Specification of Competency Standards for the Retail Banking
Unit of Competency

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

Title	Handle loan operations
Code	107346L3
Range	Handle 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	3
Credit	3

Competency	Performance Requirements
	1. Understand the guidelines in loan application
	    Be able to:
	• 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. Process application of loan
	    Be able to:
	• contact applicants to obtain related financial and personal data for applications and assist them to complete necessary paperwork
	• Check accuracy and completeness of loan applications and help customers to make necessary amendments
	• Transfer applications to credit analysts or related units for verification and analysis
	3. Follow up application process
	    Be able to:
	• Keep track of status of applications and contact applicants regarding acceptance or rejection of applications
	• Open loans account and proceed with other administrative work for customers upon approval of applications
	• Call for supplementary information or additional supporting documents from customers to complete the loan application

Assessment Criteria	The integral outcome requirements of this UoC are: • All necessary documents for loan application are prepared properly which can fulfil the requirements of the bank • Tracking the status of loan applications and ensure customers are well informed of the progress of loan application status
Remark	