



**Retail Consumer Credit
Customer Relationship and Business Development**

Information circular: 5740

25th Jan, 2022

**Digital Lending -Union Cash Digital
Launch of End to End digital journey for Pension account holders
Standard Operating Procedure for field functionaries**

Union Cash scheme - a personal loan facility to meet personal expenses including medical treatment, travel or any unforeseen expenses is available for the pensioner account holders of the Bank.

Under EASE IV initiatives, the scheme was identified for end to end digitization of the entire process flow. Accordingly, a web based portal has been developed for end to end digitization (starting from application stage to disbursement) of Union Cash the scheme.

The scheme has been named as “**Union CashDigital**” and will be offered to existing pension account holder customer of the Bank meeting defined set of criteria. The detailed guidelines of the product are contained in the annexure provided with this circular.

The journey for the eligible retired staff of the amalgamated entity will be made live on 26.01.2022. In the phased manner; the product will be rolled out for the entire Pension account holder customer base of the Bank (Meeting the eligibility Criteria).

The link for applying for the journey is as under:

<https://instaloan.unionbankofindia.co.in/pension/pensionlanding> - Journey

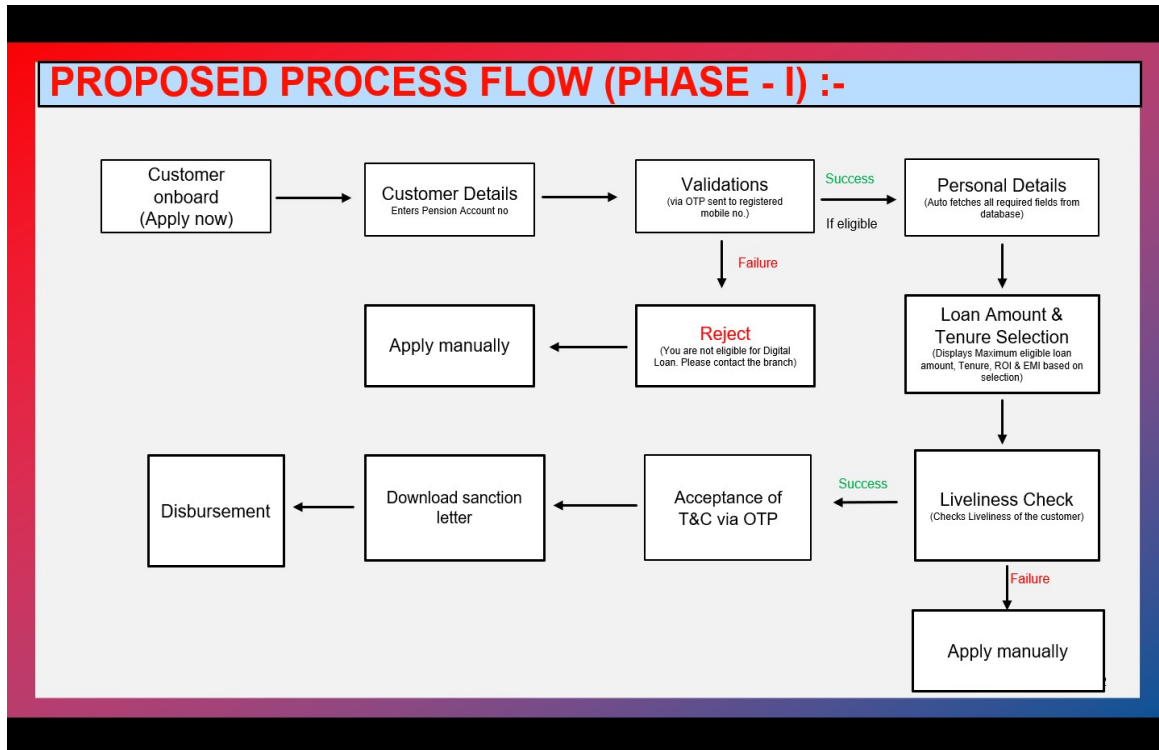
<https://instaloan.unionbankofindia.co.in/pension/bankerlogin> - Banker Login

All the field functionaries are instructed to make a note of the scheme and ensure that they should be able to guide and educate the customer about the scheme and make it popular.


