

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	Process investment and insurance application follow up actions
Code	109219L3
Range	Processing application on wealth management services by providing assistance to clients and executing the follow-up procedures in accordance with operational procedures of the bank. This applies to different types of investment, insurance and saving services to enterprise 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"> • Understand operations procedures related to wealth management services and apply the knowledge define the work requirements and expectations; • Understand features and operational procedures of different investment and insurance services in order to carry out the job effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Process applications of wealth management services by verifying authenticity of documents submitted by clients, the completeness of information and request for further documents when necessary; • Prepare investment and insurance contracts and other documentation (e.g. confirmation letter) according to the bank's guidelines; • Operate the wealth management account according to clients' instructions; • Coordinate with external vendor in order to execute the instructions of clients as required; • Undertake work of reconciliation of statements issued by other investment, insurance or saving service providers; • Generate necessary documents to close transactions (e.g. confirmation statements, payment advices, contracts, etc.). <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Communicate the issues, policies and business practices related to investment and insurance products transactions to clients and business partners clearly; • Take necessary actions to ensure prompt response to the issues raised during the processing of investment and insurance application follow up actions.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Processing of follow up actions of investment and insurance services applications to fulfil the requests of clients and in compliance with the bank's guidelines.
Remark	