

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.4 General Loan Products and Credit Related Transactions Processing)

Title	Process credit applications follow up actions
Code	109213L3
Range	Undertaking follow up processes after credit application and approval. This applies to the processing of transactions related to different kinds of enterprise banking loan products / services irrespective of the loan size.
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"> • Demonstrate basic knowledge in bank lending to enterprise clients by specifying the work requirements and expectations on post credit application transactions processing; • Understand the features and operational procedures of loan processing in order to carry out the post credit applications follow up actions effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Inform applicants about the results and handle their enquiries; • Notify related departments or business units about the approval of credit applications; • Explain credit facility structure to applicants with vigilant consideration on appropriateness and adequacy of collateral; • Obtain applicants' agreement on offered credit facility structure; • Conduct credit line implementation and loan disbursement in accordance with approved credit facility structure; • Prepare relevant documents with terms of payments and debtor responsibilities elaborated in detail; • Oversee the loan repayment and issue payment notification to clients if necessary; • Execute appropriate action related to security / collaterals required by the facility offered; • Handle drawdown, follow repayment activity and day to day operations of loan; • File slips in customers' ledgers for billing and mailing charge statement to customers. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Handle clients' enquiries, feedback or complaints and refer to appropriate parties if necessary; • Process the follow-up actions in compliance with the working procedure, guidelines and other relevant legislation.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Performing credit line implementation and loan disbursement for every approved credit application according to the bank's guidelines upon receipt of customer's agreement on offered credit facility structure; • Informing all related departments or business units about the approval of every single credit application according to the bank's guidelines and ensure understanding of the recipients.

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Remark	
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