Chief General Manager

Annexure: Standard Operating Procedure for field functionaries

Process Flow

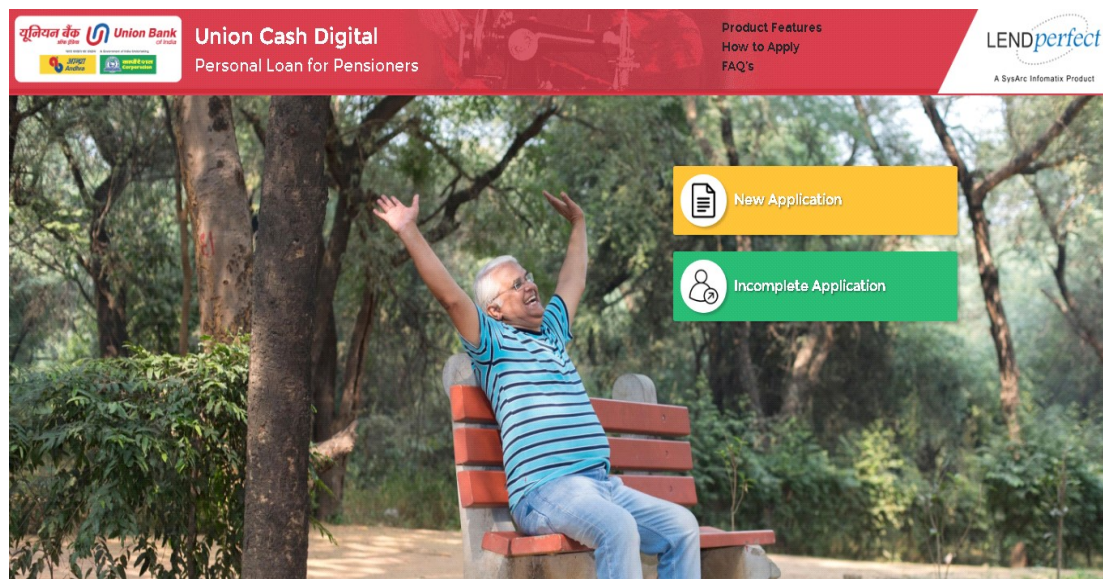


1. Analytics based approach for product offering

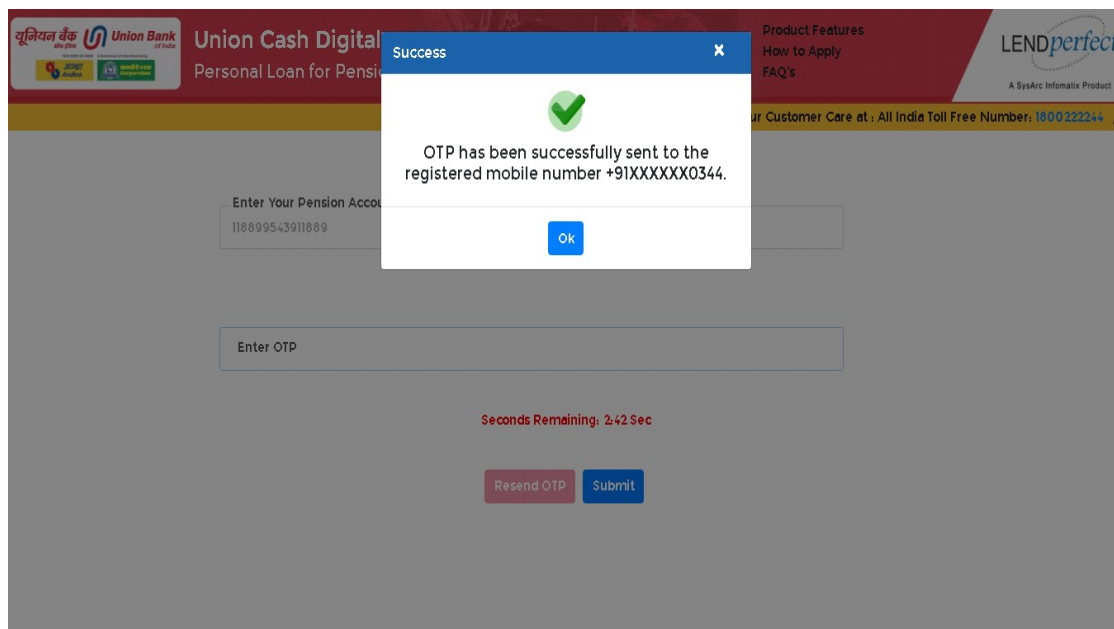
- Since the quantum of loan to be financed to a customer is based on his/her pension credit to the account, analytics-based approach will be followed for offering the Union Cash Digital to Pensioners
- Under the model, list of eligible pensioners will be extracted from the GBM module &/or CBS/Union Parivar based on certain pre-defined filtering criteria as under:
 - ✓ Individual active pension accounts are eligible.
 - ✓ Family pensioners will be excluded.
 - ✓ Customer should have a PAN with regular expression.
 - ✓ Pension Treasury details (PPO No.) or staff No. should be available.
 - ✓ Maximum exit age of the customer including repayment period to be 75 years.
 - ✓ No account should have slipped to NPA in last 24 months.
 - ✓ No account should have slipped to SMA1/SMA2 in last 12 months.
- After applying the Business Rule Engine (BRE), the target list of customers list will be sent to credit bureaus for scrubbing.
- Post scrubbing, final list of eligible accounts will be prepared based on their credit score and credit behavior.

