Deloitte.



High volume documentation solutions Technology and analytics

Key areas where we can offer support



Process and decision making support

- Set up process for handling customer requests (classification, eligibility, response options, decision making tree, exceptions and escalations.
- Available support for exceptional cases assessment and actions.



Document review

- Technology used: data extraction – Relativity
- Activities: cluster and categorize loan documentation impacted by the moratorium and the customer notifications received
- Output:
- Impact assessment per type of loan product and customer segment
- Case by case decision making support



Template creation

- Technology used: document automation -Contract Express
- Activities: create automated templates per type of document required to be sent Output: standardized
 - standardized programmed templates per type of document

Document automation

- Technology used:
 document
 automation Contract Express;
 Deloitte
 repayment
 schedule
 simulator
 application
- Activities: creation of customized documentation per client
- Output: customized documentation per client type and product type

Automated sending

- Technology used:
 RPA (robotic process automation)
- Activities: creation of individual emails per customer and including the relevant documentation; optionally adding esignature; sending the communication from the bank mailbox or Deloitte dedicated mailbox
- Output: email messages

Tracking and reporting

- Technology used:
 RPA (robotic process automation)
- Activities: tracking sending and any exceptions in sending communications
- Output: spreadsheet tracking status per customer and product type with the status of sending the communication and customized reports. Report frequency to be agreed.

Key benefits of our solution



Modular and process based

Focused on the core elements of managing high volumes of documents:

- Review
- Document creation
- Automated sending
- Reporting



Cost effective

Economies of scale with the goal of cost containment.

Efficiency with volume.



Standalone, easy to integrate, fast go-live

The solution works standalone, and can also be easily integrated with existing systems to support further tasks.

Between **1 and 5 days** on average to deploy into production, once process defined.

