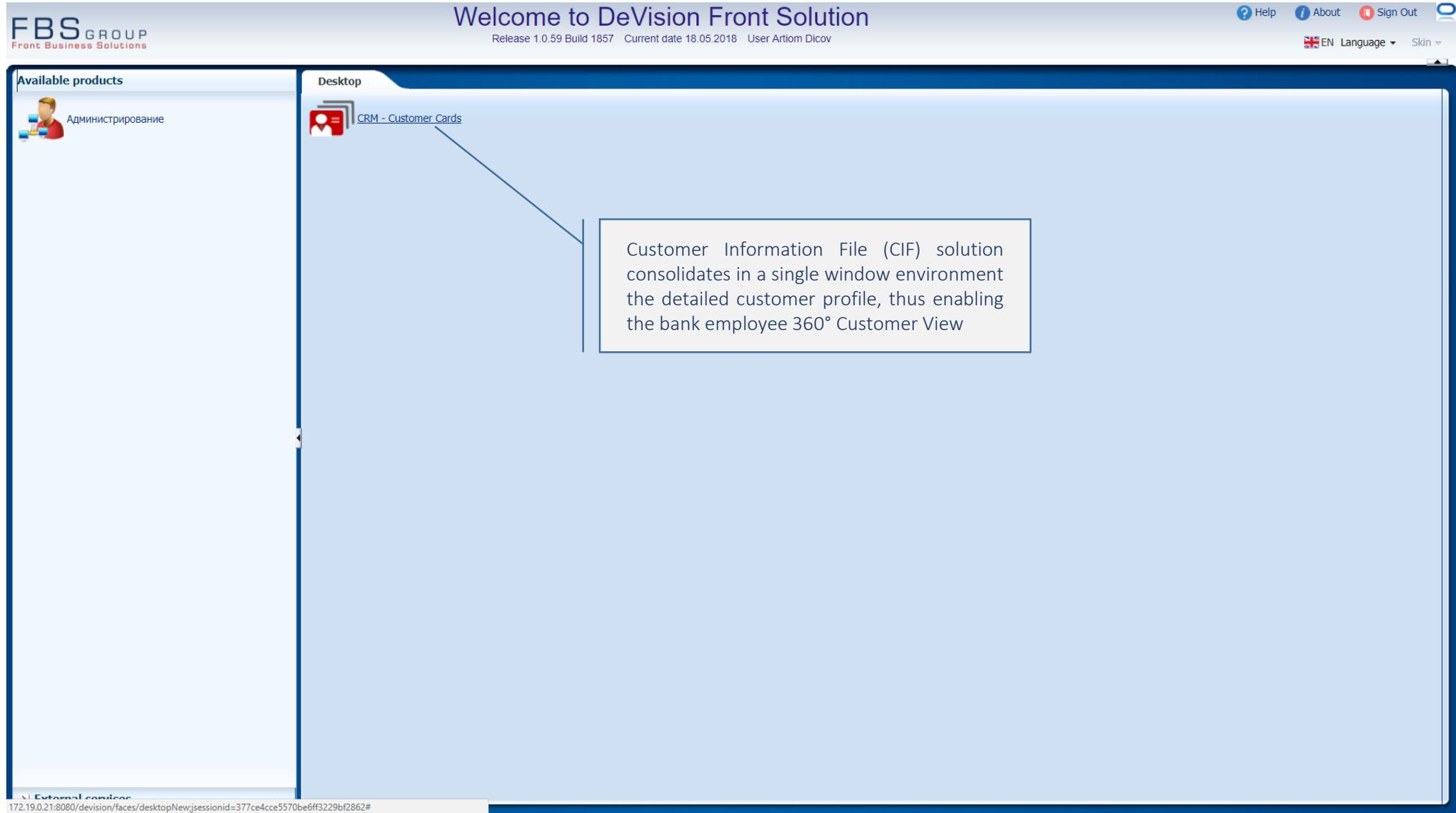


«Customer Information File»