2. Customer Journey

- a) Customer can access the journey page by visiting the official website of the Bank and clicking on “Apply Online” tab under the Hamburger menu or by directly clicking on the URL <https://installoan.unionbankofindia.co.in/pension/pensionlanding> and start new application. The landing page look like:



- b) For the customer, journey will start from entering Pension account number followed by OTP based verification:



- c) If the customer is eligible (as per the list of eligible customer uploaded by CRBD vertical), system will auto-fetch all the personal details of customer like name, gender, date of birth, communication & permanent address, previous employer name, PPO no/staff id etc.

The screenshot shows the 'Union Cash Digital' application interface for 'Personal Loan for Pensioners'. The top header includes the Union Bank logo, a 'Log out' button, and links for 'Product Features', 'How to Apply', and 'FAQ's'. A 'LENDperfect' logo is also present. A yellow banner at the top right says 'For any query please call our Customer Care'. On the left, a sidebar shows a progress bar at 0% and a list of steps: PERSONAL DETAILS (selected), LOAN DETAILS, LIVELINESS CHECK, APPROVAL OF SANCTION, and DISBURSEMENT. The main area is titled 'PERSONAL DETAILS' and contains a 'Demographics' section with the following fields: Aadhaar Number (896774064978), PAN Card Number (ASCPD9156G), Constitution (Individual), Title (Select), First Name (SYSARC), Middle Name, Last Name (MATIX), Date of Birth (01/01/1990), Gender, and Marital Status.

- d) On the next page the system will display the eligibility amount which is pre-calculated and stored in database. Customer to confirm the loan amount and tenure. The customer can edit the loan amount and the tenure, within the permissible range of Maximum EMI and eligible offer limit.

The screenshot shows the 'Loan Details' step of the application. The top header is identical to the previous screen. A yellow banner at the top right displays the customer care number: 'Please call our Customer Care at : All India Toll Free Number: 1800222244 / 18002082244, Charged Number: 08061817110'. The sidebar shows the progress bar at 20% and the steps: PERSONAL DETAILS, LOAN DETAILS (selected), LIVELINESS CHECK, APPROVAL OF SANCTION, and DISBURSEMENT. The main area is titled 'LOAN DETAILS' and contains the following fields: Product (UBI CASH-Personal Loan for Pensioners), Loan Amount (Rs.) (1,39,021.00, with a range from MIN: 25,000.00 to Max: 2,00,000.00), Repayment Period (Years) (3, with a range from MIN: 1 to Max: 5), Rate of Interest (8.90), Loan EMI Amount (Rs.) (4,414.36), Preferred Branch (BANKA, VARANASI), and Documentation & Convenience Fee (Rs.).

- e) Liveliness Check-Liveliness check will be done before sanction of the loan. Live selfie of the customer will be captured by the system and will be compared with the photograph taken from Aadhar. If the customer's face matches with the Aadhar photograph.