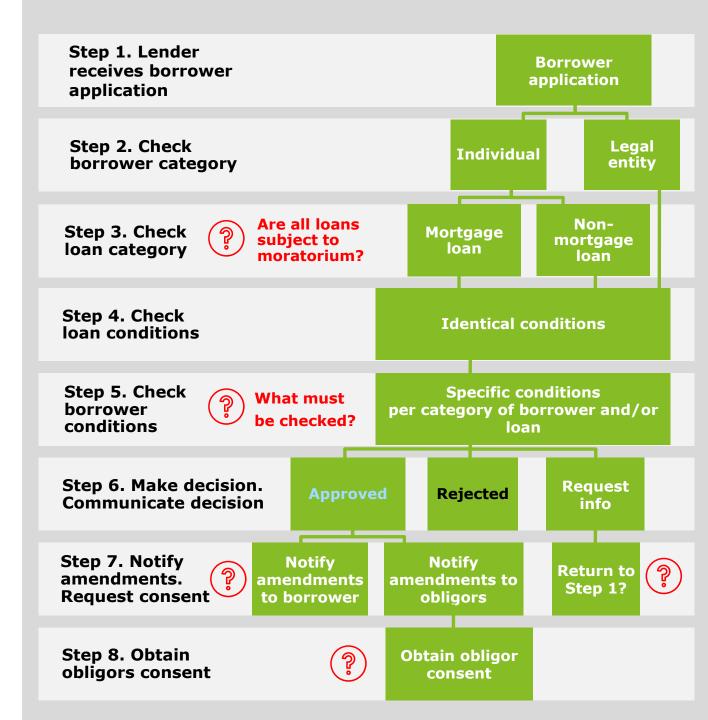
Technology and output overview



Process and decision making support

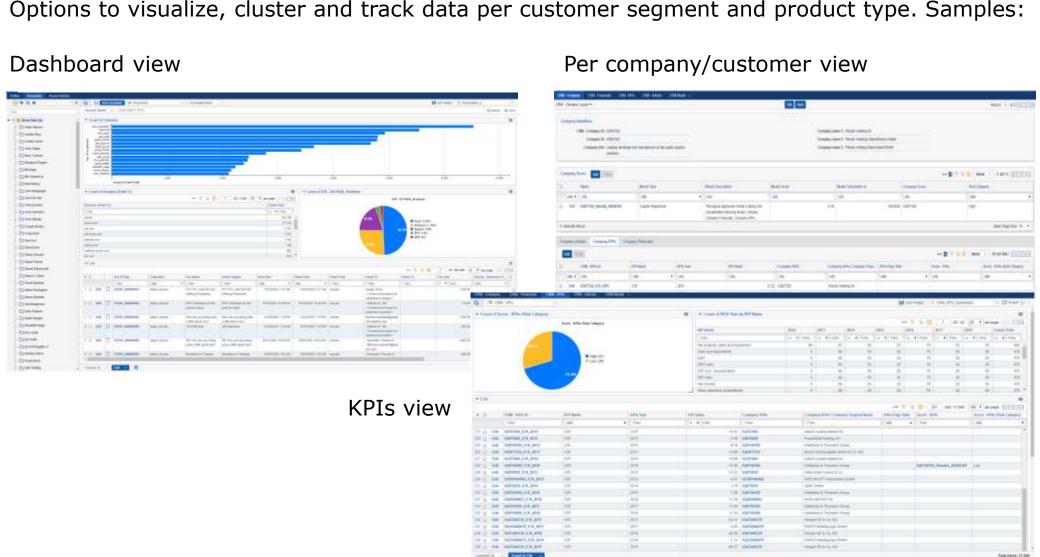
We can assist with defining the process to support the decision taking per product and customer type, as follows:

- Assist in designing the reaction/decision making process
- Identify type of verifications per classes of clients/products/contracts to determine eligibility and specific course of action prescribed by the law/recommendable
- Options of response under the law and areas of risks per each option
- Identify type of documentation for each response
- Define response timing and follow-up actions
- Define general rules and exceptions management
- Documentary evidence of communications



Data extraction and visualization

Options to visualize, cluster and track data per customer segment and product type. Samples:



Document automation

Document automation technology enables fast preparation of templates as well as personalized documents to be sent to each customer, enabling the bank to meet the legal requirements on response times.

Key areas where document automation supports the process:

- Creation automated templates per type of document required to be sent
- Standardized programmed templates per type of document
- Creation of customized documentation per client type and product type, including customer and loan data upload.

NOTICE OF ACCEPTANCE OF MORATORIUM REQUEST

To {DebtorName}

Attention: {DebtorContact}; {DebtorEmail

ddress: {DebtorStreetNo} {DebtorStreetName} Street, {DebtorCountry}.

{DebterCity:}

Identification < DebtorType is "Company" {DebtorCompanyCode} > < DebtorType is "Natura

number: Pesson" {DebtorPersonIN}>

Date: {Today}

Re: Moratorium request dated (Moratorium Date)

We refer to your moratorium request dated {MoratoriumDate} ("Moratorium Request") regarding the {LoanLyne} agreement no. {LoanLyne} dated {LoanDate} (the "Loan Agreement") concluded between, inter alios. (1) {DebtorName} as Borrower (the "Borrower"), (2) {BankDane} (the "Lender"). Through the Moratorium Request you have requested us to suspend the payment of {Installments Number} installments under the Loan Agreement, starting with {MoratoriumEffectiveDate} ("Moratorium Effective Date").

Having analysed your Moratorium Request and considering the provisions of the Government Emergency Ordinance no. 37/2020 regarding the granting of certain facilities for loans issued by credit institutions and non-banking financial institutions to a certain category of debtors ("OUG 37/2020") and the Application Norms of OUG 37/2020 ("Application Norms").

We hereby give you notice, pursuant to Article 3 para. (4) of OUG 37/2020 and Article 5 para. (5) of the Application Norms, that all the moratorium conditions are met and we accept your Moratorium Request.