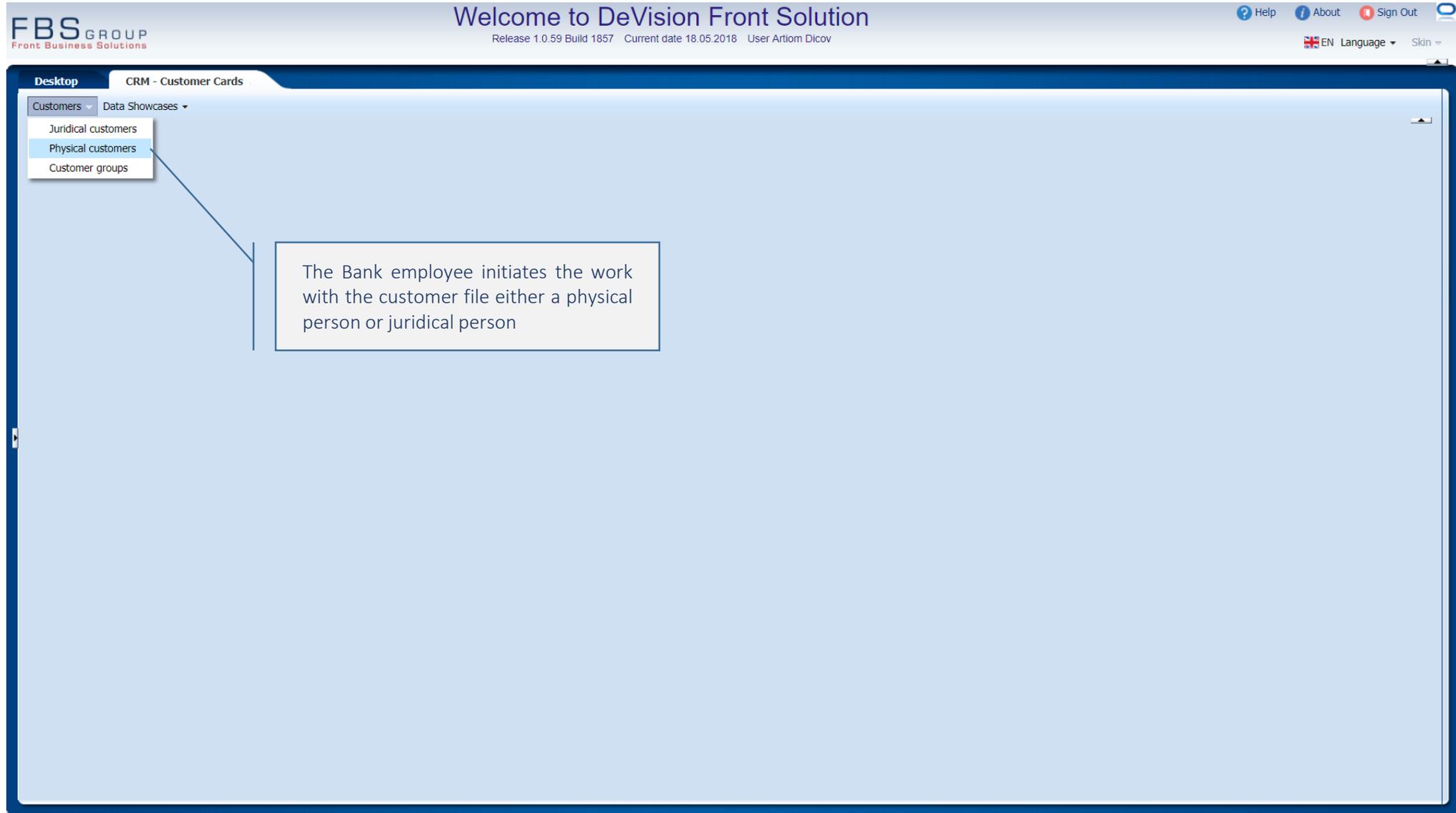
Full customer data, consolidated in a single information environment,
enabling 360° Customer View

Solution Presentation

Customer Information File



Customer Information File



The list of customers information files

Welcome to DeVision Front Solution

Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dico

EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Physical customers

View Add Attachments Detach

Bank employee gets access to list of clients CIFs each lien of which displays the main information on each customer, including the CIF status (open, blocked, closed)

When the customer applies to the Bank, the Bank employee searches him in the list of customers, or registers a new CIF, in case the customer is new to the Bank

Personal Code	Full name	Action	Client number	Branch code	Residency	Registration flag in the ABS	Relationship start date	Number of open accounts 2 class	External customer number	Status card	Subdivisions
1 inn40						Y		0	841392	Сущность по продукту создана CM	
2 inn50						Y		0	841438	Сущность по продукту создана CM	
3 PIN1						Y		0		Сущность по продукту создана CM	
4 PIN5						Y		0	841494	Сущность по продукту создана CM	
5 CLIENT_B						Y		0		Сущность по продукту создана CM	
6 inn90						N			841637	Сущность по продукту создана CM	
7 inn31						N			841354	Сущность по продукту создана CM	
8 sdfddd						N			841608	Сущность по продукту создана CM	
9 внучка						Y		0	841618	Сущность по продукту создана CM	
10 100200300400			3U9PQC	F845	N	Y		0	841732	Сущность по продукту создана CM	
11 200100200100			3U9PT4	F845	N	Y		0		Сущность по продукту создана CM	
12 TEST11			3U9PU8	F845	N	N			841872	Сущность по продукту создана CM	
13 inn16			DV2779...	F845	Y	N				Сущность по продукту создана CM	
14 inn25			3U9PE4	F845	Y	N			841292	Сущность по продукту создана CM	
15 TEST6			3U9PF8	F845	Y	N			841332	Сущность по продукту создана CM	
16 inn41			3U9PGX	F845	Y	N			841393	Сущность по продукту создана CM	
17 inn43			3U9PH1	F845	Y	N			841397	Сущность по продукту создана CM	
18 CLIENT_S			3U9PO4	F845	Y	N			841652	Сущность по продукту создана CM	
19 TEST15			3U9PTO	F845	N	N			841852	Сущность по продукту создана CM	
20 inn2			DV2777...	F845	Y	N				Сущность по продукту создана CM	
21 TEST7			3U9PF9	F845	Y	Y		0		Сущность по продукту создана CM	
22 TEST8			3U9PFA	F845	Y	N			841334	Сущность по продукту создана CM	
23 inn88			3U9PMX	F845	N	N			841609	Сущность по продукту создана CM	
24 CLIENT_H			3U9PNK	F845	Y	N			841632	Сущность по продукту создана CM	
25 inn34			3U9PFW	F845	Y	N			841356	Сущность по продукту создана CM	
26 096200100200			3U9PXP	F845	Y	N			841997	Сущность по продукту создана CM	
27 TEST19			3U9PY8	F845	N	N			842016	Сущность по продукту создана CM	
28 TEST20			3U9PY7	F845	N	N			842015	Сущность по продукту создана CM	
29 jjjjj			3U9PYB	F845	Y	N			842019	Сущность по продукту создана CM	

172.19.0.21:8080/devision/faces/desktopNewJsessionid=377ce4cce5570be6ff3229bf2862#

Customer search

The screenshot displays the DeVision Front Solution CRM interface. At the top, a navigation bar includes the FBS Group logo, the title "Welcome to DeVision Front Solution", and user information: "Release 1.0.59 Build 1857", "Current date 18.05.2018", and "User Artiom Dicov". On the right side of the navigation bar are links for "Help", "About", and "Sign Out", along with a language selector set to "EN" and a "Skin" option.

