

REQUEST TITLE: Moratorium opt in via KFH Online

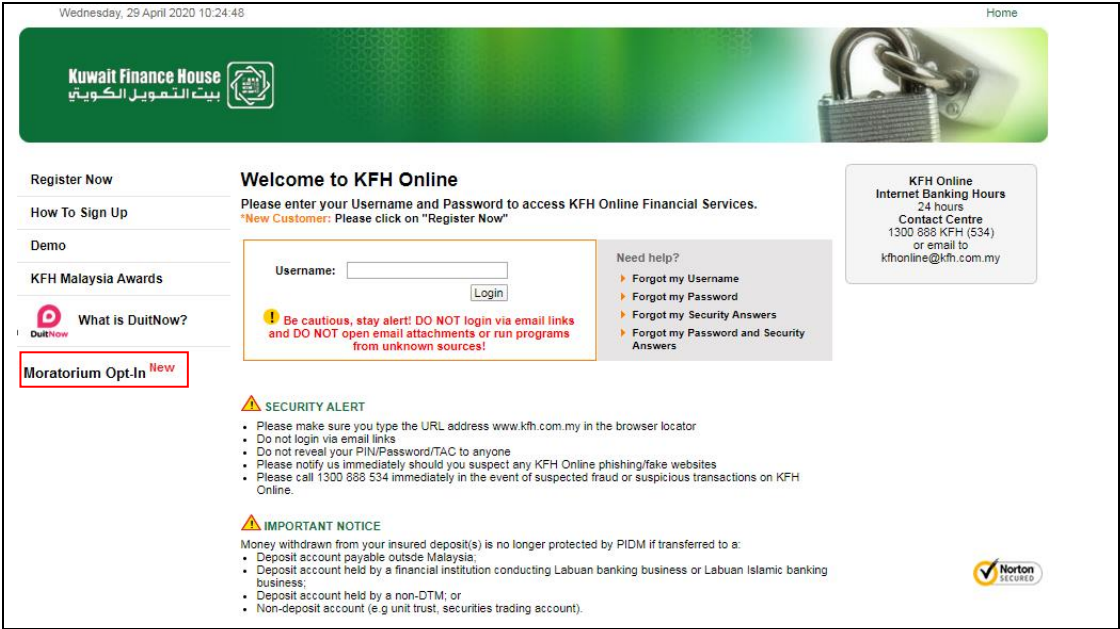
REQUESTOR DETAIL

Requested by Siti Hazreen Ibrahim A'bidah Faqih Haron

Reviewed by Malarvili Muniandy Gary Oh Chee Ming

Department Retail ePayments
Date Request 29 April 2020

BUSINESS REQUIREMENT DESCRIPTION

NO	ITEM	DESCRIPTION
1	Objective of the Project / Enhancement	The objective of this request is for customer to opt in the moratorium via KFH Online.
2	General Overview	<ul style="list-style-type: none"> • These requirements is for customer to opt in the moratorium via KFH Online. • To generate the opt-in request report on T+1 basis. • The report to be made available via CORUS • There is no change on existing KFH Online flow and function.
3	Proposed Process Flow	<p>LOGIN SCREEN</p> <p>1. To include "Moratorium Opt-In" hyperlink as below:-</p>  <p>2. The above hyperlink will route customer to the next screen as below.</p> <p>3. To remove the hyperlink after 6 months or whichever period specified by KFH.</p>

OPT-IN DETAILS SCREEN

1. To display the following screen once the “Moratorium Opt-In” hyperlink is clicked.

The screenshot shows the 'Moratorium Opt In Details' form on the Kuwait Finance House website. The page header includes the date 'Wednesday, 29 April 2020 12:51:54' and a 'Home' link. The Kuwait Finance House logo is visible in the top left. The main content area features a navigation menu on the left with links for 'Register Now', 'How To Sign Up', 'Demo', 'KFH Malaysia Awards', 'What is DuitNow?', and 'Moratorium Opt-In New'. The central form is titled 'Moratorium Opt In Details' and includes a thank you message: 'Thank you for opting in for Maratorium. Please fill up the following form for us to proceed with your request.' The form fields are: Name *, NRIC / ID No *, Financing Type * (dropdown menu with '--Please select--'), Financing Account No *, Number of months * (dropdown menu with '--Please select--'), Contact No *, and Email Address. A note at the bottom of the form states: 'Note (*): All fields with asterisks (*) are required.' Below the form are 'Terms & Conditions', 'Cancel', and 'Confirm' buttons. The footer contains links for 'Client Charter | Privacy & Security | Terms & Conditions Of Access | Disclaimer' and copyright information: 'Copyright © Kuwait Finance House (Malaysia) Berhad 2009-2010. All rights reserved.' A browser compatibility note at the very bottom reads: 'This website is best viewed with Internet Explorer 7.0 or higher, Mozilla Firefox ® 3.0 or higher or equivalent browser software.'

2. To set all the fields as mandatory, except for Email Address
3. To apply existing Email Address format checking
4. To apply existing Terms & Condition format checking
5. The Terms and Condition document will be provided later.
6. Financing Type dropdown list contain:-
 - Personal Financing
 - Hire Purchase
 - Mortgage
7. Number of month dropdown list contain:-
 - 1 month
 - 2 months
 - 3 months
 - 4 months
 - 5 months
 - 6 months
8. “Cancel” button – Route to KFH Online login page
9. “Confirm” button - Submit the request and to show the following screen.

SUBMISSION SCREEN

1. To display the following screen once the “Confirm” button is clicked.

The screenshot shows the 'Moratorium Opt In' submission screen on the Kuwait Finance House website. The page header includes the date 'Wednesday, 29 April 2020 12:51:54' and a 'Home' link. The Kuwait Finance House logo is visible in the top left. The main content area features a navigation menu on the left with links for 'Register Now', 'How To Sign Up', 'Demo', 'KFH Malaysia Awards', 'What is DuitNow?', and 'Moratorium Opt-In New'. The central content area is titled 'Moratorium Opt In' and includes a thank you message: 'Thank you for opting in the monatorium. Your opt-in request has been submitted. Please call our Contact Centre 1300 888 534 for further details on your opt-in submission.' A note at the bottom of the content area states: '* Please repeat the same steps for other financing account'. Below the content area are 'Client Charter | Privacy & Security | Terms & Conditions Of Access | Disclaimer' and copyright information: 'Copyright © Kuwait Finance House (Malaysia) Berhad 2009-2010. All rights reserved.' A browser compatibility note at the very bottom reads: 'This website is best viewed with Internet Explorer 7.0 or higher, Mozilla Firefox ® 3.0 or higher or equivalent browser software.'

MORATORIUM REQUEST REPORT

1. To have a daily report on all the request received from KFH Online. This is for Finance team to check on the moratorium request.
2. The report to be available via CORUS under option "Moratorium Request Report" and to be ready on T+1 basis.
3. The report should be able to download/export to EXCEL format.
4. To sort the report by Date and Time
5. To group the output by NRIC/ID No if there is a multiple request from the same NRIC/ID No.
6. Below is the report layout

Date / Time	Reference No	Name	NRIC / ID No	Financing Type	Financing Account No	Contact Number

4	Fees and Charges	Not applicable
5	Reports (new / enhancement) and samples	As above (Moratorium Request Report)
6	Audit Trails	No
7	BVMC Changes / Enhancements	No change
8	Back-end processes / enhancements	ITD to provide
9	Timeline	As soon as possible