

## Specification of Competency Standards for the Retail Banking

### Unit of Competency

#### **Retail Banking Operations and Support > 2.2 Secured and Unsecured Loan Processing**

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| Title               | Oversee operations support on secured and unsecured loan processing  |
| Code                | 107341L5   |
| Range               | Keep track of the policy development and set guidelines for loan processing; lead team members to execute applications for customers of retail banking involving disbursement of fund regarding term loans, revolving credit, mortgage on residential, commercial and industrial properties. Disbursement of funds include full payment on ordinary loans and further advances on existing loans granted in the name of individual customers and / or small and medium sized business enterprises  |
| Level               | 5  |
| Credit              | 4  |
| Competency          | <p>Performance Requirements</p> <ol style="list-style-type: none"> <li>Understand the procedures in processing secured and unsecured loans<br/>Be able to: <ul style="list-style-type: none"> <li>Keep track of market trends and take it for consideration of loan processing policies and guidelines review</li> <li>Understand the procedures and requirements in processing approved loans of all types and mortgage in order to execute the tasks independently</li> <li>Direct and instruct team members to process approved secured and unsecured loans transactions in compliance with the bank's policies and procedural requirements</li> </ul> </li> <li>Handle transaction processing after approval of loans or mortgages<br/>Be able to: <ul style="list-style-type: none"> <li>Review customer information and loan or mortgage record in correspondence with loan application and agreement after the initial verification is completed by team members</li> <li>Double check and reconfirm the accuracy of the calculated guarantees and loan disbursement amount in accordance to the record of application</li> <li>Manage and follow up the arrangement of loans disbursement proceeds to customers or solicitors</li> <li>Lead members to consult with customers in verification of financial or credit transactions when necessary</li> <li>Handle customers' enquiries or complaints referred from frontline colleagues in regards to customers loan processing</li> </ul> </li> <li>Process back-office tasks after approval of loans or mortgages<br/>Be able to: <ul style="list-style-type: none"> <li>Verify and review calculation of interest, principal, payment, cost and etc.</li> <li>Review to ensure all terms and conditions are met as per loan agreement before the disbursement of fund</li> <li>Follow the standard procedures to review the loan approval process to ensure it is error free and interests of all parties are well taken care</li> </ul> </li> </ol> |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>Approved loans are disbursed to customers on time in accordance with the bank's instructions</li> <li>Legitimacy of loan disbursement request is verified according to the bank's specific policies and procedures</li> <li>The bank as a lender is in possession of all documentation required in terms of loan or mortgage agreement and conditions</li> </ul>  |
| Remark              |  |