

FLORABANK – AN OVERVIEW



FloraBank (FB) has established its presence in era of banking system with salient upshot in terms of operational, technical and financial points of view. Started its journey in 1998 with the automation of branch banking in Nawabpur Branch of Janata Bank. After that, thirteen (13) years have been passed, and truly it achieved the esteem of satisfaction by introducing automation of six hundred (almost 600) branches in Eight (8) premier banks throughout the country with the essence of well-recognized industry expertise, strong corporate values and an impressive track record. The customer centric state of mind and innovative on-going business analysis for new and up-coming banking products are the core strength of FB's Success.

On the whole, FB is an on-line, real time, centralized core banking software which is providing the solution of corporate banking, retail banking as well as Islamic banking product. FB provides a complete integrated, highly secured and scalable database, data warehousing, data mining, and data encryption with high performance.

FB has strong product configuration capability to launch innovative product such as Deposit and Loan product and SME loan product if required. Customers Information System, Customer Deposit, Loans and Advance, Islamic banking product, Bills and Remittance, Treasury, Trade finance, General Ledger, KYC for anti-money laundering, Credit monitoring system (centralized limit) is the default modules of core banking solution of FB.

FB support ISO 8583 messaging format to integrate with third party interface. FloraATM interface cover the balance enquiry, cash withdrawal, fund transfer, utility bills payment and etc. Internet banking provides the customers to access the statement, fund transfer between own account and etc. Additional modules Teller management, Vault management, Fund transfer, Nostro Reconciliation, Head office reconciliation, Mobile Banking, phone Banking, document management and etc.

It is designed and developed based on central bank guide lines. So it is very easy to customize as per central bank circular when required. There is a strong MIS report modules to generate different type of report including CL, CIB, SBS and others central bank report.

FB can handle huge number of transaction volume including manual transaction and system generated transactions. It is capable to handle more than 1000 (one thousand branch) and about 32,000 concurrent users. It supports DRS and clustering solution to hassle free operation during the failover of central site. It is running well and minimum band with 64 kbps over the network up to 1200 latency.

FB consist of strong development and support service team whose are continuously upgrading the system using latest tools and technology to meet future requirement of the customers and building strong relationship between Flora and our client.

Technical Specification

- OPERATING SYSTEM FOR CENTRAL SERVER
 - Operating System Windows 2003 or higher. Unix/Linux

- OPEN DATABASE
 - Florabank supports open RDBMS architecture, such as SQL Server, ORACEL, Informix and DB2.

- BUSINESS PROCESS SERVER
 - SQL server, ORACLE

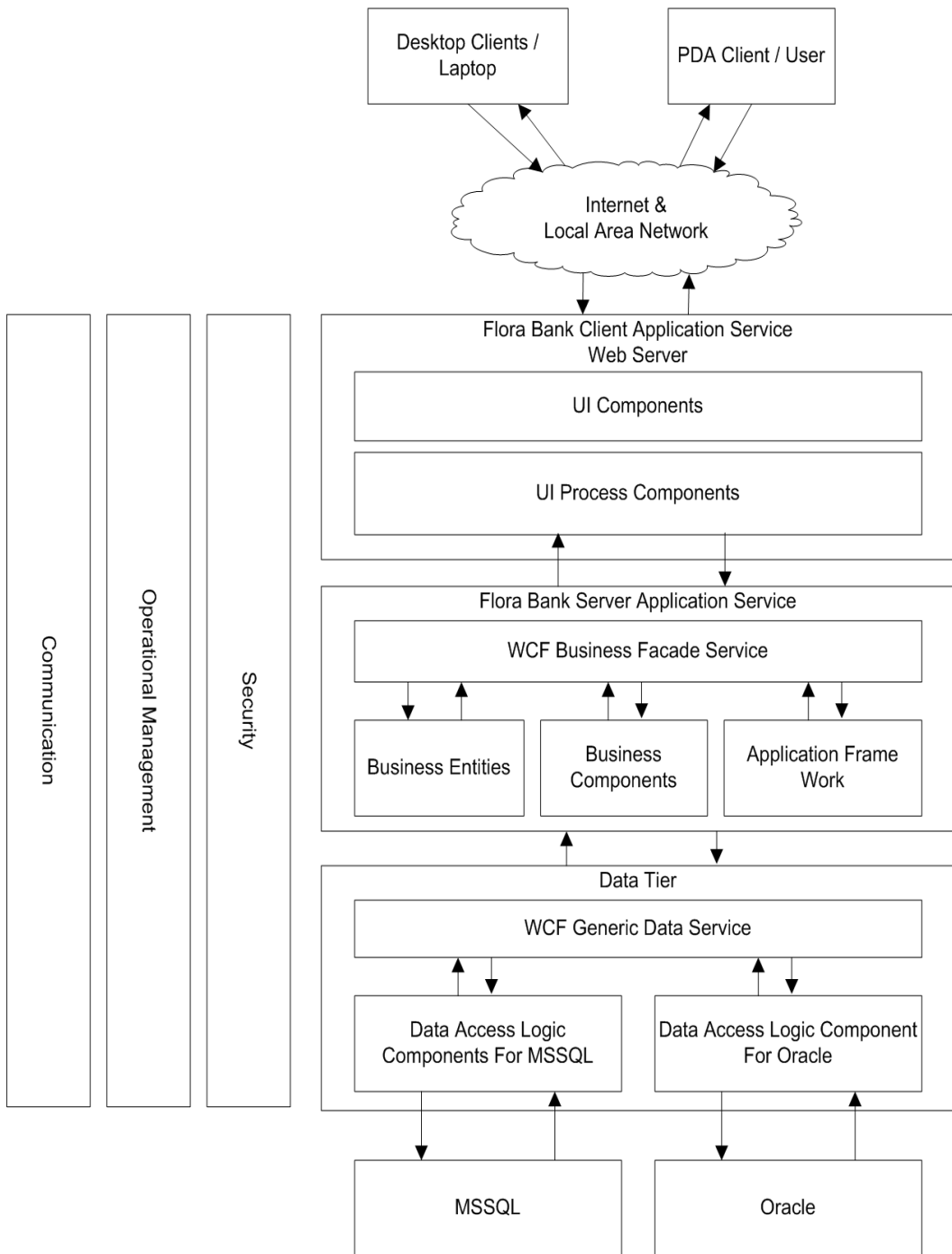
- FRONT-END APPLICATION TOOLS
 - ASP.Net, C#.Net , Java script, C++ , VB

- WEB SERVER
 - IIS, APACHI

- OPERATIING SYTEMS FOR CLIENT MACHINE
 - Windows 2000 or higher, Windows XP, Linux and UNIX

- BROWSER FOR CLIENT MACHINE
 - Internet Explorer, Opera, Mozilla Firefox, Netscape Navigator and etc.

