

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	Maintain investment and insurance transactions records
Code	109221L3
Range	Provision of customer services to maintain investment account transactions, insurance records and saving plan balance. This applies to records related to account opening, renewal, account closing, product application and resolving queries.
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 wealth management by performing the task which meets work requirements and expectations; • Understand operational procedures of different investment and insurance transactions in order to carry out the job effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Authenticate and verify clients' instruction to renew an investment plan or make changes to an insurance policy which is in accordance with the bank and / or the product vendors' specific requirements; • Capture the data of transactions accurately and dispatch customers' confirmation in accordance with the bank's requirements; • Maintain and update documents related to different transactions (e.g. confirmation statements, contracts, payment notes and etc.); • Take necessary checking effort to ensure required information is recorded in the database accurately. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare reports or statistics regarding account transactions and performance of the portfolio to the bank and clients according to standardized templates; • Provide relevant information to clients on a regular basis or when customers have any enquiries.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Reports and data related to customers' investment and insurance transactions are properly stored in the database or custody of the bank; • Identifying and resolving clients' query by using account transaction records and supporting resources.
Remark	