

**Specification of Competency Standards**  
**for the Banking Industry**  
**Unit of Competency**

Functional Area - 1. General Enterprise Banking Service Delivery  
(Key Function – 1.2 Delivery of Cash Management Services)

Title	Report on the balance and transaction details
Code	109166L3
Range	Provision of collection services and reporting on account balance and transactions details regularly and / or upon clients' requests. This applies to enterprise accounts with transactions in bulk volume (e.g. collection from debtors, service fees) and via different channels (e.g. auto-pay, e-banking, business center, branch).
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Understand the features and services of different types of account offered by the bank in order to provide available services to clients;</li> <li>• Understand operational policies and procedures of collection and reporting services of the bank in order to carry out the job effectively.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Communicate with clients to structure the suitable reporting services (e.g. Balance reporting, transaction reports, consolidated reporting, cash position, A/R reconciliation) to provide management information useful to clients;</li> <li>• Arrange for issuance of account reports to clients in accordance with the agreed terms;</li> <li>• Provide transaction alert services via different channels (e.g. SMS, email, phone) to enable clients stay updated on the movement of funds in their accounts;</li> <li>• Provide account reconciliation services when it is needed;</li> <li>• Provide account information according to clients requests and bank's internal guidelines;</li> <li>• Answer enquiries regarding accounts balance, transactions and statements.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Take appropriate actions and escalate to management when there are items in dispute with the clients;</li> <li>• Comply with regulatory requirements, professional ethics and internal guidelines of the bank during the course of service delivery;</li> <li>• Communicate with clients to understand their request and to ensure their satisfaction and enhance customer experience.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Execution of accounts and transactions reporting services to fulfil the requests of clients and in compliance with the bank's guidelines.</li> </ul>
Remark	