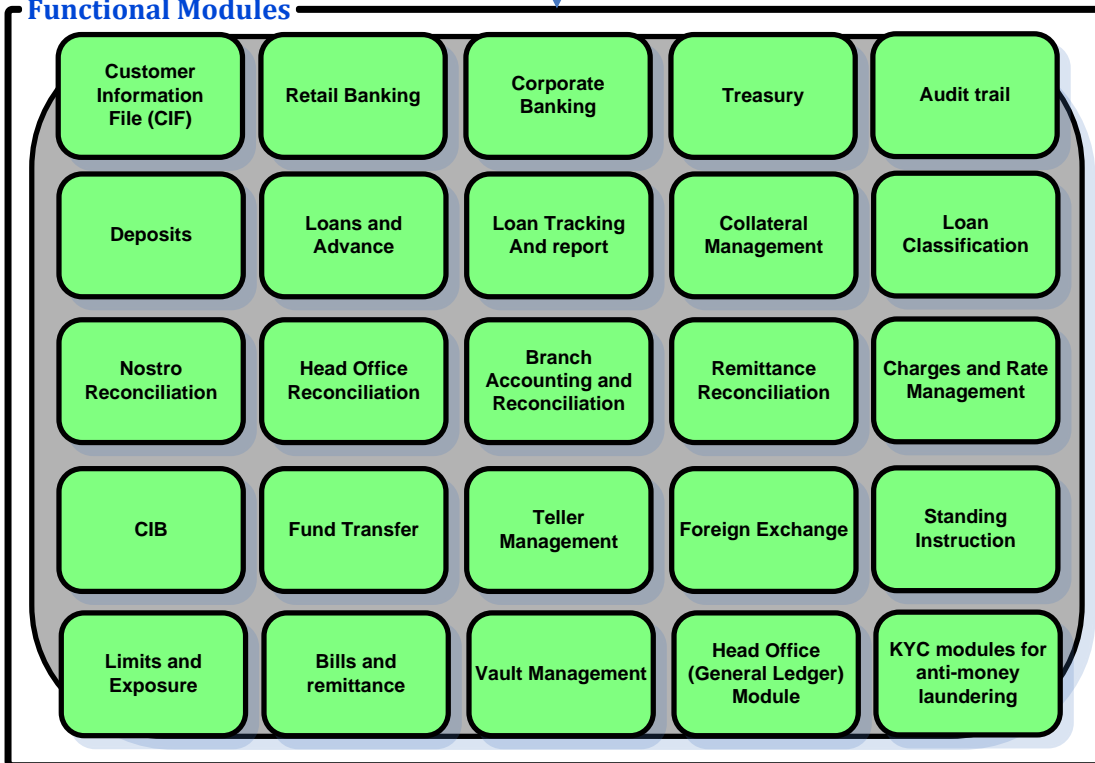
Proposed Service Oriented Architecture of Flora Bank Web Application



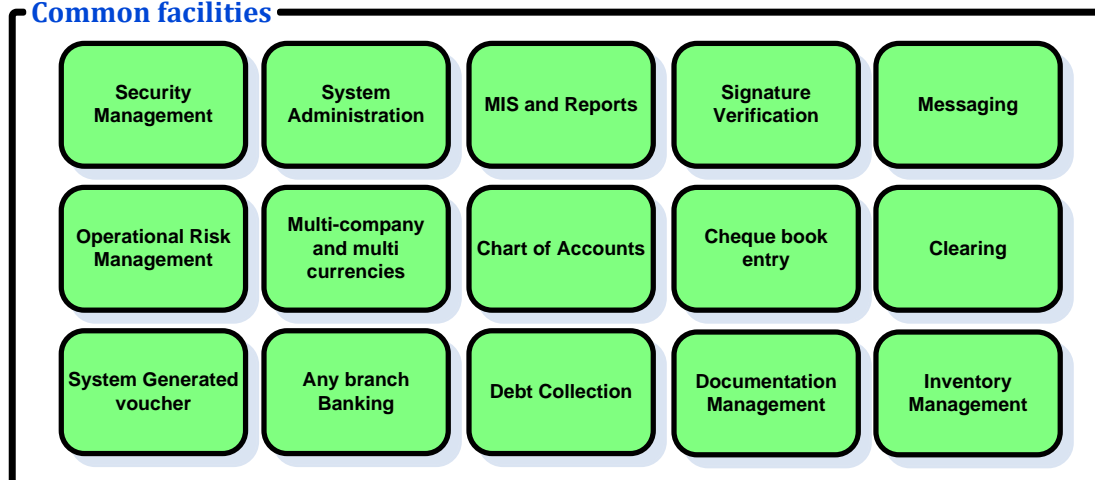
Functional Architecture:



Functional Modules



Common facilities



Functional Modules:

❖ **CIF Module:**

CIF is the Customers Information File Management of FloraBank (Islamic Version). CIF are integrated with all others module like Deposit, Loans and Advance, Bill and Remittance, Foreign Exchange and Swift Module. Customers is identified by unique code which is auto generated by this system. This customer code is used in the whole function of the customers where is necessary. The following are covered in the CIF function

- Customers Group Maintenance
- Basic Customers Information
- CIB-Information
- TIN Information
- Sector Code Identification
- Money Laundering parameter of customers
- KYC information
- Customers group position
- Customers limit and Group Limit to reduce the credit risk
- Capture of Signature and photo graph.

❖ **Retail and Corporate Banking:**

Corporate and Retail Banking modules offer banking products and services to corporate and retail clients through various channels. Retail and Corporate Banking features are customized in such a way to optimize strength of best-fit, effective solutions across the core banking practices. This solution also empowers banks to provide their corporate and retail customers anytime anywhere access to real-time consolidated information.

Features of Retail Banking:

- Product define (Retail Banking)
- Product opening
- Product authorization
- Loan scheduling
- Loan disbursement

- Loan recovery
- Loan re-scheduling
- Early settlement
- Partial settlement
- Disbursement reversal
- Reports

Features of Corporate Banking:

- Product define (Corporate Banking)
- Limit load
- Product opening
- Product authorization
- Loan disbursement
- Monthly provision calculation
- Periodical interest posting
- Recovery
- Reports

❖ **Treasury:**

Treasury module manages: Foreign-exchange dealing, money market, Treasury bills and bonds etc. The system can feature an interface that receives market rates and prices from external sources. The system provides ongoing information about the profitability and risk. It automatically matures and settles deals, and is capable of handling various types of instruments available in the financial market.

