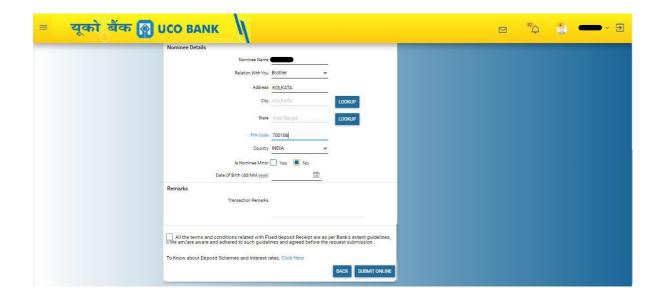
Renewal Instructions: user has to select to YES or NO in the radio buttons in auto renewal required.



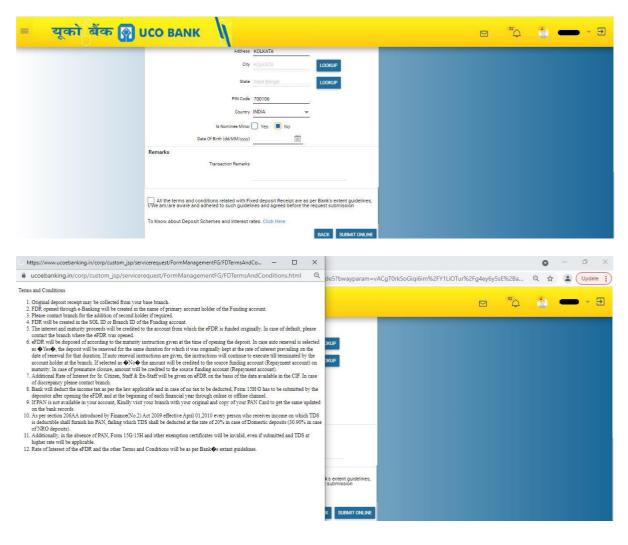
Nominee Details Required: If customer wants nomination then he has to fill the nominee details.



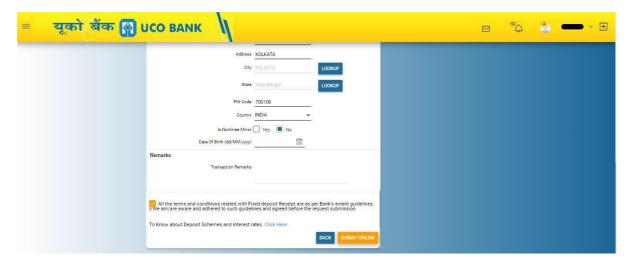
Nominee Details: user has to enter all the necessary details for the nominee, if the nominee is minor then must enter the details of guardian.



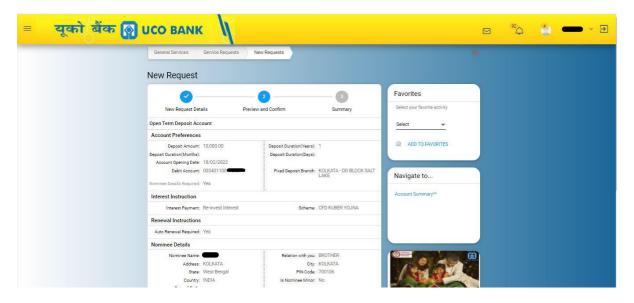
Terms and Conditions: User has to accept the terms and conditions by click on check box, once select the check box Details of Terms and conditions will appear for the opening of account and user has to finally click on Ok button



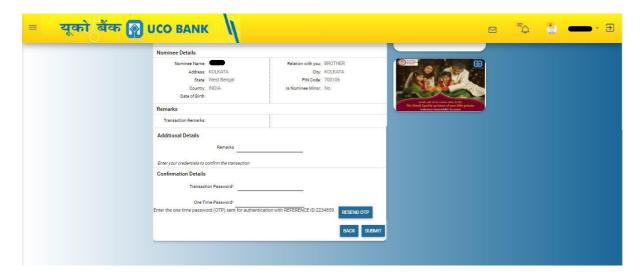
After filing the necessary and required information user has to click on "SUBMIT ONLINE" button tab which will further nevigate to the preview confirmation page after all the validation.