The main content area is titled "CRM - Customer Cards" and contains a "Customer search" form. The form includes the following fields:

- Personal Code: 123
- First name: Customer
- Last name: Demo
- Date of birth: (empty field with a calendar icon)

Below the form are two buttons: a blue "Search" button and a grey "Cancel" button.

A callout box with a blue border and a white background points to the "Search" button. The text inside the callout box reads: "Bank employee searches the customer by his main attributes, like customer personal ID code, Full name, Date of birth".

Customer search – New customer registration

The screenshot shows the DeVision Front Solution CRM interface. At the top, there is a navigation bar with the FBS Group logo, the title 'Welcome to DeVision Front Solution', and user information: 'Release 1.0.59 Build 1857', 'Current date 18.05.2018', and 'User Artiom Dicov'. There are also links for 'Help', 'About', and 'Sign Out', along with a language dropdown set to 'EN' and a 'Skin' option.

The main content area is titled 'CRM - Customer Cards' and contains a 'Customer search' section. This section has a form with the following fields:

- Personal Code: 123
- First name: Customer
- Last name: Demo
- Date of birth: (empty)

 Below the form are 'Search' and 'Cancel' buttons.

Below the search form is a table displaying search results:

Selected customer	Branch	Client's name	Date of birth	Personal Code	CIF status
<input type="checkbox"/>	F845	[blurred]	08.02.2018	2001123456	Customer card is open
<input type="checkbox"/>	F845	[blurred]	21.03.2018	2001123	Customer card is open
<input type="checkbox"/>	F407	[blurred]		0982912360154	Customer card is open
<input type="checkbox"/>	F845	[blurred]	21.03.2018	123456789	Client card is closed
<input type="checkbox"/>	F407	[blurred]	06.09.1958	2005002021231	Customer card is open
<input type="checkbox"/>	F407	[blurred]		2004036123140	Customer card is open

At the bottom of the search section, there are two buttons: 'Select' (with a green checkmark icon) and 'Add new customer' (with a green plus icon). A callout box points to the 'Add new customer' button with the following text:

Customer search result displays the list of clients which data matches the search criteria for each of the attributes. If the search finds no results, the Bank employee can register a new customer in the system.

New customer registration

Desktop CRM - Customer Cards

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Customers Data Showcases

General data

- * Residency
- * Last name
- * First name
- Patronymic
- * Personal Code: 200100200100
- Country of Residence: Не выбран
- * Sex
- * Family status
- * ID document
- * Date of birth
- * Document Series
- * Document number
- * Date of issue
- * Issued by
- * Validity
- * Place of birth
- * Nationality
- Occupation

Address

Address type: Registration address

- * Street
- * Building №
- Block
- Apartment

Contacts

- * Mobile phone
- Home phone
- Work phone
- E-mail

Error:
[CMM_CUSTOMERS_CHECK.0001] Клиент с таким фискальным номером уже существует

When registering a new customer, the system automatically checks for the uniqueness of the customer ID number. In case the customer with the ID entered already exists in the system, the respective error message pops up.

Save Cancel

New customer registration

Desktop CRM - Customer Cards

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Customers Data Showcases

General data

Residency: Resident

* Last name: Demo

* First name: Customer

Patronymic:

* Personal Code: 123

Country of Residence: Moldova

* Sex: Male

* Family status: Married

* ID document: ID card

* Date of birth: 5/9/1997

* Document Series: A

* Document number: 48796247

* Date of issue: 4/28/2013

* Issued by: IS 'CRIS REGISTRU'

* Validity: 5/1/2023

* Place of birth: Chisinau

Nationality: Moldova

Occupation:

Address

Address type: Registration address

* Country: Moldova

Index:

* Region: MUN. CHISINAU

* Locality: Chisinau

* Street: Cuza Voda

* Building №: 15

Block:

Apartment:

Contacts

* Mobile phone: 79621456287

Home phone:

Work phone:

E-mail:

Save Cancel

To register a new customer, the Bank's employee should fill in all the data required

Registering new customer in Core Banking System

The screenshot displays the 'CRM - Customer Cards' interface. The top navigation bar includes 'FBS GROUP Front Business Solutions', 'Welcome to DeVision Front Solution', and system information like 'Release 1.0.59 Build 1857' and 'Current date 18.05.2018'. The main area is titled 'Customer information' and contains various input fields for personal and business details. A red box highlights the 'Registration in the ABS' dropdown menu, which is currently set to 'Y'. Below the form, there are tabs for 'Letter of attorney', 'Important Dates', 'Customer Files', 'Addresses', 'Communications', and 'Working Info'. An alert message is visible at the bottom, indicating that the customer is not registered in ABS due to missing attributes.

Customer Information Fields:

- Full name: Demo Customer
- Personal Code: 123
- Client class: Physical person
- Status: Customer card is open
- Business relationship start date: [empty]
- Residency: Resident
- Country: Moldova
- Sex: Male
- Family status: Married
- Birth date: 5/9/1997
- Birth place: Chisinau
- Document type: ID card
- Nationality: Moldova
- Document series: A
- Document number: 95148747
- Issue date: 5/17/2013
- Issued by: IS 'CRIS REGISTRU'
- Validity: 5/17/2023
- Education level: [empty]
- Occupation: Employee
- Place of work: Demo SRL
- Position: Manager
- Work experience (years): [empty]
- Public role: Not hold (not held for the last 12)
- Public person relative: No
- FATCA criteria: Het
- Mobile phone: 7964582147
- Home phone: 37322997214
- Work phone: [empty]
- E-mail: demo@customer.com
- Viber: democustomer
- WhatsApp: democustomer
- Skype: [empty]
- Risk group: [empty]
- Letter of attorney: Да

Registration in the ABS: Y

Alert Message: CUSTOMER_REQU... 10.05.2018 10:45:... 123 Demo Customer Customer required attributes-<Отчество> <Род занятий клиента> Клиент не зарегистрирован в ABS. Отсутствуют все обязательные атрибуты клиента для регистрации в ABS.

