ORACLE

Oracle Banking Originations Cloud Service

Oracle Banking Originations Cloud Service is a comprehensive retail banking SaaS engagement solution that helps banks quickly rollout streamlined and frictionless onboarding and originations for customers, accounts, deposits, and loans.

INTRODUCTION

The onboarding and origination process which is the beginning of a customer's journey with a bank, or a banking product is critical to building a lasting relationship.

Today, instant gratification is redefining banking with customers expecting accounts to be opened in an instant, loans to be processed in minutes and cash disbursed in a matter of hours. Quick onboarding of customers, rapid originations of accounts and loans that help address the needs of customers on demand in a seamless and engaging experience is critical to a bank's success.

The latest onboarding and originations capabilities can help banks quickly roll out rapid onboarding and originations experiences that are:

- Simple and intuitive to navigate
- Contextual and seamless across different channels
- Personalized with tailored advice and guidance
- Transparent with real time updates on the process
- Efficient and completed on time

Interaction between customers and bankers remains a valued component of the onboarding and origination process as customers seek advice on becoming a customer of the bank or on specific banking products like accounts or loans. A modern SaaS based solution with the latest capabilities can help banks quickly reimagine the assisted experience and power rapid

originations by empowering bankers with insights, tools and streamlined processes.

ORACLE BANKING ORIGINATION CLOUD SERVICE

Oracle Banking Originations Cloud Service is a SaaS solution that enables a bank to rapidly transform onboarding and originations. The cloud service enables a bank to:

- Quickly launch instant and rapid originations
  - Deliver instant accounts and rapid loans for retail and SMB customers
  - Easily configure and roll out full-fledged digital onboarding and originations experiences
  - Quickly scale originations across retail asset and liability business lines and efficiently drive higher deposit and credit volumes
- Tailor products to customer needs
  - Roll out tailored offers, multiproduct bundles
  - Access the latest in automated credit decisioning, pricing models
  - Take advantage of persona driven UX and 360° dashboards that help bankers enhance engagement
- Easily curate end-to-end digital origination experiences
  - Integrate originations quickly with existing solutions like channels and the core to power a seamless omni-channel originations experience
  - Quickly bolt-on solutions like digital channels, API with minimal disruption
  - Rapidly integrate with KYC, Credit Bureaus etc.

The service empowers bankers with enhanced capabilities and insights to place the individual and small medium business (SMB) customer at the center of the onboarding experience. The service helps drive streamlined and frictionless onboarding and originations for retail customers, accounts, deposits, and loans. Built on a micro-services architecture, the service supports an integrated origination process across assisted and self-service channels. Oracle Banking Originations Cloud Service offers several enhanced capabilities such as:

- Product catalogues
- Flexible originations
- Improved data capture & flows
- SLAs and transparency
- Automated credit decisioning & pricing
- Enhanced customer views
- Intuitive UI
- Better workflow & task management
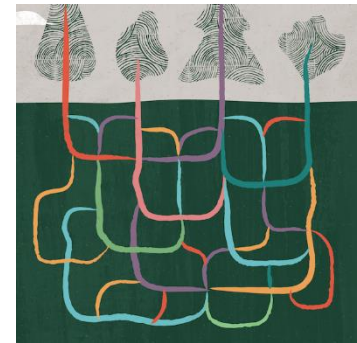
Key Features

- *Immediate provisioning*
- *Highly configurable*
- *Future proof continuous upgrades*
- *Rapid integration with other solutions, services*
- *Dynamic product catalogues*
- *Flexible originations with shopping cart experience*
- *Streamlined and optimized data capture and flows*
- *SLAs and tracking of originations*
- *Automated credit decisioning and risk based pricing*
- *Enhanced customer 360-degree views*
- *Intuitive UI*
- *Flexible workflows and dynamic task management*

Dynamic Product Catalogs: The service offers dynamic product catalogues that are intuitively grouped. Deep dives into underlying product information and informative product comparisons help bankers drive more effective conversations with customers and improve overall engagement. The service offers easy management of product catalogues as well as the content management of underlying products which enable banks to efficiently manage and effectively share information on their product portfolio.