Preview Confirmation page: Once click on submit online, details entered by the user will appear in this screen, here user has option to re-check whether details entered are correct or not, if anything wrong then user has option to click back button for any modification

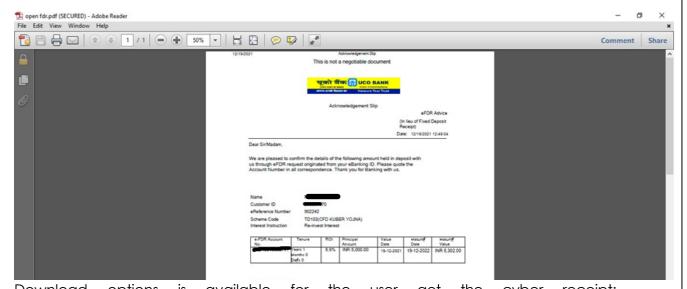


Transaction Password and OTP: user has to enter the transaction password and OTP shared to registered mobile number and then click on submit button.



Summary Page: In this page details of FDR opened successfully shows like account number, name, principal amount, maturity amount and maturity date.



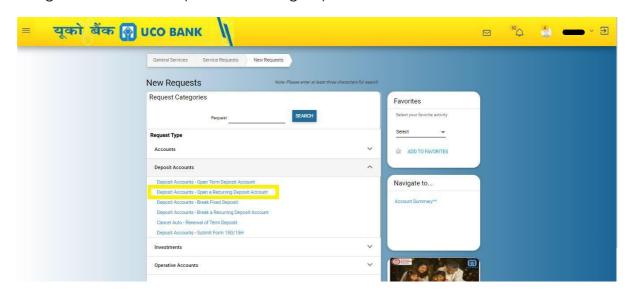


Download options is available for the user get the cyber receipt:

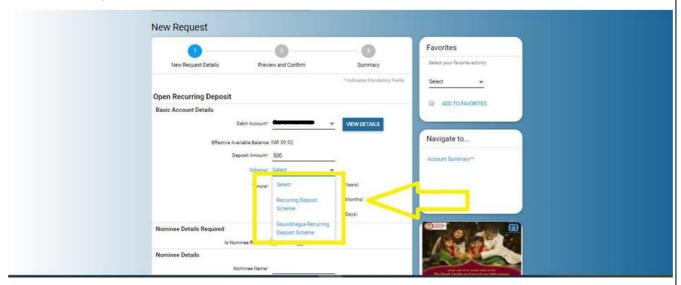
Same process is followed to open RD and RDUSS account.

2. Deposit Accounts - Open a Recurring Deposit Account

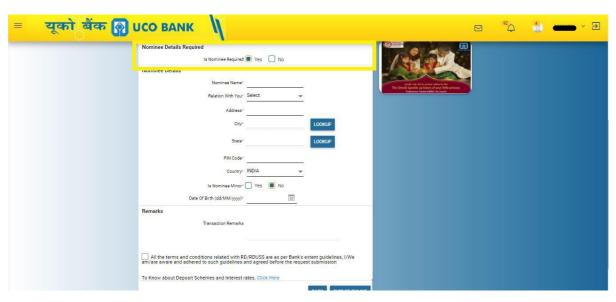
Using this link user can open a Recurring deposit account and RDUSS account.



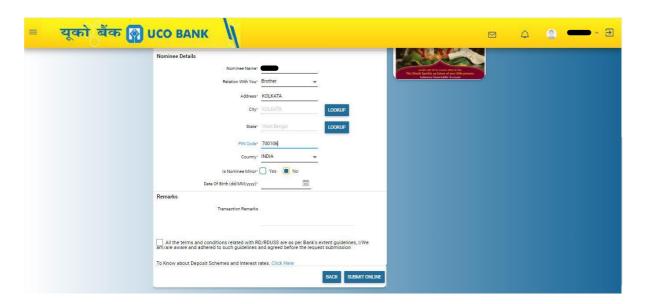
Basic account details: Here user has to select the debit account number from the drop-down, deposit amount and scheme (RD or RDUSS) and tenure as per their choice or requirement.



