

**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	Handle application of corporate credit card
Code	109168L3
Range	Execution of the applications of different types of credit card for enterprise banking clients.
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 key features of the full suite of corporate credit card products and services offered by the bank in order to fulfil clients' requests;</li> <li>• Understand the operational procedures related to corporate credit card application 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>• Provide guidance to clients to gather necessary information (e.g. bank statements, income tax return, etc.) and answer client's enquiries related to credit card application;</li> <li>• Gather financial information and request necessary documents from clients and complete documentation accurately;</li> <li>• Contact clients for missing documents to facilitate credit checking processes;</li> <li>• Pass information for internal processing and act as a reference point between the internal units and clients;</li> <li>• Perform work procedures related to credit card account opening for clients.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Follow up status of applications with the internal units and notify customers the progress of applications;</li> <li>• Comply with regulatory requirements, professional ethics and internal guidelines of the bank while providing services related to corporate credit card application;</li> <li>• Communicate with clients to understand their request and ensure their satisfaction.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Handling of corporate credit card applications to fulfil the requests of clients and in compliance with the bank's guidelines.</li> </ul>
Remark	