

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	Maintain loan account transaction records
Code	109216L3
Range	Handling of loan or mortgage transactions records for enterprise banking clients. This applies to updating of account transaction orders, customer personal details and change of status instruction in respect of interest rates and outstanding balance of the loan.
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"> • Understand the procedures and requirements in maintaining loan account transaction records in order to execute the work tasks effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Update debit order details, interest rate changes details and payment date details of loan accounts; • Update contact information of loan accounts and records of client account activities, including financial transactions, correspondence or client inquiries; • Prepare and update loan status reports and record loan related enquiries accurately; • Maintain and update record of credit and loan files (e.g. payments, charges, disbursements of funds, etc.); • Compile and maintain various loan documents (e.g. loan forms, tax receipts, etc.) and ensure proper documentation before the loan is drawn; • Provide relevant information to other business or operation units for credit or risk analysis by maintaining updated records in collection system; • Relay relevant information within clients by different means (e.g. mail, e-mail, etc.). <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Maintain records on credit limits and maintenance of loan account transactions as per bank's policies and standards; • Keep regular updates on regulatory and operational environments to assess their impacts on maintenance of loan transaction records.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • The relevant supporting documents for the change in loan account information are obtained and verified in accordance with the bank's specific risk management policies; • The account transactions and changes of customer information are checked to ensure that they are in compliance with all specific requirements of the bank.
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