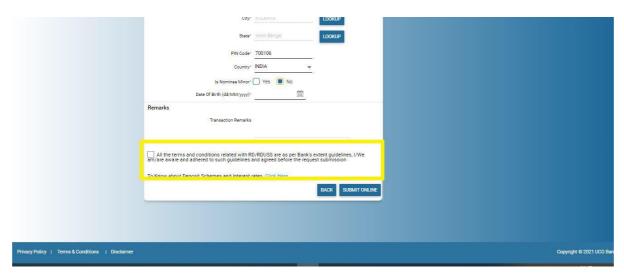
Nominee Details required: user can nominate the nominee during the opening of RD/RDUSS account opening.



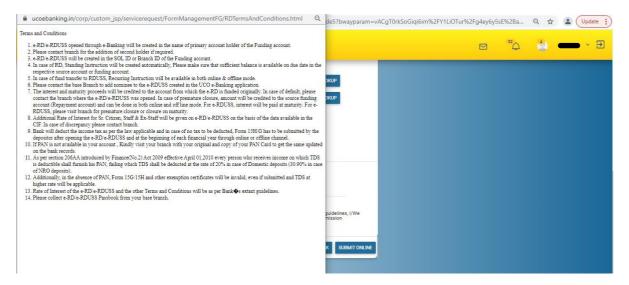
Nominee Details: user has to fill the details of nominee and if the nominee is minor then guardian details also has to be entered.



Terms and Conditions: user has to accept the terms and condition for opening of RD/RDUSS account before final submission



One pop-up will populate once click of check box where terms and conditions will shows to the users for opening of RD/RDUSS account. User has to only click on **OK** button in pop-up page. Then further click on submit online button page.

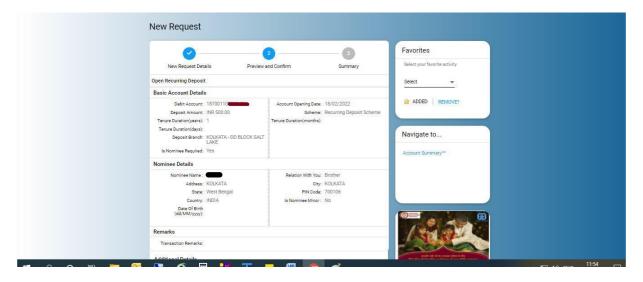


NOTE:

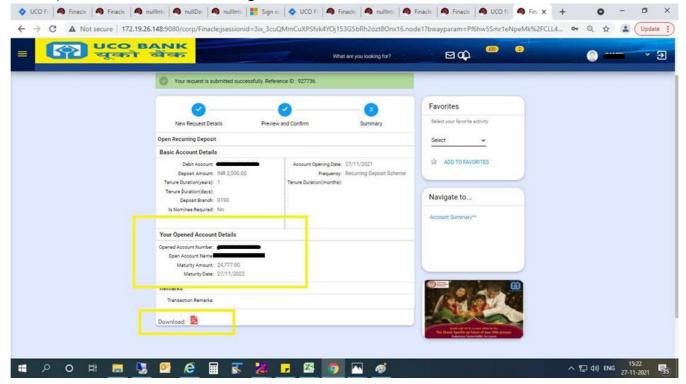
"when RD will be opened successfully then Standing Instruction automatically created in the ACCOUNT and no need to manual transfer of monthly installment amount by the user. User has to maintained sufficient balance after opening of RD account on due date."

"However in case of RDUSS no such standing instruction created, user has to manually transfer the amount in RDUSS account after opening of RDUSS."

Preview Confirmation Page: In the previous confirmation page, all the details will show to the users.

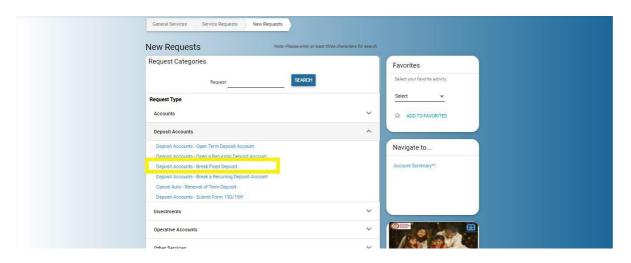


Confirmation Details: user has to enter the transaction password and OTP for the opening of RD/RDUSS after that summary will come in which details of RD/RDUSS will show to the users. Download button is used to download the cyber receipt. Cyber receipt will also mailed to the registered email id of the users.