Upon the successful registration of a new customer, the system will display the "Customer Information" screen to further work on this CIF. Besides, when registering a new CIF, the system automatically runs the procedure to verify all the fields, mandatory for new customer registration in CBS, are filled in.

In case not all the required fields are filled in, the CIF in Core Banking System is not opened. Attribute "Registration in the ABS" in the upper area of CIF inherits the value "N" and the system reflects the notification about attributes missing for CIF registration in CBS. Post completing all the mandatory data required, the CIF is registered in Core Banking System.

Registering new customer – FATCA criteria verification

The screenshot displays the 'CRM - Customer Cards' interface. At the top, it says 'Welcome to DeVision Front Solution' with release and user information. The main area shows a form with fields for Fiscal Code (215468794), Branch (F845), Surname (Last Name), Name (First Name), Patronymic, and External customer No (842492). An 'Information' box contains a red error message: 'F845 215468794 Last Name First Name. FATCA criterion-<<Mobile phone>>-. Attention! The client falls under the FATCA criteria! It is necessary to carry out actions, according to the procedures of Know Your Customer'. An 'OK' button is below the message.

When new CIF is being registered in the system, all the data entered are being automatically validated for FATCA criteria and/or presence in "blacklist". If the automated check has detected at least one of the criteria, a respective message is displayed on the screen.

Registering new customer – FATCA criteria verification

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dico

EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Familia Imea
 Personal Code: 987456158
 Client class: Physical person
 Status: Client card is blocked
 Business relationship start date:
 Residency: Resident
 Country: Moldova
 Sex: Male
 Family status: Unmarried

Birth date: 5/2/2001
 Birth place: Chisinau
 Document type: Birth certificate
 Nationality: Moldova
 Document series: a
 Document number: 149523647
 Issue date: 5/1/2018
 Issued by: registru

Education level:
 Occupation:
 Place of work:
 Position:
 Work experience (years):
 Public role:
 Public person relative:
 FATCA criteria: Да

Mobile phone: 0165479
 Home phone:
 Work phone:
 E-mail:
 Viber:
 WhatsApp:
 Skype:
 Risk group:
 Letter of attorney: Her

Address by residence: Moldova,loc.calarasi,str.cuza,bl.14/

Registration in the ABS: Y

Customer Presents Additional

Letter of attorney Important Dates Customer Files

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comment
Mobile phone	0165479	Familia Imea	<input checked="" type="checkbox"/>	
Home Phone			<input checked="" type="checkbox"/>	
Work phone			<input checked="" type="checkbox"/>	
EMAIL			<input checked="" type="checkbox"/>	

Indicators Measures Printing information Alerts

View + Detach

Alert type	Notification date	Alert text
FATCA_CRITERII	10.05.2018 10:51:...	F845 987456158 Familia Imea . FATCA criterion-<<Мобильный телефон>>. Внимание! Клиент попадает под критерии FATCA! Необходимо произвести действия, согласно процедурам Знай Своего Клиента
CUSTOMER_REQU...	10.05.2018 10:37:...	987456158 Familia Imea Customer required attributes-<Отчество> <Род занятий клиента> . Клиент не зарегистрирован в АБС. Отсутствуют все обязательные атрибуты клиента для регистрации в АБС.

The "FATCA criteria" attribute inherits the value "Yes" and the CIF is automatically blocked until the respective actions and procedures are undertaken.

Notification to undertake the respective actions in conformance with the Bank's internal procedures is registered in the "Alerts" tab.

Work with Customer Information File – Data actualization

Welcome to DeVision Front Solution

Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Physical customers

View + [Icons] Detach

Personal Code	Full name	Action	Client number	Branch code	Residency	Registration flag in the ABS	Relationship start date	Number of open accounts 2 class	External customer number	Status card	Subdivisions
123	demo customer										
1 123	Demo Customer		3U908R	F845	Y	Y		0	842395	Customer card is open	

- Physical customer date
- Close customer card
- Printing contracts
- History activity

Upon registering a new customer, its CIF appears in the list of CIFs. Bank's employee initiates the work with the Customer Information File and reviews / edits / actualizes the detailed customer data.

Customer data actualization – Letters of attorney & Indicators

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers - Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12: Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12: WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No FATCA criteria: Her Risk group:
 Sex: Male Issued by: IS 'CRIS REGISTRU' Validity: 5/17/2023 Letter of attorney: Да
 Family status: Married

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Working Info

View + Detach

Type of attorney	Proxy person	Number	Begin date	End date	Notary	Description of authorization
Account management	Customer Wife Demo	32548	10.05.2018	17.05.2019		

Bank employee reviews LETTERS OF ATTORNEY for performing certain operations. In needed, employee can edit existing or add new letters of attorney.

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Bank employee reviews, edits, updates or supplements the list of customer INDICATORS

Customer data actualization – Important dates & Actions

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12 Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12 WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public role: Not hold (not held for the last 12 Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' Public role: Not hold (not held for the last 12 Risk group:
 Family status: Married Validity: 5/17/2023 FATCA criteria: Her Letter of attorney: Да
 Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Working Info

Date	Date type	Date's detail
12.02.2018	Birthday	
09.10.2017	Anniversary	20 лет совместной жизни в браке

The Bank employee reviews, edits or updates the customer IMPORTANT DATES

Indicators Measures Printing information Alerts

View + Detach

Measure type	Measure details	Begin date	End date	Initiator of the measure	Executor of measure	Importance of the measure	Measure state
Call	Напомнить о замене просроченного удостоверения личности	11.05.2018		Artiom Dicov	TEST1	Middle	Scheduled
Letter	Отправить электронную выписку по счёту	01.05.2018	09.05.2018	Artiom Dicov	TEST1	High	Executed

The Bank employee registers the actions performed or plans new ACTIVITIES to interact with the customer

