

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Service Delivery > 1.2 Delivery of Secured and Unsecured Loans Products Services

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|---------------------|---|
| Title | Oversee the loan application processes |
| Code | 107308L4 |
| Range | Oversee all the administrative work of applications related to the whole range of loan and mortgage product transactions made by customers through direct sales, phone banking, digital banking and / or over counter at branches |
| Level | 4 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the guidelines in loan application <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the bank's guidelines in loan application, relevant banking regulations and code of conduct in order to process the application independently • Understand the purposes, formats and requirements of different types of forms related to loan application in order to complete or conduct checking on the forms independently 2. Check and review loan application processes <p>Be able to:</p> <ul style="list-style-type: none"> • Check if sufficient financial and personal data of loan applicants is obtained by administrative staff, advise to collect supplementary information and assist to complete necessary paperwork as and when required • Check the accuracy and completeness of loan applications • Conduct final check on all documents to ensure customer data and application procedures are compliance with both external and internal requirements before transferring applications to credit analysts or related units for verification and analysis 3. Manage the loan application follow up process professionally <p>Be able to:</p> <ul style="list-style-type: none"> • Develop good collaboration on loan application progress between frontline and middle office for back end follow up • Manage the reporting system professionally to keep track of the status of applications and advise administrative staff to contact applicants regarding acceptance or rejection of application • Follow up the customer loans account opening and other administrative work conducted by administrative staff upon approval of applications; ensure all work done complies with legal and regulatory requirements |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • All necessary documents for loan applications are prepared properly by loan administration team and compliance requirements of the bank are fully met • Supervise team members to track the status of loan applications and ensure customers are well informed of the progress of loan application |
| Remark | |