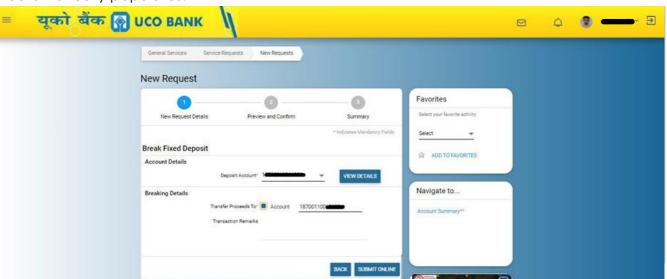
3. Deposit Accounts - Break Fixed Deposit

User can close or break FDR prematurely (before maturity) which is created online. Offline FDR created through branch is not allowed to close FDR through FEBA.



Account Summary**

Breaking Details: user has to only click the check box as repayment account automatically populates.

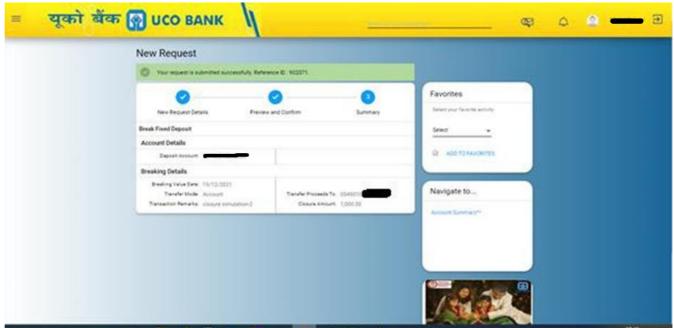


Preview and Confirmation page: on click of submit online, preview and confirmation page comes, where details will show to the user



After putting the transaction password and OTP and clicking on submit button, summary page will come

Summary: Breaking details will show to the users and proceeding will be credited to the repayment account instantly, customer can check the statement of his repayment account.



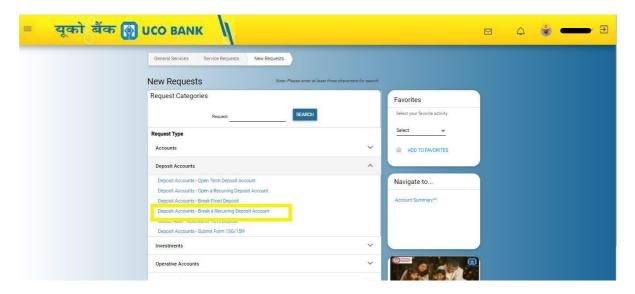
NOTE: FD and RD will be closed instantly and immediately reflected in the repayment account, however in case of premature closure or break RDUSS account, request is submitted to branch and branch has to close the RDUSS as they are doing in the earlier version.

Process of closure break RD is as similar as shared above

4. Deposit Accounts - Break a Recurring Deposit Account

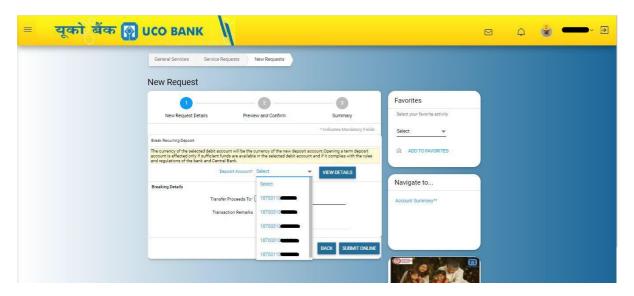
Screen:-1

For closure of Recurring Deposit or RDUSS, click the link Deposit-Accounts- Break a Recurring Deposit Account under service request menu.



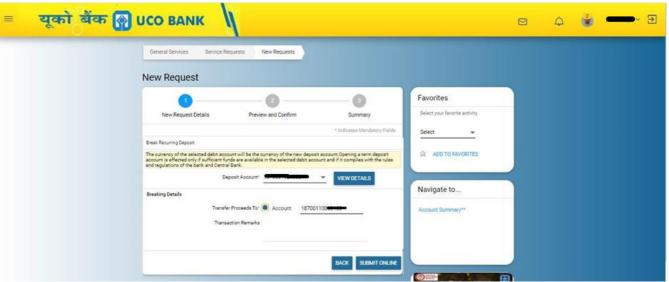
Screen:-2

Select the Recurring Deposit or RDUSS account from the drop-down list of Deposit account list.