Return

Customer data actualization – Electronic dossier & Customer questionnaire

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

CRM - Customer Cards

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: [dropdown] Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone: [dropdown]
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: [dropdown] Document series: A Work experience (years): [dropdown] Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12... WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype: [dropdown]
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group: [dropdown]
 Family status: Married Validity: 5/17/2023 Letter of attorney: Да

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS: [button]

Customer | Presents | Additional | Profiles | Person | Rates | FATCA | Groups

Letter of attorney | Important Dates | **Customer Files** | Addresses | Communications | Working Info

Working with files

Nº	File name	File extension	Description file	File Content Type	Date of start	Expiration date	Date of download
177225916	signature_scan.gif	gif	Подпись клиента	Подпись	10.05.2018		10.05.2018

Indicators | Measures | **Printing information** | Alerts

Bank selection criteria: Convenient branch locations
 Bank information sources: Recommendations

Return

The Bank employee reviews or updates the customer ELECTRONIC DOSSIER, supplementing it with necessary documents, such as scan copies of ID card, signature sample, applications, agreements; for legal entities – scans of statutory documents, certificates etc.

The Bank employee registers customer responses regarding his criteria and preferences when choosing the Bank

Customer data actualization – Addresses & Notifications

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone: E-mail: demo@customer.com
 Status: Customer card is open Nationality: Moldova Position: Manager Viber: democustomer
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12) WhatsApp: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12) Skype: Risk group: Letter of attorney: Да
 Country: Moldova Document number: 95148747 Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her
 Sex: Male Issued by: IS 'CRIS REGISTRU' Validity: 5/17/2023
 Family status: Married Validity: 5/17/2023

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files **Addresses** Communications Working Info

Address type	Country	District	Locality	Street	Building №	Block	Apartment	Index	Primary address	Comments
Registration address	Moldova	MUN. CHISINAU	Chisinau	Cuza Voda	15				<input checked="" type="checkbox"/>	
Actual address	Moldova	MUN. CHISINAU	Chisinau	Dacia	17				<input checked="" type="checkbox"/>	

The Bank employee reviews or updates all customer ADDRESSES: registration address, Actual address, home address, address for correspondence

Indicators Measures Printing information **Alerts**

Alert type	Notification date	Alert text
CUSTOMER_REQU...	10.05.2018 10:45:...	123 Demo Customer Customer required attributes <Отчество> <Род занятий клиента> . Клиент не зарегистрирован в АБС. Отсутствуют все обязательные атрибуты клиента для регистрации в АБС.

Return

Customer data actualization – Communication channels

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12: Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12: WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Da

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses **Communications** Working Info

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comment
Mobile phone	7964582147		<input checked="" type="checkbox"/>	
Home Phone	37322997214	Demo Customer	<input checked="" type="checkbox"/>	
Work phone			<input checked="" type="checkbox"/>	
EMAIL	demo@customer.com	Demo Customer	<input checked="" type="checkbox"/>	
WhatsApp	democustomer	Demo Customer	<input checked="" type="checkbox"/>	
VIBER	democustomer	Demo Customer	<input checked="" type="checkbox"/>	

The Bank employee reviews or updates COMMUNICATION CHANNELS with the customer: phone numbers, e-mails, various messengers

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Job Information (for physical customers)

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 18.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12... Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12... WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Da

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications **Working Info**

View	+	Detach	Job	Position	Job's details	Address	Employment date	Date of dismissal	Employment type	Primary job	Org. type of activity	Org. and legal for
	✗		Demo SRL	Manager			14.05.2014	08.05.2017	Full employment	<input type="checkbox"/>	Commerce	Societate cu Raspunde
	✗		Demo SRL	Manager			24.05.2017		Full employment	<input checked="" type="checkbox"/>	Information Technolog	Societate cu Raspunde

The Bank employee reviews or updates the information about customer current and previous job positions (only for physical customers)

Indicators Measures Printing information Alerts

View	+	Detach	Indicator type	Planned value	indicator	Actual value	indicator	Indicator details
	✗		Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
	✗		Number of transactions per month	up to 10 transactions	10.05.2018	4		
	✗		Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
	✗		Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Licenses & Counterparties (for legal entities)

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

CRM - Customer Cards

Customer information

Full name: Iliés Marin Valeriu
Short name: GT Mugurel
IDNO: 123456
Client class: Physical with the right of legal
Status: Customer card is open
Residency: Resident
Country of residence: Moldova
Business relationship start date: Effective beneficiary does not exist: No

Legal form: Intreprinder Individuala
Field of activity: Industry
Type of activity: Прочие Производства
Type of ownership: Частная собственность
Authorized capital: Revenues: Administrator: Chief accountant: Effective beneficiary does not exist: No

Periodicity of activity: Nr employees: Incl.seasonal: Company size: Risk level: Letter of attorney: Her
FATCA criteria: Her
Accounts other banks: Mobile phone: Work phone: Telex: E-mail: Viber: WhatsApp: Skype

Address of registration: Actual address: Registration in the ABS: y

Customer Licenses / Certificates

Certificate type	Series	№	Date of issue	Expiration Date	ISSUED BY	Place of registration	Comments
Госрегистрация	B	45897	02.05.2013		Registration Chamber		
Регистрация в налоговом органе	AB	3245789	02.05.2012		Tax Inspectorate		

The Bank employee reviews or updates the data about customer LICENSES & CERTIFICATES (only for legal entities)

Correspondents

BIC Code	Account	Correspondent account	Customer name	Identification code	Address of correspondent	Residency	Correspondent's passport data	Country	Customer class	Business relationship type	Type of activity	% of total turnover
PRCBMD22 (R)	6547889	78965421456	Customer SRL	951487				Moldova	Juridical person	Making payments	Производства	

The Bank employee reviews, updates, supplements the information about customer main COUNTERPARTIES (only for legal entities)

Customer data actualization – Signatures & Cheque-books (for legal entities)