Treasury Nostro A/C

- Product define (Nostro A/C)
- Local Book
 - Online Nostro A/C Transaction and Authorization
 - Nostro A/C IBTA (Inter Branch Transfer Advice) and Authorization
- Foreign Book
 - Foreign Book Transaction

Treasury Nostro A/C Reconciliation

- Reconciliation Process
- Manual reconciliation process
 - Similar amount
 - Shortfall / Excess
 - Shortfall / Excess with similar reference
- Branch
 - Online Nostro A/C transaction
 - Authorize
- Re-valuation
- Rate sheet
- FX-Deal
 - Front office (Deal Slip)
 - Back office (Deal Slip Transaction)
- Money market
 - Front office (Taking / Deposit at call)
 - Front office (Placement / Loans at call)

- Front office (Term placement)
- Front office (Rollover)
- Back office (Authorization and Transaction of front office)
- Treasury Bill and Bond

❖ Deposits

The FLORA BANK Deposit System is a full multi-currency retail deposit system, which provides for a wide range of account types and service facilities. New account types are simply added by use a parameter tables where the user sets the conditions for operation of that account. A new example of the account types which users can set via deposits parameters include:

Within each account type interest calculations can be set as daily, monthly, end of term (maturity), or some special mixture of these including Islamic variants. Each parameter file enables the user to set charges on accounts whether these are corporate fees or government charges.

- Linked account or Customer Information Facility processing
- Full integration with the general ledger
- Table driven transaction processing and totaling
- User selectable passbook or statement mnemonics and notes
- Deferred Days interest processing
- Override facilities on parameter files and security levels
- Audit log reporting
- Periodical payment and mandate facilities
- Memo and message facilities'
- Alternate account details (mailing address, stops holds, messages, etc.)
- Online statements
- Real-time ATM/EFTPOS refresh and notification of card requests

Operations on Account

- Signature Capture, Display, & Verifications
- Accounts Balance

- Balance Blocking
- Posting Restriction for some users
- Full Back Valuation
- Multiple Account Statement
- Pre-mature En-cashment
- Charge applying
- Defaulter list of Recurring Deposit
- Lien facility
- Due Date Diary
- Withdrawal Restriction
- Dormant and inoperative Marking

Interest /Profit Calculation

- Multiple Interest/Profit Rate on a Single Account
- Interest/Profit provision calculation
- Interest/Profit back Calculation or Recalculation
- Interest/Profit Liquidation to customers accounts
- Product sheet and Auto voucher printing

❖ **Loans and advance**

The Loans Module automates transaction processing for a variety of loan types and products, including:

- Loan types
- Amortized loans
- Non-amortized loans
- Term and installment loans
- Loan Products
- Loan against Rural Credit
- Hire purchase

- Clean
- Loan against S.S.I.
- Temporary
- Loan against Transport
- Secured
- General House Building Cash
- Credit Hipo
- Loans (General)
- Cash Credit Pledge
- Loans against Trust Receipts
- Loans against Imported
- Merchandise (LIM)
- Loans against Staff House Build
- Project Loan
- Syndicate Loan

Any other type of Loans may be easily incorporated. Interest can be calculated daily, monthly, yearly or by some special combination due to the parameterized nature of the module. Provision is also made for charging fees, whether generated externally or internally.

This module allows all functions, including loan approvals, advances and other maintenance functions, to be carried out online at all branches in the network. The Approval/Decline Module that accomplishes this validates applications for personal or commercial credit of any type. If a customer submission is declined, a record is kept of the initial checked against the decline file prior to subsequent approvals, eliminating multiple requests for credit that have already been declined.

❖ **Collateral management**

Florabank have the facility to capture the collateral securities which is linked to the loan account. It is also captured the category of collateral, value of collateral, force value, detail description and location of collateral.

❖ **Limits and exposure**

This feature is initiated through a facility being given by the bank to a customer to ensure the customer works within a framework of credit approved by the bank. The structure of his facility is defined by the bank's analysts

according to business rules in place. For example, one facility structure may be designed for a retail customer in local currency while another facility structure may be for a business customer and set in a foreign currency.

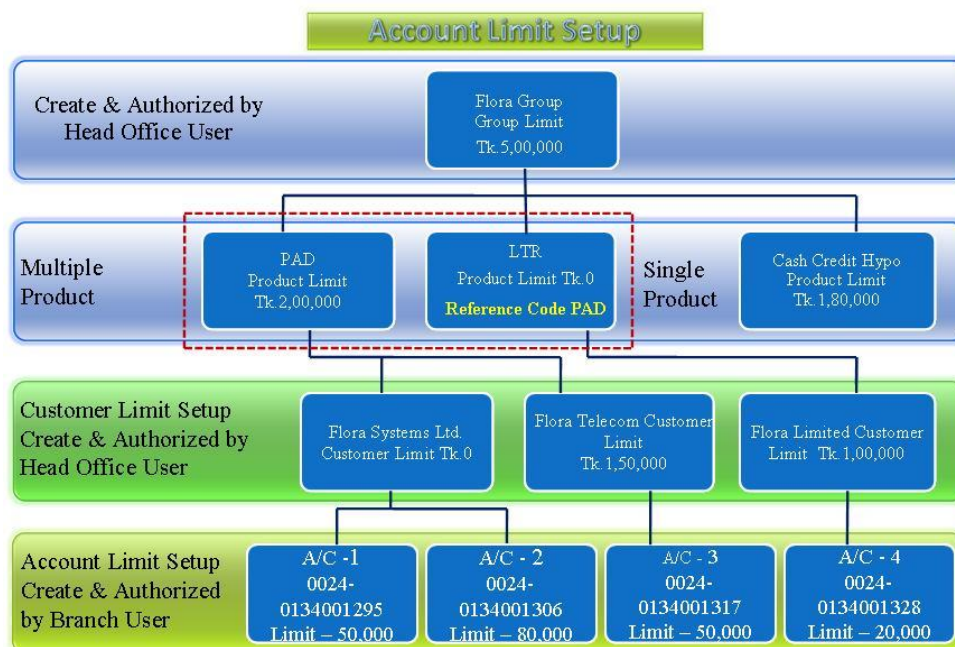
The products associated with these structures would of course be different. Each facility structure is defined in FLORA BANK as a template. The construction of the templates is flexible and is defined by the bank via the parameter system with the ability to establish multiple templates. After a customer has been given a facility, limits are then set up for the different levels within the hierarchy.