Thus, as of Moratorium Effective Date

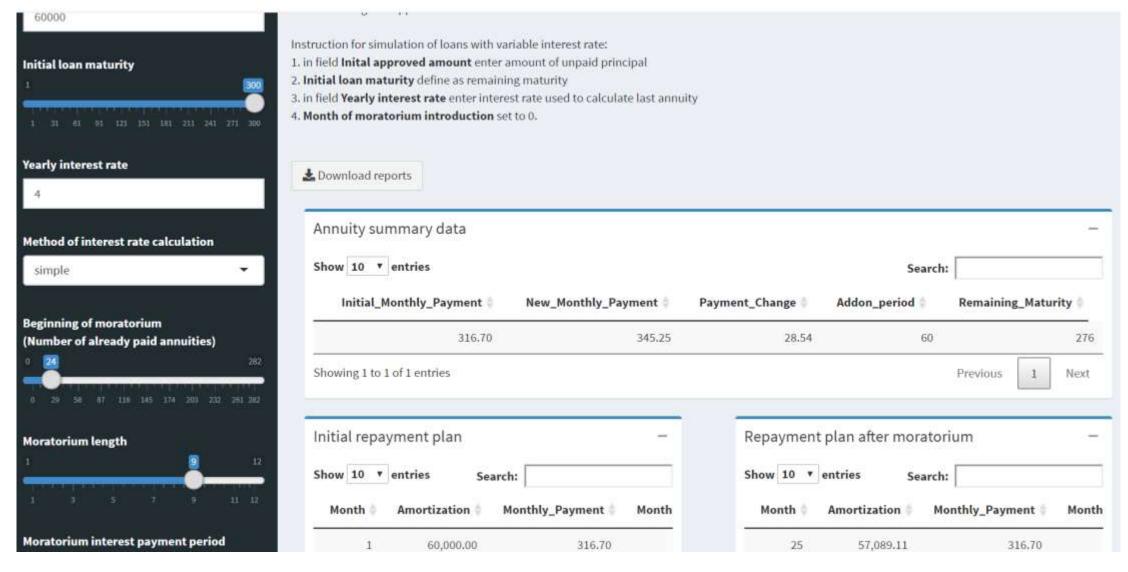
- the payment obligations of {InstallmentsNumber} instalments are suspended until {MorartoriumEndDate};
- the repayment schedule appended to the Loan Agreement is hereby amended and replaced with the repayment schedule attached to this notice, as Appendix.

Kindly acknowledge receipt of this notice and confirm your acceptance of its contents, including the replacement of the repayment schedule with the repayment schedule attached to this notice, by reverting with an acknowledgement email sent to (Bankëmail).

