

## Showroom Mobile Banking - Enhancement #13633

### FD On-boarding

28 April 2022 01:45 PM - Keat San Khor

<b>Status:</b>	Feedback	<b>Start date:</b>	28 April 2022
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Keat San Khor	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Phase:</b>	R1	<b>Branch Code:</b>	showroom-proj-base-i5

#### Description

Performed FD on-boarding. Whole process completed until new on-line user id assigned.

When login to new user id, was asked to do fund transfer to top up FD receipt.

After did fund transfer, received error message "We are unable to process your request now as service temporarily unavailable. Please try again later (C004)". Image of this error message is attached.

After clicking okay to this message, returns to landing page but there is no balance in the FD receipt.

Please check and rectify.

#### History

##### #1 - 06 May 2022 03:57 PM - David Wong

- Status changed from New to Feedback

- Assignee changed from David Wong to Keat San Khor

Unable to simulate

Please try again

#### Files

Fund Transfer to FD error message.jpeg	39.4 KB	28 April 2022	Keat San Khor
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