Limit modules covered the following:

- Individual Customers Limit
 - Local Currency
 - Foreign Currency
- Customers Group Limit
 - Local Currency
 - Foreign Currency

Limit modules can be controlled by centrally (credit division) or by branch. For better monitoring of credit activities, system should process the limit modules in centrally.

Group Limit Structure



❖ Bills and remittance

These modules are fully automated with our banking software. There is remittance issue parameter setup into the system administration module to operate this module. The parameter is defined to calculate commission, Vat and tax. And also define GL integration and inter-branch Transaction account number to integrate into GL module. In case of transfer transaction, customer account is auto debited through transaction level security. A set of auto

voucher are generated during the issuance of Remittance like DD issue, TT issue etc. System support both local and foreign currency remittance. The Bills and Remittance cover the following sub-modules:

- Demand Draft (DD)
- Telegraphic Transfer (TT)
- Mail Transfer
- Pay Order (PO)/Pay-slip
- Security Deposit Receipt (SDR)
- FOBC (Foreign Outward Bill C

Functionalities of issuance of remittance

- Instrument maintenance
- Issue
- Settlement /adjustment
- Issue Register
- Outstanding Register
- Printing of Instrument
- Stop payment
- Duplicate issue

❖ **Foreign exchange**

Foreign Exchange module is very a strong and flexible Module with in the FLORA BANK software, which support every aspect of swift message format. Foreign Exchange module is developed based on swift standard due to interface with swift alliance. Foreign Exchange operations are integrated to the front office, back office and swift alliance. Such as opening of LC (Letter of credit) generate total set of voucher, and swift 700-message format. It includes following modules:

- Import Cash LC
- LC amendment
- Shipping Guarantee
- PAD

- LIM
- LTR
- Master/Export LC
- Master/Export LC amendment
- Back-to-back
- Back-to-back amendment
- Shipping Guarantee
- ABP (Accepted bills for payment)
- LC Transfer
- EDF
- EXP
- FDBC
- LDBC
- FDBP/IFDBC
- LDBP/IBP
- Bill of Exchange
- Bills of Entry
- Foreign Remittance
- Bangladesh Bank Schedule
- FC buying and selling
- TC buying and selling
- Wage earner development bond
- Outward remittance for education
- Foreign Draft/Cheque Collection

❖ **International division reconciliation (Nostro reconciliation)**

ID Reconciliation module plays an important role to Flora Bank operation. This system automatically compares between the local book transaction and foreign book transaction based on reference no, amount , date

and generates un-reconcile statements like local book outstanding, foreign book outstanding, daily exchange position, reconciliation statements and others statements. ID division can send a memo and advice to the respective branches about their Nostro Account Transaction.

❖ **Head office reconciliation**

Head office Reconciliation is most important in the Banking sector. FLORA BANK is capable of automatic tracing, finding and reconciling between originating and responding advice. In case of decentralized system data will be imported from either Diskette/Dialup connection/CD Media/e-mail. Branch may download their inter-branch transaction data to above media through our system to send head office for reconciliation. The following reconciliation reports are covered:

- Reconcile Statement
- Branch to Branch Reconcile Statement
- Date to date reconcile Statement
- Un-Reconcile Originating Statement
- Un-Reconcile Responding list to be responded
- Branch wise summary position
- Un-reconcile Origination list to be responded by others branch.
- Sending memo to branch to be responded

❖ **Inter branch reconciliation**

In a centralized configuration, Inter-Branch Reconciliation is fully automated. Transaction input at one Branch for an Account in another branch is automatically recorded in the centralized records for that branch. This information can be used for bank-wise analysis and reporting, with the do drill down to an individual branch level. At the end of day the local branch transmits data related to out of branch transactions to data related to put of branch transactions to the Head Office, where FLORA BANK automatically manages Inter-Branch Reconciliation. The following input is considered to IBTA transaction.

- Type of transaction: Origin/Responding
- Date of originating
- Advice No
- Responding branch
- Inter-branch Transaction Code

❖ **Remittance reconciliation**

The Remittance Reconciliation Module supports:

- Full deposit and remittance reconciliation
- Online access
- Multiple bank and clearing accounts
- Online matching
- DD number and advice number verification

Charges and rates management

The charges module provides a user-definable parameter for the definition, selection, calculation and application of fees and charges and interest on financial transactions.

The automated fee and charge system is generic across the whole system and parameterized in FloraBank Software. The Following charges modules are default in the Florabank.

- Excise duty
- Incidental charges
- Service charges (if applicable)
- Interest charge
- Closing Charge
- Statement Charge
- Govt. tax on source
- DD/TT/MT and PO issue Charge
- Online Transaction Charge
- Remittance Charge
- Return Cheque Charge etc.

❖ Standing instruction

Standing instruction module is used to make automatic transaction based on schedule date. There are different types of standing instruction in Florabank.

- DPS installment payment from Savings Account
- FDR Interest payment to Savings Account

- Realization of loan installment from customers account
- Due date processing for maturity deposit
- Charge realization instruction
- And others

❖ **KYC modules for anti money laundering**

FloraBank has a KYC module as per Bangladesh bank guide lines for anti money laundering. It provide the risk status of customers such as High risk, Low risk, Medium and no risk. Also generate the CTR and STR report on daily, monthly basis.

❖ **Loan classification (CL)**

Classification module classifies the loan account based on repayment schedule. Sub-Standard, SMA, DF, BL will be automated during the end of month-end processing. Duration of classification status and rules is defined in parameter modules. Interest on classified loan will be charged on suspense account and generate customer wise suspense account statement. System will generate CL Report as per central bank rules.

❖ **Loans tracking and report**

The Loans, Tracking & Report Module is a workflow management component that automates the loan process, from application to discharge. All functions can be carried out online form all branches in the network. There is lot of Loan Report of FLORA BANK.

