

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

Functional Area - 1. General Enterprise Banking Service Delivery  
(Key Function – 1.4 Delivery of Investment and Insurance Services)

Title	Process applications of investment and insurance services
Code	109175L3
Range	Provision of assistance and guidance to applicants during application process in accordance with operational procedure of the bank. This applies to investment and insurance services ranging from general insurance to key shareholder insurance; and packaged investment products to customized structured investment products and applies to different kinds of investment vehicles (e.g. global investment, properties).
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>• Possess knowledge in investment and insurance service in order to meet the work requirements and expectations;</li> <li>• Understand the features of different investment and insurance products offered by the bank in order to process the application for the clients effectively.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Request necessary documents from clients in order to complete the application for them;</li> <li>• Provide guidance to clients to gather necessary information (e.g. bank statements, income tax return, etc.);</li> <li>• Verify authenticity of the information provided by customers in accordance with the operational procedure to ensure completeness;</li> <li>• Follow up status of applications with the internal units and notify customers the progress of investment, insurance and deposit account applications;</li> <li>• Explain the documents and related information to customers (e.g. details of the services, responsibilities of the financial planner, etc.);</li> <li>• Handle enquiries from customers in accordance with operational procedure and product information provided by the bank.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Comply with regulatory requirements, professional ethics and internal guidelines of the bank when executing the tasks;</li> <li>• Explain rights and liabilities of customers for subscribing an insurance policy and / investment transaction and the responsibilities of the bank and issuer of the policy / contract;</li> <li>• Take appropriate actions to ensure the customer has a clear understanding of the details of the insurance policy and / or investment contract.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Preparation of all necessary documents for each application of investment / insurance products;</li> <li>• Applications on investment and insurance products are processed in accordance with the guidelines of the bank and regulatory requirements.</li> </ul>

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Remark	
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