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Iliés Marin Valeriu
 Short name: GT Mugurel
 IDNO: 123456
 Client class: Physical with the right of legal
 Status: Customer card is open
 Residency: Resident
 Country of residence: Moldova
 Business relationship start date:
 Effective beneficiary does not exist: No

Legal form: Intreprinder Individuala
 Field of activity: Industry
 Type of activity: Прочие Производства
 Type of ownership: Частная собственность
 Authorized capital:
 Revenues:
 Administrator:
 Chief accountant:
 Periodicity of activity:
 Nr employees:
 Incl.seasonal:
 Company size:
 Risk level:
 Letter of attorney: Her
 FATCA criteria: Her
 Accounts other banks:
 Mobile phone:
 Work phone:
 Telex:
 E-mail:
 Viber:
 WhatsApp:
 Skype:
 Address of registration:
 Actual address:
 Registration in the ABS: y
 Registration in the ABS:
 Customer Presents Additional Profiles Persons Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Licenses / Certificates **Signatures**

Account	Signature type	Right to sign person
2456987	First signature	Customer Demo

The Bank employee reviews or updates the information about the holders of the right of First and Second SIGNATURE (only for legal entities)

Indicators Measures Correspondents **Checkbooks** Printing information Alerts

Checkbooks type	Customer account	Type of payment	Check Series	Check number	Date of issue	To whom issued	Number of sheets	First sheet	Last page	Checkbook Status
Расчетная		На заплата	66	6478	02.05.2017	Demo Customer	25	1	25	Active

The Bank employee reviews, updates, supplements the information about CHEQUE-BOOKS provided to customer (only for legal entities)

Return

Customer data actualization – Presents & Gifts

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12... Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12... WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Да

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Working Info

View + Detach

Type of attorney	Proxy person	Number	Begin date	End date	Notary	Description of authorization
Account management	Must			17.05.2019		

The Bank employee reviews or updates the information about PRESENTS and GIFTS offered to customer

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Presents & Gifts

The screenshot displays the 'Presents' section of the DeVision Front Solution. The interface includes a header with the FBS Group logo, a welcome message, and user information. Below the header, there are navigation tabs for 'Desktop' and 'CRM - Customer Cards'. A table lists the presents and gifts offered to customers, with columns for 'Present type', 'Receiving date', 'Present's description', and 'Comments'. A callout box points to the 'Present type' column, stating: 'The Bank employee reviews or updates the information about PRESENTS and GIFTS offered to customer'.

	Present type	Receiving date	Present's description	Comments
	Discount card	02.05.2018	Дисконтная карта за лояльность и длительный отношения	
	Gift	02.01.2018	Поздравление с Днем Рождения	

Customer data actualization – Additional information

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone: demo@customer.com
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: democustomer
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12... Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12... WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype: Risk group: Letter of attorney: Да
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her
 Family status: Married Validity: 5/17/2023
 Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Working Info

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comm
Mobile phone	7964582147		<input checked="" type="checkbox"/>	
Home Phone	37322997214		<input checked="" type="checkbox"/>	
Work phone			<input checked="" type="checkbox"/>	
EMAIL	demo@customer.com		<input checked="" type="checkbox"/>	
WhatsApp	democustomer		<input checked="" type="checkbox"/>	
VIBER	democustomer		<input checked="" type="checkbox"/>	

The Bank employee reviews or updates the ADDITIONAL INFORMATION about the customer

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

172.19.0.21:8080/devision/faces/desktopNew?sessionId=184c7a3dfce8f1aa32d54a4d359#

Customer data actualization – Additional information

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Additional information

View + Attach Detach

	Add.information code	Add. information value	Comments
	Политически уязвимое лицо	Нет	
	Лимит оборотов по левым счетам	100000	

The Bank employee registers any additional information about the customer, such as accounts turnover limits, tax certificates number/series etc.

172.19.0.21:8080/devision/faces/desktopNew?jsessionid=184c7a3dfce8f1aa32d54a4d359#

Customer data actualization – Customer profiles

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12: Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12: WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Да

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Profiles Communications Working Info

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comm
Mobile phone	7964582147		<input checked="" type="checkbox"/>	
Home Phone	37322997214		<input checked="" type="checkbox"/>	
Work phone			<input checked="" type="checkbox"/>	
EMAIL	demo@customer.com		<input checked="" type="checkbox"/>	
WhatsApp	democustomer		<input checked="" type="checkbox"/>	
VIBER	democustomer		<input checked="" type="checkbox"/>	

The Bank employee reviews or assigns to customer new PROFILES

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Customer profiles

The screenshot shows the 'Customer profiles' section of the DeVision Front Solution CRM. The interface includes a header with the FBS Group logo, a welcome message, and system information (Release 1.0.59, Build 1857, Current date 21.05.2018, User Artiom Dicov). The main content area displays a table of customer profiles.

Profile code	Profile type (M / A)	Profile description
VIP	M	VIP customer

Based on economic, financial, socio-demographic or other demographic attributes the customer segmentation and assignment to them the appropriate profiles is performed. The profile assignment is possible both manually or automatically based on configured conditions and business-rules

Customer data actualization – Customer related persons

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12: Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12: WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Да

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA Groups

Letter of attorney Important Dates Customer Files Addresses Communications Working Info

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comm
Mobile phone	7964582147		<input checked="" type="checkbox"/>	
Home Phone	37322997214	Demo Customer		
Work phone				
EMAIL	demo@customer.com	Demo Customer		
WhatsApp	democustomer	Demo Customer		
VIBER	democustomer	Demo Customer		

The Bank employee updates the information on all the persons, in some way related to the customer

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Customer related persons

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Client's Full name: Demo Customer
Client's Personal Code: 123
Client type: Physical person

Filter parameters

Relation group: [dropdown]
Relation type: Family members, Affiliated parties

Related parties

View: Proxy, Founders / Shareholders, Effective beneficiary, Administration

	Virtual relation flag	Relation inception date	Tax number	Name of connected customer
Controlled entity	N	14.05.2018	123456	Iles Marin Valeriu
Other connection	Y	03.05.2018	123456	Iles Marin Valeriu
Authorized person				
Spouse				

The Bank employee can review the list of customer related persons. If needed, the employee can register a new customer related person.