Flexible Originations: Bankers can originate multiple products at the same time for a customer. The service's simplified and flexible workflows and intuitive shopping cart experience help a banker offer customized product bundles to customers efficiently. Customers can now request an In-Principle Approval for Housing Loans and Personal Loans helping them better understand options available to them. Bankers can assess a borrower's credentials and offer indicative In-Principle loan approvals or overdrafts on current accounts to individual or SMB customers.

Customer and Collateral onboarding: The service offers support for extensive party/customer management reducing the time it takes to onboard new or prospective customers while ensuring KYC compliance. The solution also supports collateral onboarding that is tightly integrated with relevant loan origination processes ensuring a seamless experience.

Optimized Data Capture & Flows: The service optimizes information capture that significantly reduces the need to capture the same data repeatedly, ensuring a more streamlined and easy experience for both the banker and the customer. Context based compliance checks can also be done. Data and remarks captured can be viewed throughout the process. Loan documents uploaded during the origination process are available to other solutions. Banks can offer instant account opening and instant processing of current account, savings account, and term deposit origination requests by KYC compliant customers from self-service channels.

SLAs and Transparent Originations: Service Level Agreements for originations can be maintained and authorized. SLA status widgets enabled tracking of pending tasks and SLA status tasks ensuring timely and transparent originations. Communications in terms of clarifications and responses are streamlined and available throughout the application process allowing for better transparency and assessment. Email notifications to customers can be generated and customers can respond through self-service channels. The generation of advices such as Loan Approval Letters, Regret Letters and Intimation letters is streamlined.

Automated Credit Decisioning & Pricing: The service can speed up decision making for bankers with automated rule based credit decisioning that provides recommendations based on qualitative and quantitative scoring capabilities. Facts, rules, scoring features, scoring models, and pricing parameters of the Credit Decision and Pricing service can be configured. Pricing of loans in terms of interest rates and fees can be generated based on an applicant's risk profile, relationship with the bank, and any ongoing promotions. Bankers have the ability to fine tune prices further. Additional recommendations such as Borrowing Capacity (the maximum lendable amount based on rules) can also be leveraged to improve

Key Business Benefits:

- *Rapid time to market and benefit*
- *Curate a quick and seamless onboarding and originations process*
- *Tailor relevant and contextual products and offers for the customer*
- *Real-time application tracking in a transparent manner*
- *Better advice and guidance for customers*
- *Streamlined processes*
- *Automated decisioning and processes for the banker*
- *Deep customer insights*
- *Better cross and up-sell opportunities*

and accelerate credit assessment decisioning. Logical checks also help segregate unqualified product applications.

Customer 360: Comprehensive 360-degree views of a customer coupled with enhanced capabilities such as household relationships and balances equip bankers with the relevant insights and context to provide significantly more personalized engagement to customers.

Intuitive UX: Rich screens, drill down views, easy task/action management, intuitive widgets and navigation help bankers do more easily and efficiently, thereby enabling deeper and personalized customer engagement. The service provides configurable widgets and dashboards to different banker personas. The widgets provide deep drill downs and actionable views to bankers that drive better efficiency and productivity. Checklists, clarification mechanisms, and rapid search and execution streamline task assignment, prioritization, tracking and escalation as well as approval management.

Flexible Workflows & Dynamic Task Management: The solution offers highly configurable workflows based on user friendly building blocks that enable banks to create and optimize onboarding processes with ease. Dynamic task/approval management for individuals and teams enables streamlined onboarding operations. Multiple business product linkages help the building and roll out of workflows for similar products easily. A dedicated Regional Configurator simplifies the configuration of data elements and screens to meet region-specific requirements. Several US market-specific based regional configurations are also offered out of the box.

Oracle Banking Originations Cloud Service helps banks offer a streamlined and frictionless onboarding experience and delivers value to both the customers and the banker/bank.

From a customer's perspective, the service helps a bank offer:

- A quick and seamless onboarding process
- Relevant and contextual products and offers
- Real-time application tracking in a transparent manner
- Better advice and guidance from bankers

The service also empowers the banker with:

- A digital banker experience
- Streamlined processes
- Intelligent automation
- Deep customer insights
- Better cross and up-sell opportunities

Oracle Banking Originations Cloud Service enables the rapid and continuous empowerment of a banker with the right capabilities and insights to deliver a rapid, streamlined and engaging onboarding experience that puts the customer at the center.

Empowered bankers and happy customers combine to set the stage for a lasting relationship between customer and bank, right from the first moment of truth.

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