

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 9. Sales and Relationship Management
(Key Function – 9.4 Account Management and Customer Relationship Management)

Title	Conduct customer due diligence evaluation regularly
Code	109517L4
Range	Engaging existing enterprise banking clients in the collection of detailed client information and supporting documentation required for the completion of Customer Due Diligence (CDD) profile for periodic reviews and reviews which are triggered by ad hoc projects. This applies to different types of enterprise accounts.
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"> • Understand the compliance systems and controls including a working knowledge of the financial crime and AML policy and procedures; • Understand the role of CDD personnel and act as the focal point for CDD information clarification among relationship managers, clients, CDD operations and compliance units; • Possess the knowledge of CDD and review regularly to keep up to date on the new developments in CDD and market practices, as well as current financial crime development. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Collect and review clients' data to ensure that customer data is updated in a timely manner as well as compliance with the Bank's policies, related banking ordinances, and other regulatory requirements; • Monitor client accounts' transactions; check if these transactions are relevant to clients' regular business courses; • Analyse documentation; assess the risks of new and existing bank clients and counterparties; complete a risk assessment and recommendation; • Complete reviews at different levels of due diligence depending on the risk profile; including an analysis of findings, identification of risk factors and mitigation; • Update client's information and status regularly and assess irregularities or doubtful transactions of clients and follow up with them. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Carry out regular reviews of CDD information held in line with agreed policy and procedures; • Perform regular review of end-to-end CDD processes; and identify areas for improvement to ensure and control potential risks of different business and operations units.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Conducting all source collection and research, analyse, evaluate, and integrate data from multiple sources, identify intelligence gaps, and specify collection requirements, to produce assessments and recommendations for CDD;

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	<ul style="list-style-type: none">• Organising analyses, assessments, or other activities by applying expert judgment and specialized experience in interpreting CDD information and making decisions.
Remark	