Customer data actualization – Adding a new customer related person

The screenshot displays the 'DeVision Front Solution' CRM interface. At the top, it says 'Welcome to DeVision Front Solution' with release and user information. The main area is titled 'CRM - Customer Cards' and contains a 'Customer search' section. In this section, the '* Client type' is set to 'Physical person'. The '* Relation type' dropdown menu is open, showing a list of relationship categories. The 'Issuer of power of attorney' option is highlighted in blue. A tooltip 'Issuer of power of attorney' is visible next to this option. A callout box with a pointer to the highlighted option contains the text: 'Depending on the type and nature of the relation, the Bank employee has the possibility to supplement the list of customer related persons'.

Desktop CRM - Customer Cards

Customers ▾ Data Showcases ▾

Customer search

* Client type Physical person ▾

* Relation type

- Founder
- Controlled entity
- Co-founder
- Former spouses
- Effective beneficiary
- Accountant
- Shareholder
- Authorized person
- Issuer of power of attorney**
- Affiliated party
- Bank
- Brother/Sister
- Other connection
- Spouse
- Parent
- Grandparent
- Child
- Grandchild
- Parent in law

Issuer of power of attorney

Depending on the type and nature of the relation, the Bank employee has the possibility to supplement the list of customer related persons

Customer data actualization – FATCA attribute

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12... Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12... WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Da

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates **FATCA** Groups

Letter of attorney Important Dates Customer Files Addresses **Communications** Working Info

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of the contact	Comm
Mobile phone	7964582147	Demo Customer	<input checked="" type="checkbox"/>	
Home Phone	37322997214	Demo Customer	<input type="checkbox"/>	
Work phone		Demo Customer	<input type="checkbox"/>	
EMAIL	demo@customer.com	Demo Customer	<input type="checkbox"/>	
WhatsApp	democustomer	Demo Customer	<input type="checkbox"/>	
VIBER	democustomer	Demo Customer	<input type="checkbox"/>	

The Bank employee reviews the information about existence of criteria according FATCA legislation

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – FATCA attribute

Desktop CRM - Customer Cards

Customers ▾ Data Showcases ▾

▼ FATCA details

* Customer Status FATCA: Американская персона

* Form: W-9

* TIN: W-9

Status Date: W-8

Undo

The Bank employee reviews the criterion, upon which the customer falls under the FATCA legislation, as well as reviews the documents/forms the customer filled in, in accordance with identified criterion

Customer data actualization – Customer groups

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Desktop CRM - Customer Cards

Customers Data Showcases

Customer information

Full name: Demo Customer Birth date: 5/9/1997 Education level: Occupation: Employee Mobile phone: 7964582147
 Personal Code: 123 Birth place: Chisinau Occupation: Employee Home phone: 37322997214
 Client class: Physical person Document type: ID card Place of work: Demo SRL Work phone:
 Status: Customer card is open Nationality: Moldova Position: Manager E-mail: demo@customer.com
 Business relationship start date: Document series: A Work experience (years): Public role: Not hold (not held for the last 12 Viber: democustomer
 Residency: Resident Document number: 95148747 Public role: Not hold (not held for the last 12 WhatsApp: democustomer
 Country: Moldova Issue date: 5/17/2013 Public person relative: No Skype:
 Sex: Male Issued by: IS 'CRIS REGISTRU' FATCA criteria: Her Risk group:
 Family status: Married Validity: 5/17/2023 Letter of attorney: Да

Address by residence: Moldova,loc.Chisinau,str.Cuza Voda,bl.15/ Actual address: Moldova,loc.Chisinau,str.Dacia,bl.17/ Registration in the ABS: Y Registration in ABS:

Customer Presents Additional Profiles Person Rates FATCA **Groups**

Letter of attorney Important Dates Customer Files Addresses Communications Working Info Customer groups

View + Detach

Type of communication	Value of the communication type	The contact person	Primary type of	Comm
Mobile phone	7964582147			
Home Phone	37322997214	Demo Customer		
Work phone				
EMAIL	demo@customer.com	Demo Customer		
WhatsApp	democustomer	Demo Customer		
VIBER	democustomer	Demo Customer		

The Bank employee reviews or updates the information about GROUPS, the customer belongs to

Indicators Measures Printing information Alerts

View + Detach

Indicator type	Planned value	Date of planned indicator	Actual value	Date of actual indicator	Indicator details
Average monthly turnover on accounts	15,001 – 50,000 lei	10.05.2018	45000		
Number of transactions per month	up to 10 transactions	10.05.2018	4		
Purpose of cash transactions	Receiving income (salaries, dividends, etc.)	10.05.2018	Оплата коммунальных плате...		
Type of transactions on accounts	Credits	10.05.2018			

Return

Customer data actualization – Customer groups

The screenshot displays the DeVision Front Solution CRM interface. At the top, there is a navigation bar with the FBS GROUP logo, the title "Welcome to DeVision Front Solution", and user information including "Release 1.0.59 Build 1857", "Current date 22.05.2018", and "User Artiom Dicov". There are also links for "Help", "About", "Sign Out", and "Language" (set to EN).

The main content area is titled "CRM - Customer Cards" and shows a "Customer groups" table. The table has the following columns: "Group code", "Name of group", "Date of registration to group", and "Exit group date". A single row is visible with a red 'X' icon in the first column, indicating a deleted or inactive record. The row data is as follows:

Group code	Name of group	Date of registration to group	Exit group date
AFIL01	Аффилированные лица Банка - Affiliate 01	14.05.2018	

A callout box points to the first row of the table with the following text: "The Bank employee reviews the groups the customer is included in. If needed, the employee can add the customer in a new group."

