Specification of Competency Standards for the Retail Banking
Unit of Competency

Credit Management > 3.4 Debt Collections

Title	Collect payments from debtors
Code	107379L3
Range	Collect payment from different kinds of borrowers in accordance with respective repayment terms and schedules
Level	3
Credit	3
Competency	Performance Requirements 1. Understand established procedures of debt collections 　　Be able to: 　• Understand the requirements of debt collection process in order to prepare documents related to debt collections independently 　• Understand established procedures of loan repayment of the bank to collect payments from customers independently 2. Handle loan bookings and repayments 　　Be able to: 　• Handle loan bookings and repayments of customers in accordance with the bank's internal standards and external regulations 　• Assist customers to understand contact behaviors and explain terms of credit conditions when necessary 3. Handle overdue accounts 　　Be able to: 　• Prompt customers through mutually agreed means (e.g. phones, letters, etc.) for timely payments or unpaid accounts 　• Advise customers all possible ways of settling overdue accounts professionally 　• Arrange payments of overdue accounts which provide flexibility and convenience to customers 　• Report problem loans to management for further collection actions
Assessment Criteria	The integral outcome requirements of this UoC are: 　• Execution of all debt collection actions in accordance with relevant documents 　• Handling of overdue accounts according to the bank's procedures and report problematic cases to management
Remark	