

**opsdog**

**BPMN 2.0 FORMAT**

**BANKING**

## Internet Banking: Account Update

**The OpsDog Financial Services Hierarchy**

- Banking
  - Insurance
  - Broker Dealer
  - Investment/Asset Management
  - Consumer Finance
- Electronic Banking
  - Internet Banking: Account Information Update
- Other Services: Retail Branch Operations, Commercial Lending, Consumer Lending, Mortgage Banking, Wealth Management, Merchant & Lockbox Operations, Courier Services, Back Office Operations, Compliance & Risk Management, Treasury Management.

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**Internet Banking - Account Update: Workflow**

**Customer Profile Change**

**Workflow Description**

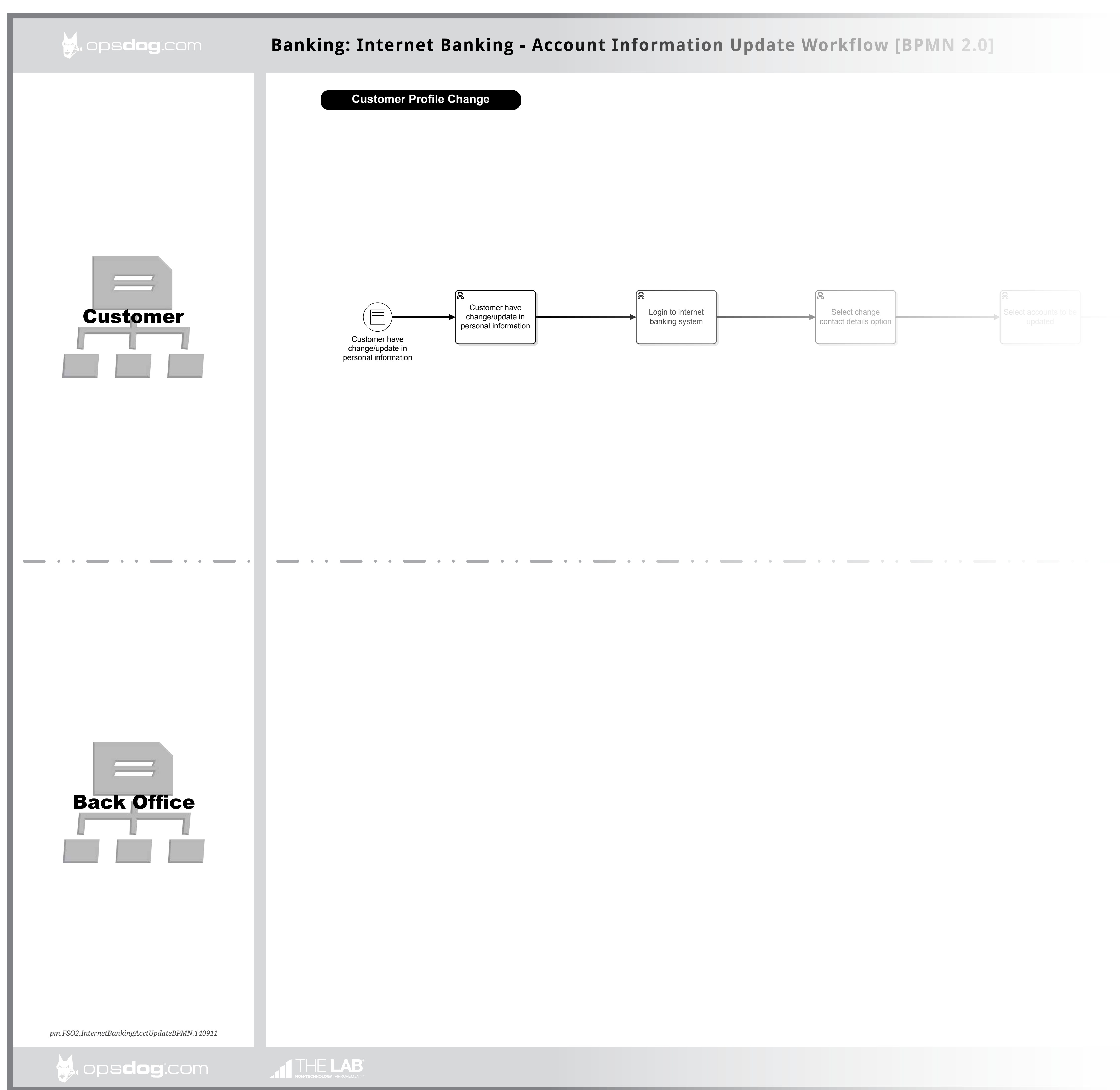
The processing of self-administrated customer information updates through the internet banking channel. Includes access of online banking profile, profile information change processing, and account change request processing.

**Legend**

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

**WORKFLOW**

**DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT**



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