At the bottom of the screenshot, the URL "172.19.0.21:8080/devision/faces/desktopNew?jsessionid=6a7ccf1e9b26d095e682dd0be9ea#" is visible.

Customer data actualization – Adding customer to a Group

The screenshot shows the DeVision Front Solution CRM interface. At the top, there is a header with the FBS GROUP logo, the text 'Welcome to DeVision Front Solution', and user information: 'Release 1.0.59 Build 1857 Current date 22.05.2018 User Artiom Dicov'. On the right side of the header, there are links for 'Help', 'About', and 'Sign Out', along with a language selector set to 'EN' and a 'Skin' dropdown.

The main content area is titled 'CRM - Customer Cards' and contains a sub-section 'Adding the customer group'. This section has a 'Customer group' dropdown menu with a 'Save' button. The dropdown menu is open, showing two options: 'AFIL01 - Аффилированные лица Банка - Affiliate 01' and 'GR_01 - Группа связанных лиц созаемщиков'. The second option is highlighted in blue. A tooltip for the selected option is visible below the dropdown, displaying 'GR_01 - Группа связанных лиц созаемщиков'.

A callout box with a blue border and a white background points to the selected option in the dropdown menu. The text inside the callout box reads: 'The Bank employee can include the customer into one of a preliminary defined customer groups'.

Closing Customer Information File

Welcome to DeVision Front Solution
Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Physical customers

View + Attach Detach

Personal Code	Full name	Action	Client number	Branch code	Residency	Registration flag in the ABS	Relationship start date	Number of open accounts 2 class	External customer number	Status card	Subdivisions
123	demo										
1 123	Demo Customer		3U9Q8R	F845	Y	Y		0	842395	Customer card is open	

- Physical customer date
- Close customer card
- Printing contracts
- History activity

The Bank employee can close the Customer Information File, if needed

Printing customer documents

Welcome to DeVision Front Solution

Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

Help About Sign Out EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Physical customers

View + [Icons] Detach

Personal Code	Full name	Action	Client number	Branch code	Residency	Registration flag in the ABS	Relationship start date	Number of open accounts 2 class	External customer number	Status card	Subdivisions
123	demo	[Icon]	3U9Q8R	F845	Y	Y		0	842395	Customer card is open	

- Physical customer date
- Close customer card
- Printing contracts
- History activity

The Bank employee can print out the Customer Information File or other relevant documents, if needed

Printing customer documents

The screenshot shows the DeVision Front Solution interface. At the top, it says 'Welcome to DeVision Front Solution' with version information: 'Release 1.0.59 Build 1857', 'Current date 21.05.2018', and 'User Artiom Dicov'. The main area is titled 'CRM - Customer Cards' and shows a 'Printing document list' table. A dialog box titled 'Physical customer CIF report' is open, showing a dropdown menu for 'Report output type' with options: Microsoft Rich Text Format, Microsoft Rich Text Format, PDF, Excel 2007, Excel 2003, and HTML. The 'Execute' button is highlighted.

Name	Code	Nº
Договора клиента	CUSTOMER_AGREEMENTS_GROUP	1
Physical customer CIF report	PHYSICAL_CIF	169802952
TST_JSPR	TST_JSPR	173306225

The printing documents functionality uses the number of preconfigured templates, access to which, including the format of downloaded/printed document, could be set up in the system based on user access rights

History of actions performed

Welcome to DeVision Front Solution

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Help About Sign Out EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Physical customers

View + Attach Detach

Personal Code	Full name	Action	Client number	Branch code	Residency	Registration flag in the ABS	Relationship start date	Number of open accounts 2 class	External customer number	Status card	Subdivisions
123	demo										
1 123	Demo Customer		3U9Q8R	F845	Y	Y		0	842395	Customer card is open	

- Physical customer date
- Close customer card
- Printing contracts
- History activity

The Bank employee can review the chronology of all the actions performed with the Customer Information File

History of actions performed

Welcome to DeVision Front Solution

Release 1.0.59 Build 1857 Current date 21.05.2018 User Artiom Dicov

EN Language Skin

Desktop CRM - Customer Cards

Customers Data Showcases

Просмотр истории действий над клиентом

View Detach

Audit Datas	Date	Action	State	Position	User
	21.05.2018 10:26:08	History activity	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:25:19	Группы клиента	Customer card is open	Administrator	Irina Zaitseva
	21.05.2018 10:25:15	Physical customer date	Customer card is open	Administrator	Irina Zaitseva
	21.05.2018 10:24:56	Возврат страницы печать договоров	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:23:30	Printing contracts	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:21:51	Группы клиента	Customer card is open	Administrator	Irina Zaitseva
	21.05.2018 10:21:47	Physical customer date	Customer card is open	Administrator	Irina Zaitseva
	21.05.2018 10:20:42	Переход к списочной форме физических лиц	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:20:30	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:20:26	Группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:13:10	Ввод группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:12:01	Группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:10:39	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:09:56	Группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:09:06	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:06:11	Переход к списочной форме физических лиц	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:05:59	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:00:57	Группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:00:53	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:00:43	Удалить связь	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 10:00:37	Подтверждение удаления связи	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 09:59:51	Лица клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 09:59:47	Physical customer date	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 09:59:17	Группы клиента	Customer card is open	Administrator	Artiom Dicov
	21.05.2018 09:59:12	Physical customer date	Customer card is open	Administrator	Artiom Dicov

Back

All the chronology of actions performed with Customer Information File is registered in the system. The employee can review and analyze the history of actions executed

«Customer Information File»

Full customer data, consolidated in a single information environment, enabling
360° Customer View

For additional information: info@fbs-g.com