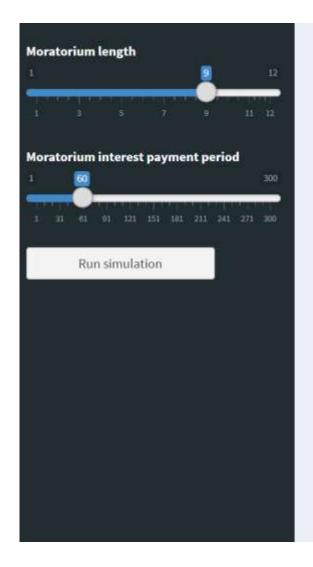
Yours sincerely



Repayment schedule simulator



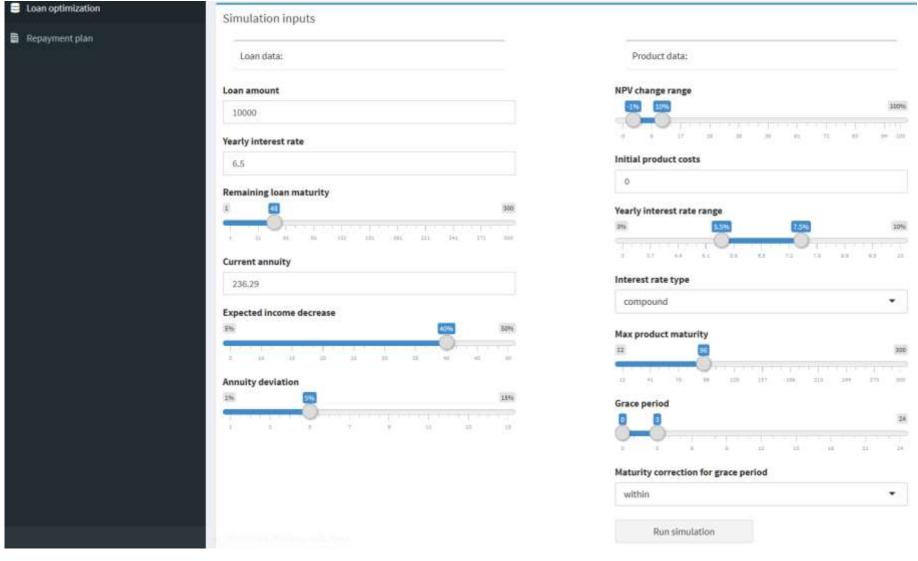
Repayment schedule simulator







Loan restructuring optimizer



The tool can be used to optimize loan parameters based on additional client requests (e.g. grace period, extension of maturity, income decrease, change of interest rate).

The tool can facilitate the simulation of the NPV deriving from the restructuring, the Bank being able to assess the impact in the financial accounts of each restructuring option in real time and before actual implementation.

Loan restructuring optimizer

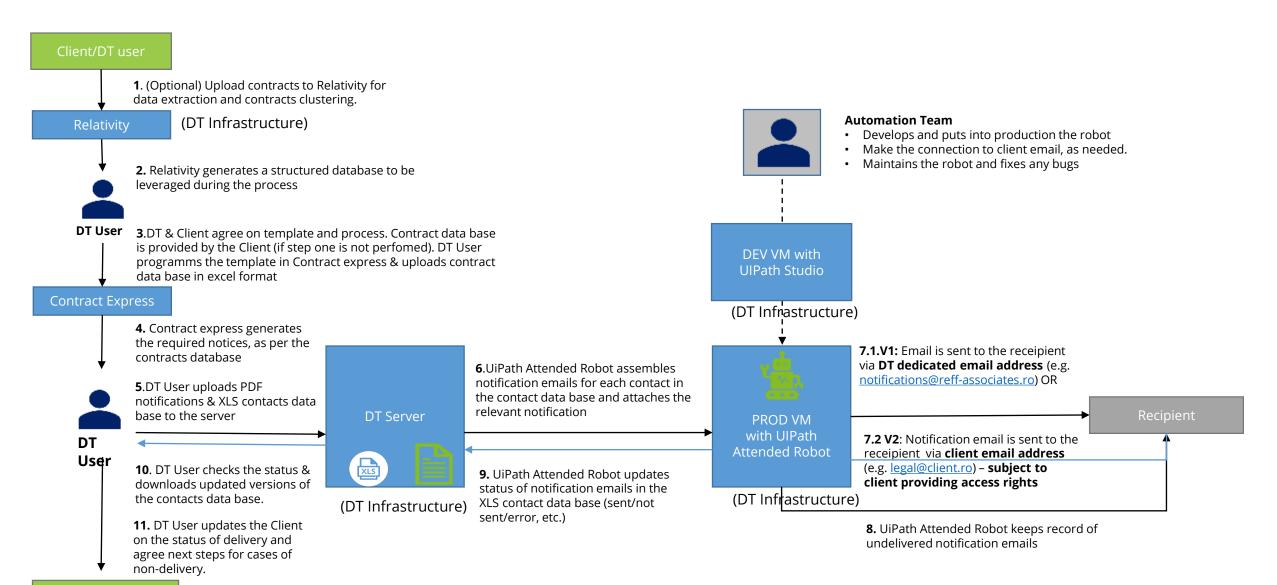


End to end process overview



Technology solutions process overview

Client



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