Screen: 3

After selection of RD/RDUSS account from the list, repayment account automatically comes in the **Transfer Proceed To** field for the credit of premature closure amount.



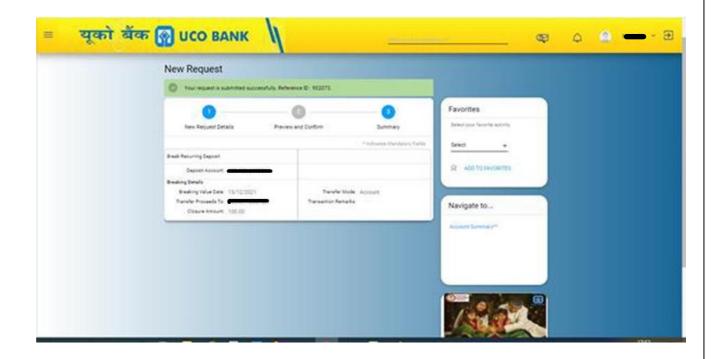
Screen: 4

After click on **submit online** button, preview and confirmation page will show to the users to verify the details that user has entered in the new request details page



Screen: -5

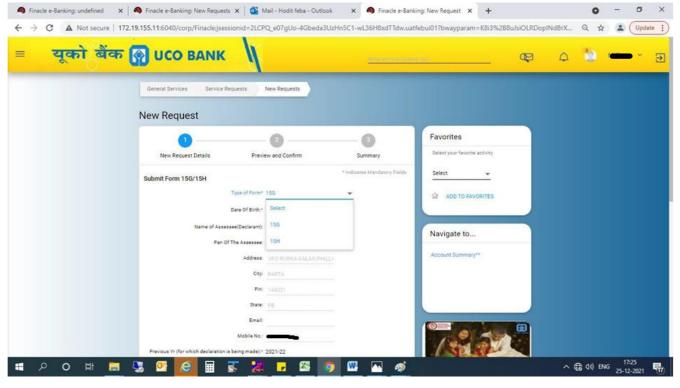
After putting the Transaction password and OTP in the confirmation details then summary details page comes.

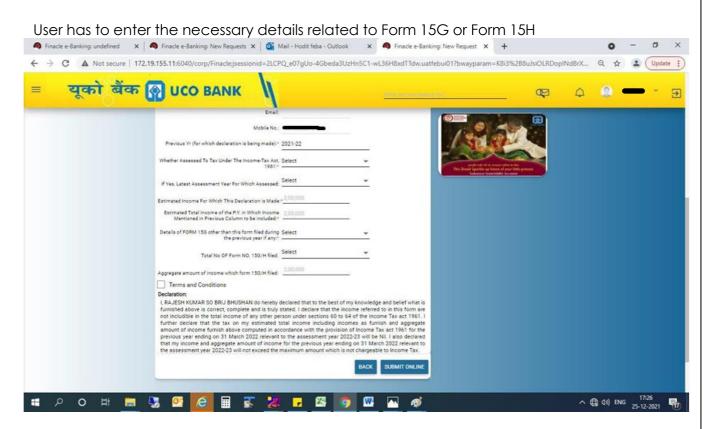


NOTE

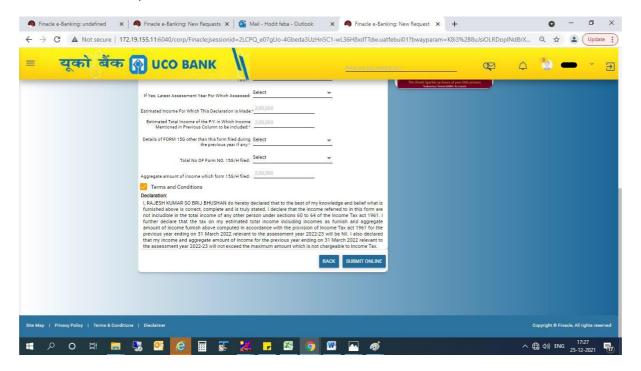
- Break Recurring Deposit (TD-108) is a real time closure in the repayment account.
- Break RDUSS is an offline request and such request will be submitted to the linked branch for the further closure.
- 5. Deposit Accounts Submit Form 15G/15H

In the first page user has to select the form 15G Or 15H in the type of form from the drop down.