Union Cash Digital
Personal Loan for Pensioners

Log out

Product Features
How to Apply
FAQ's

LENDperfect
A SysArc Informatics Product

Toll Free Number: 1800222244 / 18002082244, Charged Number: 08061817110

40%

Ref. No. UBICASH0000038097
SYSARC MATIX

PERSONAL DETAILS
LOAN DETAILS
LIVELINESS CHECK
APPROVAL OF SANCTION
DISBURSEMENT

LIVELINESS CHECK

Initiate Liveliness Check

Previous Submit

Union Cash Digital
Personal Loan for Pensioners

Log out

Product Features
How to Apply
FAQ's

LENDperfect
A SysArc Informatics Product

For any query please call our Customer Care at : All India Toll Free No.

60%

Ref. No. UBICASH0000038095
SYSARC MATIX

PERSONAL DETAILS
LOAN DETAILS
LIVELINESS CHECK
APPROVAL OF SANCTION
DISBURSEMENT

LIVELINESS CHECK

Selfie Photo

LAT : 12.58958 LONG : 79.89496

- f) Once the liveliness check is complete and successful, the system will show the sanction amount to the customer

Union Cash Digital
Personal Loan for Pensioners

Log out

Product Features
How to Apply
FAQ's

LENDperfect
A SysArc Informatics Product

For any query please call our Customer Care at : All India Toll Free No.

60%

Ref. No. UBICASH0000038095
SYSARC MATIX

PERSONAL DETAILS
LOAN DETAILS
LIVELINESS CHECK
APPROVAL OF SANCTION
DISBURSEMENT

APPROVAL OF SANCTION

Congratulations !

Your Loan Has Been Sanctioned. Please Accept The Terms And Conditions For Disbursement.

Eligible Loan Amount Rs 1,39,021.00

EMI Amount Rs 4,414.00

Tenor : 36 (Months)

ROI : 8.9 (%)

- g) **Documentation-** No physical documents will be obtained from the customer except for OTP based acceptance of the terms and conditions.

The screenshot shows the Union Bank of India digital loan application interface. A progress bar on the left indicates 60% completion. The main content area displays the 'TERMS AND CONDITIONS' for the 'Union Cash - Digital' loan. The conditions are listed in a numbered format. A checkbox labeled 'Terms and Conditions.' is visible at the bottom of the modal.

Union Bank of India
Union Cash - Digital
TERMS AND CONDITIONS

1. The aforesaid sanction of the loan will be subject to the following terms and conditions:
1. All the decisions regarding eligibility of the customer as decided by Union Bank of India (UBI) will be final. UBI in its sole and absolute discretion may accept or reject the Borrower's loan request.
2. The Borrower/s shall repay the facility to Union Bank of India in Equated Monthly Installments as stated above. Union Bank of India shall be entitled to vary/modify the Equated Monthly Installment/s (including increases in the amount of one or more Equated Monthly Installment/s) in the event of changes to the interest rate on the Facility. EMI amount may vary based on disbursement date and the first EMI date.
3. The Borrower/s shall be liable to pay interest on the facility at the interest rate.

☒ Terms and Conditions.

The screenshot shows the Union Bank of India digital loan application interface. A progress bar on the left indicates 60% completion. The main content area displays the 'Accept/Reject' step. A modal window is open, showing the 'TERMS AND CONDITIONS' for the 'Union Cash - Digital' loan. The conditions are listed in a numbered format. At the bottom of the modal, there are 'Accept' and 'Reject' buttons. A checkbox labeled 'Terms and Conditions.' is visible at the bottom of the modal.

Union Bank of India
Union Cash - Digital
TERMS AND CONDITIONS

12. Agree and affirm that UBI may contact me and communicate with me over telephonic calls or SMS on the mobile number registered with the bank or through any other communication mode to verify the details provided by me.
13. Understand and acknowledge that UBI shall have the sole and absolute discretion, without assigning any reason to reject disbursement under my Union Digi Personal loan as it may deem fit including on account of change in credit evaluation and that UBI shall not be responsible/ liable in any manner whatsoever for such rejection.
14. Agree that in case of default, UBI reserves the right to use the services of resolution agents/collection agents for the recovery of loans, in such event, fee of resolution agent/ collection agent including any service charges, cost and expenses incurred towards recovery of the loan, will be borne by the Borrower.
15. Any notice to be given to the borrower in respect of the facility shall be deemed to have been validity given if served on the Borrower or sent by registered post, email or any alternate mode of service to Borrower or left at the Borrower's existing or last known address.
16. Any matter/dispute pertaining to the facility herein shall be governed by and construed in accordance with the laws of India.

