

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

Functional Area - 2. General Enterprise Banking Operations and Support  
(Key Function – 2.5 Investment and Insurance Transactions Processing)

Title	Monitor clients' investment and insurance transactions
Code	109217L4
Range	Monitoring transactions of enterprise clients' wealth management accounts and undertaking administrative work to facilitate the transactions. This applies to different kinds of transaction in wealth management accounts such as funds, securities, insurance and MPF, etc.
Level	4
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>• Demonstrate proficient knowledge in theories and concepts related to wealth management by interpreting the investment and insurance proposal of enterprise banking clients;</li> <li>• Understand the features of general wealth management products offered by the bank and compare the pros and cons to identify suitable products for the clients;</li> <li>• Demonstrate understanding of the concepts and practices related to equities and bond market.</li> </ul> <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Review client instructional mandate regularly for continuous validity of the bank – customer contractual relationship;</li> <li>• Apply relevant legislation and regulations to the required client documentation to ensure compliance;</li> <li>• Identify the change requirements on clients' documentation due to legal and regulatory requirements;</li> <li>• Implement financial planning recommendations and monitor status of the portfolio of clients;</li> <li>• Negotiate and agree on the instructions content of the investment and insurance product transactions of clients;</li> <li>• Provide information to answer questions from clients regarding details of their financial plans.</li> </ul> <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Oversee and ensure transactions are executed in accordance with clients' instructions and standard operating procedures of the bank;</li> <li>• Maintain close relationship with the service providers to ensure the monitoring process of the operations in investment funds, securities, insurance, MPF etc. is well applied.</li> </ul>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Monitoring the implementation of wealth management solutions to ensure all transactions are conducted on time and in accordance with clients' instructions, regulatory requirements and internal policies.</li> </ul>
Remark	