

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Retail Banking Operations and Support > 2.4 Card Processing**

Title	Approve or decline credit card applications
Code	107354L5
Range	Provision of credit card services to customers of retail banking in making decision on the applications for new credit card products made by existing customers and new-customers
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Evaluate new credit card product application                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate information in credit card application forms and other supporting documents submitted by applicants to examine its completeness and regularity for the purpose of processing new credit card applications</li> <li>• Identify needs for acquiring additional information from applicants, branches, other service channels and / or other banks and credit bureau for validation</li> <li>• Assess and judge the eligibility of applicants for issuing new credit cards in accordance with the bank's policies and card companies' regulations</li> </ul> </li> <li>2. Approve or decline on credit card applications                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Approve or decline on applications after evaluating the applicants against the checking and credit criteria stated in policies of the bank</li> <li>• Set credit limits for purchases and cash advances for new cardholders based on their financial standing</li> <li>• Give instructions to issue and emboss new cards for successful applications in accordance with the bank's policies</li> <li>• Process declined applications including the advisory of the declined status and resolving of queries regarding the rationale of disapproval to relevant parties</li> </ul> </li> <li>3. Exhibit professionalism in approving applications                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Respect applicants' privacy and take all necessary actions to safeguard their personal and account information</li> <li>• Take steps to ensure the assessment of applications is equitable and customers' interest is 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>• Application is scrutinized for completeness and approval / declination decision is made in accordance with the bank's policies and practices</li> <li>• Provision of rationale on declined credit card applications based on the results of assessment on the applicants</li> </ul>
Remark	