☒ Terms and Conditions.

- h) **Disbursement** - After customer accepts the terms and conditions, account will be opened in CBS with key identifier 'Digital' and amount will be credited to customer's account. A separate scheme code for this purpose has been created in Finacle. All the accounts under digital union cash will be opened in "DCLPN".

The screenshot shows the Union Bank of India digital loan application interface. A progress bar on the left indicates 100% completion. The main content area displays a 'Success' message: 'Congratulations! Your Online Disbursement Is Completed, Please Click Sanction Letter.' Below the message, there is a table showing the loan details.

Union Bank of India
Union Cash Digital
Personal Loan for Pensioners

Success
Congratulations! Your Online Disbursement Is Completed, Please Click Sanction Letter.

Your Online Disbursement Is Completed.
Please Check Your Account No. 310702120002247 For Disbursement Details.

Customer Name (Borrower)	MUTHU KRISHNAN
Loan Type (Facility)	Union Cash Digital
Account Number	5668064400000006
Loan (Facility) Amount	Rs.1,39,021.00
Tenure in Months	36.00
Moratorium Period	Nil

- i) **Issuance of sanction letter** - A link for generating the sanction letter will be given to the customer. A copy of the sanction letter will also be sent to the registered email id of the customer.

Sanction Letter

यूनियन बैंक Union Bank of India

Union Cash - Digital

SANCTION/DISBURSEMENT ADVICE

Customer Name (Borrower): MUTHU KRISHNAN
 Mobile Number: 9962360344
 Email ID: mohan.r@sysarcinfomatix.com

Type of Loan (Facility): Union Cash Digital
 Account Number: 566806440000006
 Mode: Direct credit

Address: B94 JALARAMNAGAR ZUPADPATI REFINERY ROAD-PANCHVATI GORWA VADODARA VADODARA GUJARAT PANCHVATI GORWA VADODARA GUJARAT BARO GUJ 600031
 Branch Name: Union Bank Of India - BAJUVA/VARE HOUSE, OPP KEWAL FARM, PROPERTY NO.2290KARODIYA ROAD, BAJUVA

Customer Name (Borrower)	MUTHU KRISHNAN
Loan Type (Facility)	Union Cash Digital
Account Number	566806440000006

Download Sanction Letter Close

- j) **EMI Start Date** - EMI start date will match with the pension credit date i.e. system will automatically fix the EMI start date as 1st of the next month, if the loan is availed on or before 15th of any month. In case any loan is availed after 15th of any month, then the EMI start date to be the pension credit date of subsequent month. Ex. (a) If any customer has availed the loan on 10th of August, then the EMI start date to be 1st of September (b) If any customer has availed the loan on 20th of August, then the EMI start date to be 01st October, 1st of subsequent month. Break period interest will be recovered for the interim period.
- k) **Loan Recovery**- Auto creation of SI for EMI recovery: Auto debit of due amount will happen from linked pension account with ***hold in Operative A/C for Amt Due flag*** set to value 'Yes'. Installments will be recovered through standing instructions (SI), which will be auto created after customer accepts the T&C. In case of SI failure, system will automatically mark a lien of the overdue amount and recover the amount as and when any credit is received in the account.
- l) A sanction letter will be mailed to the base branch and the customer on the registered e-mail ID along with SMS confirming disbursement of loan. Branch will have to take the printout of the same and keep in their records.
- m) After sanction and disbursement, the loan will move to '**Branch Inbox in Banker Log in**', of the concerned branch (which is maintaining the pension account of the customer).
- n) The link for assessing the Banker login is <https://installoan.unionbankofindia.co.in/pension/bankerlogin>. The login ID and password is same as for **LAS Log in**.
- o) Branches are required to download the sanction letters for the loan sanctioned and keep a copy of the same for future reference. The sanction letter will have the IP address, time

and date stamp as well as longitude/altitude of the location. These details are very useful for the Branch.