Major features of the Loans Tracking & Report Module include:

- Maintenance of lending budgets at the commitment, approval and advance stages.
- Full profiling of the delegation and authority levels necessary to approve, advance or maintain loan account.
- Automatic inclusion of the institution's lending policies of monitoring during loan processing.
- Monitoring of required actions, responses and prerequisites during life of the loan.
- Automatic preparation of loan documentation, letters reminder notices, and management reports.
- Classification of Loan i.e. CL-1, CL-2, CL-3, CL-4, CL-5, CL-5
- CIB analysis i.e. CIB-1, CIB-2, CIB-3, CIB-4, CIB-5, CIB-6
- Loan Ledger Card separation Interest and Principal Balance, etc.
- Reschedule/renewal of Loan advance
- Loan Case history and other reports

Loans case history:

Loans case history linked with CIF and Loans module. This module covered the following things.

- Monthly Statement of Suit Filed of Overdue Loan of Taka 50 Lakh & Above
- Monthly Statement of Overdue Loans of Taka 50 Lakh and Above for Submission on the Meeting of Directors. (Proforma-2)
- Quarterly Statement of Suit filed against Bank for Compensation()
- Quarterly Statement of Suit Filed as per Int. Cir. Letter No. 3005
- Quarterly Statement of Suit Filed by The bank for Recovery of Overdue loans and Advances as per instruction Circular No 3005
- Quarterly Statement of suit filed against bank Bank for compensation (Except money suit / Miss case / Appeal resulting from suit by the Bank) as on ----- as per
- Monthly Statement of Suit Filed Under Bankruptcy Act as on
- Monthly Statement of Overdue Loans of Taka 50 Lakh and Above for Submission on the Meeting of Directors. (Proforma-1)
- Monthly Statement of Latest Position/Progress of the Suits Value of Taka 1 Crore and above for the Submission on the Meeting of Board of Directors
- Monthly Statement of Latest Position of Suit filed of Fraud of Taka 1 Crore and Above
- Monthly Statement of Suit Filed of Bankrup Affairs Court and Artharin Adalat for the Submission on The Meeting of Broard of Drectors
- 74 Monthly Statement of Copy of Decreed Sheets and Verdict of Suits for the submission on the Meeting of Board of Directors as per in.cir letter nol 3084
- Quarterly Statement of Suit Filed Lead by the Pannel Advocates

❖ **Vault management**

Vault Management is built in module of Flora Bank. At the beginning of the day, vault officer pay cash to the teller for daily operation and receives the balance of the cash from teller and deposits to vault at end of the day. The following are covered.

- Daily Cash Position in Vault
- Teller wise Cash Position
- Teller Wise Cash Received Register
- Auto Generate Cash Memo
- Cash Safe Register

❖ **Head office module (General ledger)**

This module generate the consolidate statement and reconciliation based on line real time transaction. In case of decentralized system data will be imported from either Diskette/Dialup connection/CD Media/e-mail. Branch may download their transaction data to above media through our system to send head office for consolidation and inter-branch reconciliation. The following consolidation reports are covered:

- Consolidated Statement of Affairs
- Consolidated Daily/Monthly Income & Expenditure Statement
- Consolidated Daily Cash Book
- Consolidated Subsidiary ledger
- Consolidated Trial Balance
- Consolidated Comparison income and expenditure statement

❖ **Audit trial module**

Flora Bank covers the Following Audit Trial Report to reduce the operational risk and Frauds.

- Setup User Permission
- Edit for Deposit, Loan and GL
- Edit for Customer Group Limit
- Authorized Credit Facility Limit
- DD/TT/MT Cancel
- Online-Cancel
- Excess Over Limit Transaction
- Edit General Ledger Transaction After Day End
- Day End Process
- PO/PS/SDR Withdrawal Stop Payment
- Loan Profit Information
- Approved User
- Authorize Customer Information
- Delete Cheque Series
- Authorized Customer Credit Facility Limit

- Transfer User
- Permission For On-Line Account
- DD/TT/MT Modification.
- Change Signature and Picture
- Transfer User Branch to Branch
- Online GL Transaction Cancel
- Loan Transaction A/c
- Un-Authorized Customer Credit Facility Limit
- Instrument Cancel
- Edit Customer Information
- Online GL Transaction Dishonour
- GL A/c Transaction.
- Change Interest Rate of single Loan Account
- Deposit Tax Restriction
- Remove User Permission
- Loan Account Approve
- PO/PS/SDR Stop Payment
- Approved User/Non Approved User
- Change all Interest Rate
- Delete On-Line Voucher
- Edit Cheque Series
- Cheque Stop Payment
- Back Transaction
- Investment Disbursement
- Cancel
- Authorized Group Credit Facility Limit
- Change Day Start

- On Demand Integration
- Eliminated Group Credit Facility Limit
- Day End Change
- Change Password by HO Admin
- Special Edit for Deposit, Loan and GL
- Deposit Account Approve
- PO/PS/SDR Stop Payment
- Bills Payable Trans.
- Create New User
- CD OD Limit Change
- Loan Opening A/c
- Account Close Marking
- Deposit Transaction A/C
- PO/PS/SDR Withdrawal Stop Payment
- Un-Authorized Credit Facility Limit
- Change IBTA Account No.
- Deposit Opening A/c
- Account De-Close Marking
- Edited Customer Group Limit
- Edit User
- Transfer User List

❖ Credit Information Bureau (CIB)

The CIB provides banks a prompt source of data to assess the repayment record of potential borrowers. The CIB has done an excellent job of developing and maintaining the database to maintain records on loan history. With present rules, strongly discouraging new credits to any borrower whom either has a loan in default or whose directors have classified loans. The banks and financial institutions will be able to collect the CIB reports from the central bank either physically or online. Bangladesh Bank will start providing online information of its Credit Information Bureau (CIB) reports to banks and financial institutions.

Our developed CIB Software and Interface for Banks and Financial Institutes that would provide complete end-to-end integration between the existing CBS and CIB System at Bangladesh Bank. This system would verify the CIB related queries and deliver data at user's desired format for their further processing.

CIB Features:

- Multiple functionalities
- Automatic matching system
- Batch – monthly contribution to update all existing financial exposures
- New terminology: “contract” and “subject”
- Multiple “roles” on the same contract
- Link between companies and their owners
- Complete historical information of each contract as well as overall summary (instalment, non-instalment, credit cards)
- More information on both contracts and subjects
- CIB reports

❖ Teller Management

Teller can make payment and receive through the system upto teller transaction limit. When limit is exceeded then need 2nd authorization by others officers. System generates the following type of statement.

- Cash Payment
- Cash Receive
- Cash in hand in each teller
- Cash position is branch

Facilities:

Operational risk management

- Maker checker facility is available in critical area of the banking software, such as Customer creation and authorization, account creation and authorization, transaction and authorization etc.

