

# SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

MAY | EDITION 122



Welcome to the Finacle Global Support fortnightly knowledge bulletin! We're here to offer solutions for common challenges, share valuable tips, provide knowledge bytes, and keep you updated. Each edition is meticulously curated to ensure we share best practices and known resolutions. In this issue, you'll find the following articles:

- **Freeze Exception Parameter Maintenance**
- **Rule Maintenance and Rule Mapping**
- **FSC Webinar Resources Now Available**

So, let's start reading!

## Freeze Exception Parameter Maintenance

*Product: Finacle Core | Version: 10.x and above*

In Finacle, an account can be frozen using multiple reason codes and the exception code to be triggered is defined at the scheme level. Default behavior is irrespective of the reason code, the system will raise the exception configured at the scheme level.

Freeze exceptions can be managed through the menu **HFEPM (10.X) or MFEP (11.X) - Freeze Exception Parameter Maintenance**. The bank can configure different exception codes for various combinations of **Freeze Type** and **Freeze Reason Code**.

Freeze Type	Freeze Reason Code	Description	Exception Code	Exception Type	Del
D	00002	ACCOUNT IS NPA	001	Warning	No
D	00003	GOVERNMENT REQUEST	002	Exception	No
C	00012	COURT ORDER	003	Error	No

### Example:

If an account is debit frozen and there is no setup in **HFEPM/ MFEP** menu for any reason code and scheme is mapped with freeze exception code **002**, and the type of exception is **EXCEPTION**, then the system will allow a debit transaction if the user work class is greater than or equal exception work class.

If the bank wants to restrict the transaction, the same account can be frozen with setup for reason code and exception code combination in **HFEPM/ MFEP**. Corresponding exception behavior can then be controlled by setup in **HFEPM (10.X) or MFEP (11.X)**.

## Rule Maintenance and Rule Mapping

Product: Finacle SVS | Version: 10.x and above

Rules are predefined conditions established by account holders to validate transactions, ensuring secure verification of signatures and photographs. While this feature is mainly utilized by corporate customers to maintain signature policies, it is also available to individual users.

Rules can be configured based on multiple parameters such as **Customer ID, Employee ID, Account ID, Account Type, Bank Code, Transaction Type, Amount**, and more. This ensures that required signatures and photographs are verified before transactions are processed.

To execute a successful transaction on an account, the following conditions must be fulfilled:

- The associated rule must be fulfilled
- Mandatory signature/ photos must be verified

### Maintain Rule

Users can establish various rules that can be linked to different sets of customer and account IDs. Similar to scheme codes, where parameters are applied to all accounts opened under the same code, rules can be set to apply conditions to all entities associated with those rules. The **Maintain Rules** menu option assists in defining these rules.

The screenshot shows the 'Add Rules' interface. At the top, there are fields for 'Function' (set to 'Add') and 'Name' (set to 'RULE1'). Below this is a 'Rule Builder' section with a table-like structure for defining conditions:

Entity Name	Relational Operator	Value	Logical Operator
Transaction Subtype	=	CI	And
Transaction Amount	>	10000	Select

There is also a 'Remarks' text area and buttons for 'Submit', 'Test', and 'Cancel' at the bottom.

### Map Account Rules

Like the general rules defined in the previous step, users can create account-specific rules that apply to all signatures associated with a particular account. When defining these account-specific rules, users can incorporate the general rules established earlier. In the **Map Rules** menu, users can link the rules to various entities, as shown in the screenshot below.

The screenshot shows the 'Map Rule' interface. At the top, there are fields for 'Function' (Add), 'A/c. ID' (00000002049), 'A/c. Type' (N), 'Bank Code', and 'Employee ID'. Below this is a table for mapping the rule 'RULE1' to various entities:

Rule Name	Rule Description
RULE1	transubtype = 'CI' And tranamt > 10,000

Below the table, there are fields for 'Total No. of Signs' (1) and 'No. of Compulsory Signs Required' (1). A table below shows the mapping of the rule to various entities:

Sign ID	Sign View	Mandatory	Photograph	Mandatory	Remarks
ALE	ALE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

There is also a 'Photograph Image' field and buttons for 'Submit' and 'Cancel' at the bottom.

## FSC Webinar Resources Now Available!

Your enthusiastic presence truly made the session interactive and insightful. The insights from this session will help us make this improved portal even better. The recording of this in-depth session is now available for your reference.

[Click Here](#) to view the recording.

The FSC portal is now accessible through the following URLs. Bookmark them for easy access:

- **Customer Access and Login:** <https://support.finacle.com>
- **Finacle Knowledge Center** - <https://docs.finacle.com/en/signin>

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