- p) Apart from the disbursed applications, Banker login will also provide the MIS details, incomplete applications and rejected application details for their reference.

Union Bank Yellow - [UBH04] CORPORATE LENDperfect

INBOX

From Date* 05/01/2022 To Date* 24/01/2022 Search

Disbursed	Sanctioned	Incomplete	Rejected	Preliminary Check Failed
33	9	33	14	0

Union Bank Yellow - [UBH04] CORPORATE LENDperfect

Disbursed Inbox

Application No.	Applicant Name	Customer ID	Created Date	Regional Office Name	Branch Name	Branch Code	Loan Account No.	Mobile No.	Sanction Amount	Inspection Conducted	Inspection Remark	In
UBICASH0000038094	SYSARC MATIX	60720071231	21/01/2022			531073	5668064400000006	9962360344	₹125,550.00			
UBICASH0000038089	SYSARC MATIX	60720071231	20/01/2022			531073	5668064400000006	9962360344	₹82,510.00			
UBICASH0000038087	SYSARC MATIX	60720071231	20/01/2022			531073	5668064400000006	9962360344	₹150,000.00			
UBICASH0000038086	SYSARC MATIX	60720071231	20/01/2022			531073	5668064400000006	9962360344	₹90,586.00			
UBICASH0000038084	SYSARC MATIX	60720071231	20/01/2022			531073	5668064400000006	9962360344	₹70,403.00			
UBICASH0000038083	SYSARC MATIX	60720071231	20/01/2022			531073	5668064400000006	9962360344	₹105,963.00			
UBICASH0000038080	SYSARC MATIX	60720071231	18/01/2022			531073	5668064400000006	9962360344	₹93,469.00			
UBICASH0000038075	SYSARC MATIX	60720071231	18/01/2022			531073	5668064400000006	9962360344	₹100,000.00			

Union Bank Yellow - [UBH04] CORPORATE LENDperfect

WELCOME

Please click on the link below to access the UBI- Pensioner Cash applications

Inbox

Reports

Advanced Search

Roles and Responsibilities

1. Branch has to download a copy of the sanction advice and file in their records for future reference. The sanction advice will have details of Mobile number, device's IP, date & time stamp along with location (lat-long) details. In addition to this, branch must confirm if standing instruction (SI) has been successfully created for the customer with the 'hold in Operative A/C for Amt Due' flag set to value 'Yes' and mapped to the pension account for the EMI recovery. (Feature of Auto creation of SI exist). In case of any discrepancy observed, branch to get it rectified and an information in this regard to be emailed to CRBD, CO.
2. Respective Branch/RO/ZO to monitor the collections and recovery process in all the loan accounts sanctioned under this scheme, as per existing monitoring guidelines. In case of delinquency, recovery processes to be initiated as per extant guidelines.
3. At present there is no digital review mechanism in place for retail loans. Hence these loans will be reviewed by the branches/offices as per the existing guidelines, till a digital review mechanism for retail loans is introduced by the Bank.
4. Going ahead, it is planned to upload the Union Cash Digital data on 'My Diary' portal. Branches/RO to check the data on daily basis for following up with customers.
5. **Data Enrichment Activity** - Data enrichment is very critical for the success of this product. For this the branch must ensure that KYC details are updated for the entire pension account holder.
6. **All the Branches are required to get the consent/undertaking form executed from the nominated family pensioner of the borrower at the earliest. Sanction letter along with consent/undertaking form should be invariably keep in their records for future reference for all the loan accounts. Format of the consent/undertaking letter is given as Annexure IV.**

