

Solutions and Service Delivery > Provision of Financing Solutions

Title	Monitor loan application process
Code	106626L4
Range	Provision of assistance and guidance to clients during application process which covers provision of information, guidance in completing required documentation. This applies to different kinds of financing solutions available for private banking clients.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the process in loan application <p>Be able to:</p> <ul style="list-style-type: none"> • Familiarize with theories and concepts in credit management in order to understand types of documents / information required for loan application • Summarize features and operational procedures of financing solutions offered by the bank in order to provide facilitation to clients 2. Facilitate clients to submit application <p>Be able to:</p> <ul style="list-style-type: none"> • Inform clients about the terms and conditions as well as the details of the financing solutions, e.g. interest rate, credit line, etc. • Obtain required information from clients (e.g. business plan, financial statements, repayment plan, collateral information) and ensure documentation are completed accurately • Ask clients to provide additional information and supporting documentation if necessary 3. Monitor the application process <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate with different parties in order to keep track of the application status • Inform applicants about the results and handle their enquiries • Observe privacy act when collecting clients' personal information in accordance with the bank's data policy such as explain the data collection purposes, data access, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of loan application process according to the bank's guidelines in order to ensure all information required by the banks are collected and details of the loan programs are well communicated to applicants.
Remark	