- Flora Bank cover extensive limit modules where customer limit, group limit, account limit are available to reduce the risk. The limit modules are fully control by credit division of head office. FloraBank also support multicurrency report.
- Comprehensive exposure tracking & management across customer facilities
- On-line, Centralized Tracking of Multicurrency customer limits.
- See the detail of audit trial report

❖ General ledger

General Ledger module is highly integrated with Customers Deposit, Loan & Advance, Bill & Remittance and Foreign Exchange module. It will be automatically updated during the transaction on above module. The General Ledger includes:

- Statement of Affairs
- Daily/Monthly Income & Expenditure Statement
- Daily Cash Book
- Subsidiary ledger
- Cash, Clearing and Transfer Register
- Income and Expenditure ledger
- Daily summary of General Ledger
- Trial Balance
- Abstract
- IBTA interest calculation
- Comparison income and expenditure statement
- Sundry Assets module i.e. entry wise sundry Creditors, Letter of Credit margin
- Sundry Deposit Module including Hajj deposit
- Suspense Account i.e. Entry wise Sundry Debtors, etc.
- Interest suspense account Reconciliation
- SBS-1,
- SBS -2,3
- Demand liability and weekly position

❖ Electronic messaging (Messaging modules)

Florabank have the messaging interface to send and receive messages for the communication purposes. Sender will keep the message into the message body and receiver will see in screen and may reply to the sender.

The user message module allows for the storage retrieval, and transmission of electronic text one user to another.

❖ MIS and report

There are numerous reports in FLORA BANK. Few of common reports are given below

- Credit Evaluation analysis
- User Wise Supplementary
- Customer List by Balance Range
- Alphabetically Name Wise Balance
- Group-wise Customer Position
- Open Account Information
- Miscellaneous Un-adjustment List
- Deposit and Loan Wise Balance (Summary)
- Module Wise Customers Ledger Balance
- Maturity Account List
- Unpaid Installment/Defaulter List
- Account Status and Class wise Balance List
- Audit Trail Report
- Supplementary
- Daily Transaction Reconcile
- Balance Confirmation Certificate
- Clearing Cheque List
- Daily Transaction Position
- Range Wise balance of All Accounts
- Signature Verification List
- Account wise No Activities List

- Advice /Inform to Customers of Maturity Before 15 Days
- Source of Finance Wise Report
- Transaction Statistics of Account
- Cost of Fund
- Monthly Statement of Recovery
- Send Customer Statement by Email
- Data Entry Statistics
- Customer wise Revenue
- Approximately Money Laundry Statement
- Online Account Permission List
- Customer wise Position

❖ Parameter maintenance

Flora Bank is highly parameterized systems. Parameters are defined in two ways i.e. Head office level and Branch level. A Few number of parameter are given below:

- Define Chart of Account
- Product Define Parameter
- Sector Code setup
- SBS parameter
- CIB Parameter
- Remittance Issue Parameter
- Demand Liability and Time Liability Parameter
- Interest Rate Parameter
- GL Integration parameter
- Auto Voucher Generation Parameter
- Classification Loan
- Dormant Marking
- In standing Instruction Parameter

- Account Level Parameter
- Loan Repayment instruction Parameter
- Excise duty Parameter
- Tax Calculation Parameter
- Flora Bank installation parameter
- Incidental Charge Parameter
- Service Charge Parameter
- Commission Calculation Parameter
- Loans Follow up Parameter
- Online Transaction Parameter for commission and Vat
- Interest processing period parameter
- Asset and liability parameter
- And others parameter

❖ Signature verification

The screenshot displays a software window titled "Picture and Signature Card Verification". At the top, it shows the account number "0024-0310065535" and the name "SHARMIN HASSAN". Below this, there are three tabs labeled "Sign1", "Sign2", and "Sign3", along with "+" and "-" buttons and a "Close" button. The main area shows a verification card for "FLORA BANK" with account number "0024-0310065535". The card includes a photo of a woman, the title "SHARMIN HASSAN", and handwritten signatures in red ink. The date "3.8.98" is also visible on the card.

Signature Verification module of FLORA BANK is international standard on-line real time Banking system which is comprehensive, fully automated and highly flexible to customize and accommodate new banking products.

Signature Verification has given the following facilities:

- Add signature by account number
- Find signature and picture by account number

- Modify signature by account number
- Find account wise balance, picture and signature

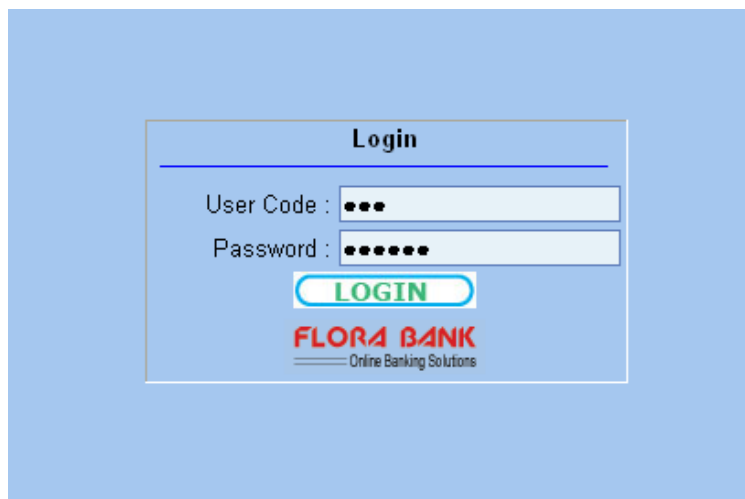
❖ Security management

Security Management is very strong and highly effective feature of Flora Bank. There are 5 (five) type of security system given below:

- Operating System Security
- Database Security
- Network Security
- Application Level Security
- Transaction Based Security

While designing the developing Flora Bank software, security issue have been considered all the way, proper encryption methodology have been incorporated incase of data security. Transaction through web/phone Banking/SMS banking have been secured using SSL technology.

USER LOGIN SCREEN



Account Level Security:

Administrator can define account type access restriction for particular users. FloraBank is able to restrict access to certain accounts or Account groupings. This includes VIP accounts and staff accounts. User can not make any transaction on that account if account level security is applied.

❖ System administration

Features of System administration:



❖ Multi currency

FloraBank support multicurrency and multi-book accounting. There is an option to define base currency of the bank. Currency parameter covers the currency code, conversion rate and others.