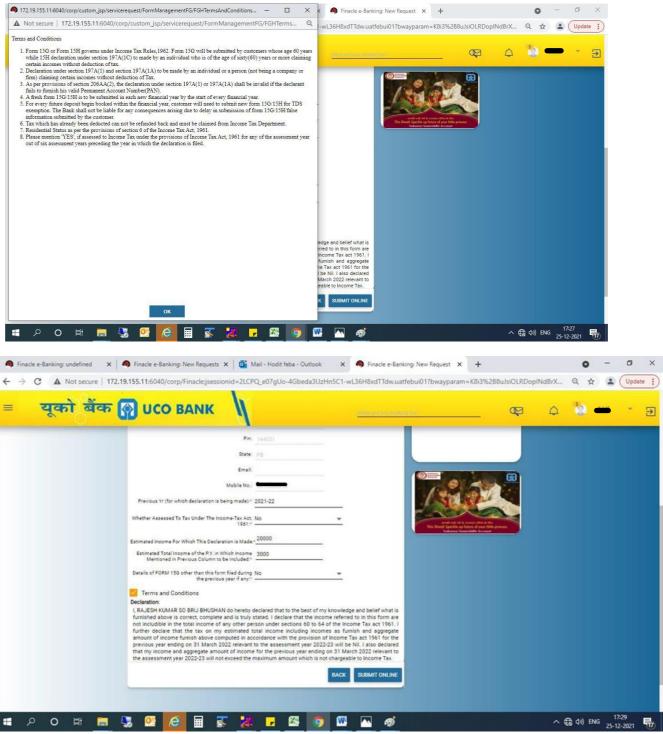




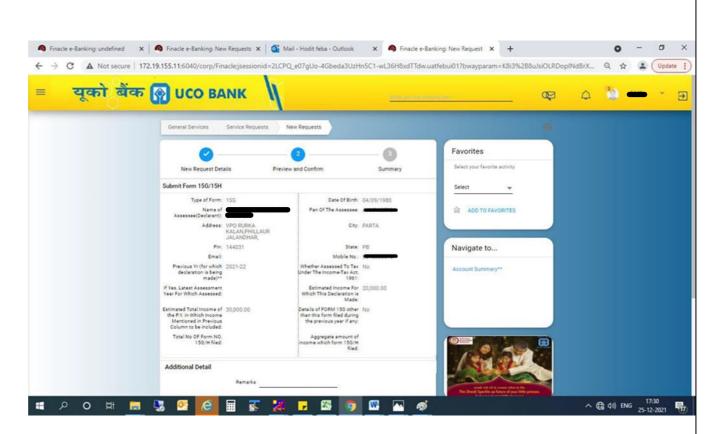
User has to accept the terms and conditions



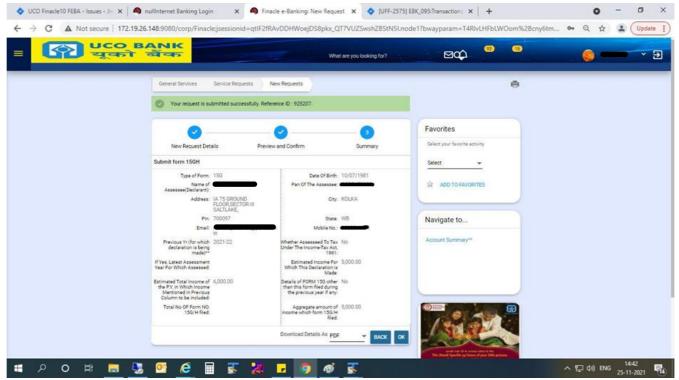
A pop up window will come up to accept the terms and condition, user has to click on ok button



On click of **submit online** button, preview confirm page will come



After putting the transaction password OTP and click of submit button, summary page will come.



User has an option to download the pdf file submitted through FEBA.