Annexure III

Parameter	Guidelines	
Name	Union Cash Digital- For Regular Pensioner including staff pensioner	
Eligibility	- Customer should be a regular pension account holder of our Bank. - Family pensioners excluded - Customer should have a valid PAN number and it should be updated in the pension account. - Pension Treasury details or staff No. should be available. - Customer should not have any outstanding Union Cash Loan.	
Scope	Pan India	
Purpose	- To meet personal needs - Loan not to be used for speculative purpose. An online declaration in this regards to be obtained from the customers (in-built in T&C).	
Nature of facility	Term Loan	
Quantum	Minimum: Rs 25,000 (Twenty Five Thousand)	
	Maximum: Rs 5,00,000 (Five Lakhs)	
Margin	Not applicable	
Repayment Tenure	Minimum-12 Months	
	Maximum- 60 Months	
Moratorium	No moratorium	
Security	Nil	
Guarantee	Nil	
Assessment	Age	Maximum exit age including the repayment tenor should not exceed 75 years.
	Credit Bureau Score	CIBIL 650 or -1 or equivalent from other credit bureaus.
	Income Computation	Monthly net pension amount credited in the account. (Net Pension means Gross Pension minus Tax)
	Monthly Obligation	EMI amount as per the CIC data.
	Sustenance	50% of the Net Pension
	Eligibility Computation :	
	Eligible Loan Amount	Pension Credited in Last Month in -(A)
		Applicable Tax (B)
		Monthly Net Pension (C=A-B)
		Monthly Sustenance (D=C x 50%)
		Any other monthly obligation (as per CIC data) etc.- (E)
		Maximum Eligible EMI (F=C-D-E)
		EMI per lakh for scheme ROI and minimum tenure i.e. 1 year (G)
		Maximum Eligible Loan (H= F/G)

	Example	
	Eligible Loan Amount	Pension Credited in Last Month in - (A) = Rs 60,000/-
		Applicable Tax (B)=Rs 10,000/-
		Monthly Net Pension (C=A-B)= 60,000-10,000 = Rs 50,000/-
		Monthly Sustenance (D=C x 50%)=50,000 x 50% = Rs 25,000/-
		Any other monthly obligation (as per CIC data) etc.- ('E)= Rs 5,000/-
		Maximum Eligible EMI (F=C-D-E)= 50,000-25,000-5,000=Rs 20,000/-
		EMI per lakh for scheme ROI and minimum tenure i.e. 1 year (G)= Rs 8741/- Assumed ROI : 8.90%, Tenure =1 year
	Maximum Eligible Loan Amount (H=F/G) in Rs Lakh as per maximum eligible EMI = 20000/8741=Rs 2.28 lakhs	
Undertaking	Online undertaking for not shifting the Pension account, deducting the EMI from pension account, CIBIL reporting and acceptance of terms & conditions	
Delegation	Not applicable as all loans are pre-sanctioned as per criteria approved in CRMC.	
ROI	As applicable to Union Cash	
Charges	Processing fee	Nil
	Overdue charges	Penal interest of 2% p.a. on the overdue amount is applicable from 01st day of default, for the total period during which accounts is in default i.e. amount is overdue.
	Prepayment Penalty	Nil
	Takeover Penalty	Nil
Documentation	• OTP based authentication and acceptance of Terms & Conditions. • No physical security documents to be executed. • Consent/undertaking from the nominated family pensioner to be obtained as per the format devised by CRBD (annexure IV).	
Other terms	• All other terms, conditions and guidelines as applicable under Union Cash Scheme to be applicable except for deviation approved.	

CONSENT/UNDERTAKING FROM FAMILY PENSIONER NOMINEE
UNION DIGITAL CASH LOAN

From: Name (Family pensioner Nominee) Borrower Name: Loan A/c No Pension Account No	To: Branch Manager Union Bank of India Branch: _____
--	--

Dear Sir / Ma'am,

Sub.: Pension Loan Account no. _____ with your branch

Mr./Ms. _____ maintaining pension account no. _____ with your Branch has availed a Digital Union Cash Loan of Rs.- _____ (Rupees _____) repayable in _____ monthly installments, against said pension account on ____/____/20____.

THAT monthly EMIs payable for the aforesaid loan are being auto deducted from the pension account no. _____.

THAT Mr./Ms. _____ has nominated me as family pensioner for receiving the monthly family pension in case of his/her demise.

I hereby execute this irrevocable undertaking and undertake/ give consent that in case of demise of Mr. _____ before the closure (with up to date interest) of the aforesaid loan, bank shall be authorized to continue deducting the EMIs as per the agreed terms from the family pension account till final closure/adjustment of the loan account.

I further undertake that as a family pensioner, I shall not shift my family pension account to any other Bank till the time all outstanding dues are fully paid. .

This authorization/consent letter shall be irrevocable till the entire dues of the bank under the loan account are repaid/adjusted.

Yours Faithfully,

(Signature of Family pensioner Nominee)