Multiple exchange rates for multiple currencies are set each day and held online. There is no system restrictions on the number of currencies allowed. Where appropriate, the system then permits amount to be entered either in base currency or foreign currency at all levels of transaction. The branch, department or corporate, all foreign currency operation are automatically checked against the latest conversion rate.

❖ Chart of accounts

Flora Bank can handle hues number of internal account which is linked with retail banking. It supports multi grouping and multilevel of account. User can input their own define account number and code. It covers Asst, liability, income, expenditure, contingent asset, contingent liability, provision account, inter-branch account and others.

❖ Fund transfer

Florabank have fund transfer interface, using this fund can be transfer between one account to another account, Nostro Account to Nostro account, Customer Account to internal account and others. FloraBank also support multi-currency, multi-party and inter-branch fund transfer.

❖ Sweeping facilities

Systems have facility to link different accounts for sweeping balances to one account to another.

❖ Cheque book entry

Cheque Leaf initially entered into the Lot entry modules. Secondly it is issued to the customer account with proper validation with Lot modules. The following functions are covered in the cheque book management.

- Cheque Lot Entry
- Cheque Leaf Issue to Customers
- Cheque Leaf Authorization
- Cash position is branch
- Cheque leaf stop payment
- Used and unused register
- Account wise cheque issue history

❖ Clearing

Florabank can handle the clearing functions as per Central bank guide lines. System can export clearing data as per Central bank format. The following are covered in these modules.

- Hold clearing balance in account
- Cheque deposit function
- Cheque return function
- Outward clearing
- Clearing schedule
- Inward Clearing
- Auto voucher generation

Florabank have the interface with Central Bank clearing software. Bank can use Central Bank clearing software and at the moment data can be integrated with core banking system on regular basis or schedule basis if required

❖ System generated voucher

System will generate voucher after the operations, teller operations, batch operations and system generated transaction. It is highly sophisticated system where remove the manual process.

❖ Maker and checker functions

Florabank is design based on maker and checker option. Imputer can not authorize the transaction. Authorizer can authorized the transaction upto authorizer limit. System also supports dual authorizer in a single transaction.

❖ Guarantor information

Florabank have the facility to capture the Guarantor information and linked to the loan account. Multiple guarantors can be linked to one loan account. User can make inquiry regarding the guarantors if required.

❖ Primary security

Florabank have the facility to capture the primary securities which is linked to the loan account. It is also captured the category of primary security, value of primary security, force value, detail description and location of the primary security.

❖ Any branch banking

Customer is capable to make any transactions such as withdrawal/deposit or account transfer from any branch of the bank in real time. Internal IBTA transaction will be generated by the system during the authorization of the

above transaction to reconciliation. Charge or commission may be realized from the customers account if bank define the charge parameter for such kind of transaction.

❖ Debt collection

The Debt Collection (DC) System has been designed for use with ay of the Banks systems that are concerned tithe the issue and control of credit.

The DC module allows the lending department to define arrears conditions and subsequent actions specific to each account type. For example, on the condition that a repayment on a particular loan type is "n" number of days overdue and the overdue amount is greater than "x", thin a predefined letter can be dispatched to the customer and a fee can be raised.

The following methods are automated within the DC module to report and advise customers of arrears conditions:

Batch produced Reports/Notices Overdue Accounts Recovery progress of overdue loan, Overdue Account Listing, Arrears Notices to Customer(s) Top 10 (ten) Stuck Loan Statement Other Reports.

❖ Operational facilities

There are lots of Operational feature remains in the FLORA BANK which are as follows:

- Standing Instruction supports instructions across branches and integrates with all other modules. Generalized module, which can be extended to cove all type of instructions
- Inward and outward clearing
- Clearing confirmation
- Quick clearing
- Securities like DD Block, PO Block, SDR & etc.

❖ Online user guide and help facilities

FloraBank have on-line help for each module. Also have the tools trip for each field to get understand of users.

❖ Documentation management

Document management provides the functionality to show/view the documents obtained from Customers when required. It reduces the manual process and filing system. It is very helpful to setup customer limit based on scanning document which is inputted by the users. This module provides the status of the required document.

❖ Interface with third party

Florabank is design based on ISO 8583 messaging protocol. It support interface with third party for any kind of requirement by the bank. At present interface is developed such as Interface for Bangladesh Bank clearing, ATM, POS, Mobile banking, Internet Banking and etc.

❖ Delivery channels

Financial institutions are placing ever-increasing reliance on alternative forms of distribution, such as ATMs, EFTPOS, Internet, kiosk, third party agencies, telephone and remote banking, and emerging electronic technologies. As well as the traditional forms of banking channel delivery, FLORA BANK is able to support modern banking channels such as Internet banking, home banking, telephone banking, call centers, direct banking, and IVR (interactive voice response).

One of the design features of FLORA BANK focuses on the insulation of transaction source from the central, core applications. Because of this, implementations are possible that allow banks to protect investments in terminal systems or to more easily consider local inherent within FLORA BANK, so Flora Systems offers a number of options that may be selected and included with a full FLORA BANK implementation.

❖ ATM /EFTPOS support

Interface support within this module is supplied for American Express, Diners Club, MasterCard and Visa, along with selected country-specific networks. ATM and other electronic delivery system interface has been developed based on open standard like ISO 8583 ensuring that your bank is not tied to any proprietary system protocols.

❖ Internet banking

FLORA BANK Internet Banking System is a turnkey solution that delivers core internet banking functions to the bank, either as a stand-alone or fully integrated application to the FLORA BANK system. It incorporated 128-bit encryption technology and is designed to utilize alternative encryption modules as desired. The system can be extended to include additional functionality such as telephone banking, home banking support.

❖ Phone banking

Flora Systems Limited has developed a solution for the banks to improve their customer service using the world's most reliable and industry proven voice card – Dialogic, a product of Intel

It is mainly an IVR (Interactive Voice Response) based application for the banks and the Financial Institutions to smoother their Customer Inquiry and supports in a more easier, reliable and automated process, where no manual involvement or additional resources are required. Customers can easily access anytime on 14 hours and check their required account and transaction information completely over phone.

The solution is mainly developed for better and prompt customer service. Now the customers not have to wait for bank's official's availability or the Bank's office timing, as they can get the primary information at anytime completely automated over phones. The initial options for balance or transaction query, for fund transfer, for request of any predefined services (like currency rate, product information etc.), although more options can be done as per bank's business plan.

