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 insurance claims
Code	109220L3
Range	Execution of administrative work for insurance claims transactions for enterprise banking clients. This applies to different types of insurance such as general insurance, life insurance, warranty, etc.
Level	3
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Demonstrate understanding in the working procedures related to insurance claims in order to carry out the tasks effectively; • Understand the features and operational procedures of insurance products and apply the knowledge in processing insurance claims for the clients. 2. Applications Be able to: • Obtain necessary information and documentation in order to submit the insurance claims request; • Complete the required application forms and other documents according to the bank's guidelines; • Check and verify information and documentation submitted for insurance claims application and identify inconsistencies or discrepancies; • Process the claims insurance application and issue relevant documents to clients in accordance to the bank's guidelines; • File and record the information and documentation according to the bank's guidelines. 3. Professional Behaviour and Attitude Be able to: • Keep clients updated about the progress and refer any feedback or complaints to appropriate parties to ensure clients' satisfaction; • Observe the relevant standards, regulations, code of conduct during job execution.
Assessment Criteria	The integral outcome requirements of this UoC are: • Processing insurance claims applications to fulfil the requests of clients and observe relevant standards and regulation to ensure the process is in compliance with the bank's guidelines.
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