# FI Process Flowchart

1. Customer initiates the journey

2. FI result: YES or NO?

3. If NO: Case Disbursed/Rejected

4. If YES: FI/FA/CM sends mail to Credit team

5. Credit team initiates FI with empaneled agency

6. Agency conducts verification: Result YES or NO?

7. If NO: Step 5 actions are followed

8. If YES: Credit approves and case disbursed

9. T+2 Days Wait Analysis report

10. Address communication/customer response?

11. If NO: Proceed to Branch FI

12. If YES: Branch sends daily reminders, waits till T+5 Days

13. If no response: Credit rejects the case