Technical Features:

- Works with operating platform- Windows 9X/2000/NT/XP
- Allows multilevel password according to the operational authority.

Benefits

- Improved customer services.
- This support services can be provided 24 hours, which will allow flexibility to customers, so that they can take the services any time they desire.
- Error free and similar quality of information dissemination
- Improve efficiency in performance from the customer service team.
- Better customer service will generate or secure more business.

❖ INTERFACE WITH SALARY SYSTEM

Florabank have a middle tier interface to migrate monthly salary from third party software to customer account. It is mentioned that customers account number should be available in the third party salary software to extract data.

❖ INVENTORY MANAGEMENT

Florabank have a comprehensive inventory management to control the stock of security instrument. Item/security will be defined through. Inventory transaction is defined by two types IN and OUT.

IN transaction is increased the stock balance and OUT transaction decreased the stock balance. Generate the stock ledger by click on demand or whenever is necessary.

Products

❖ Deposit Product

- Savings Account
- Short Term Deposit Account
- Current Deposit
- Fixed Deposit Receipt & Term Deposit

- Recurring Deposit/DPS
- Call Deposit
- Cheque Bearing Deposit
- Sundry Deposit
- Others Deposit

❖ Deposit Product for Islamic Banking

- AL-Wadeeah Current A/C
- Mudaraba Saving Account
- Mudaraba SND Account
- Mudaraba Staff Account
- Mudaraba Hajj Saving Account
- Mudaraba Monthly Saving Scheme 5 to 10 years
- Mudaraba Term Deposit of 3 month, 6 month, and 1 to 3 years Maturity
- Mudaraba Special saving Bond
- Mudaraba Call Deposit

❖ Foreign Currency Deposit Product

- FC Account General
- NRFC
- RFC
- Current Deposit
- Fixed Deposit Receipt & Term Deposit
- Recurring Deposit/DPS
- Call Deposit
- Cheque Bearing Deposit
- Sundry Deposit
- Others Deposit

❖ Investment product for Islamic banking

Administrator can define the Islamic banking product based on requirement, product category and nature. There are various type of parameterization option is available in Florabank software. New user define rules can be added on this system. Default Islamic Banking investment product are given below.

- Bai-Muzzal Investment A/C
- Murabaha Investment A/C
- HPSM Investment A/C
- Murabaha Post Import
- Mura Wes Bills
- Baim Wes Bills
- Bai-Salam Pre-shipment A/C
- Musharaka Investment A/C
- Quard against TDR.
- Quard against B.F. A/C
- Quard General A/C
- Musharaka Pre-shipment A/C

Other related products:

❖ Bangladesh Automated Clearing House (BACH)

BACH System interfaces between the central BACPS (Bangladesh Automated Cheque Processing System) clearing and settlement system and the processing systems (CBS – Core Banking System) at the bank. This system will also process Active-image Clearing System (AICS) and Active-image Archive (AIA) to interface with the outward and inward clearing solutions of banks.

BACH features:

BACH provides quick scanning of physical cheques in order to process

- Inward processing:
- File receive from various Sources (Like Banks)
- File processing and extraction in CPS (Cheque Processing System)
- Decision Making (Acceptation / Rejection)
- Return file generation
- Archive

- Reports
 - Outward Processing
- Cheque scanning
- IQA (Image quality assurance) testing
- Posting
- Authorization
- File generation
- Return acknowledgement
- Archive
- Reports

❖ Bangladesh Electronic Fund Transfer Network (BEFTN) Software

BEFTN System interfaces between the central BEFTN clearing and settlement system and the processing systems (CBS) at the bank. This system will operate as a processing and delivery centre providing for the distribution and settlement of electronic credit and debit transactions among banks.

BEFTN features:

- Outward processing
- Transaction
- Authorization
- File generation
- NOC (Notification of change) generation
- Return receive
- Archive
- Reports
 - Inward processing
- File receive
- Return marking
- Return file generation

- NOC (Notification of change) receive and process
- Return of NOC
- Archive
- Reports

❖ Risk Management System (BASEL-II Compliant Integrated Application Software)

Risk management software (Base-II compliant) offers a comprehensive solution for Basel II-compliant use of internal credit risk rating models. This system supports the multi-dimensional requirements involved in implementing credit risk rating models as well as ensuring compliance with supervisory provisions.

This system is composed of resolving the following three risks:

- Credit Risk
 - Risk weight for balance sheet exposure
 - Risk weight for off-balance sheet exposure
- Credit risk mitigation
- Market Risk
- Operational Risk

❖ Flora Bank Money Exchange (FB Exchange)

FB Exchange is a secure way to send and receive money to and from your relatives or friends worldwide – and it will make sure that money gets to where it’s needed quickly

FB Exchange features:

- Registration (Sender, Beneficiary)
- Transaction
- Authorize (Sender authorization and transaction authorization)
- Reports

The reason why clients are interested to buy FloraBank:

If you are thinking about reliable banking application, which is tested and implemented based on technology and business processes, then the answer will come back with following points.

- For rapid revolutionization of technological vigor and dynamic business environments, banks choose **Flora Bank** for their modernization and growth.

- A simple – to – use financial processes, calculations and modelers that understand the bank’s customer’s mentality and help to display customized product demonstration.
- The relevant product of retail and corporate banking ease the processes of communicating with customer.
- Coherent extensive and dynamic features that make you feel the essence of sophisticated, sensitive banking environment.
- Highly customizable, so that banks can easily be able to tailor their respective products and depict their novel offerings. Tailoring can be made precisely on Back-office and complex financial calculations that will enrich operational efficiencies.
- A powerful tactical financial solution that supports extensive localization. All tools can be offered in multi – currencies and multi – companies. Banks can easily manage the related data centrally, while enabling instant updates, across all channels, throughout their local operations.
- Effortless deployable in any channels like offline or online, so that any bankers can accurately symbolize the keen factors of their products with nice and lucrative offerings, so that the risk of misinterpretation will be severely minimized.
- Magnificent and customizable Reporting tool that enables any types of reports according to the requirement of Management as well as customers.
- **Flora Bank’s** easy integration capability that helps to incorporate with other their party applications (Like Transaction management system).
- Supports Business Intelligence (BI) tools (Like SAP), which helps to fetch data from real time environment and views with user defined reports.
- Robust security options that increase customer satisfaction.
- Accuracy of Data fidelity that enhance ease of data migration.
- Classified customer experience that sustains in true relationship banking.