

Legal and Compliance > Legal Advice

Title	Provide legal advice in handling customer complaints
Code	106681L4
Range	Providing legal advice on how to respond to customer complaints. This applies to different types of complaints received and in respect of different types of customers.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Understand the complaints</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate proficient knowledge across different areas of banking services in order to understand the complaint cases • Interpret applicable law and regulations of the complaints to advise on protection measures for the bank <p>2. Conduct investigations on the complaints</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct investigations and collect evidence from different sources to consider the factual basis of the complaints • Coordinate with relevant parties to meet with complainants and/or their representatives to understand their concerns and look for possible solutions • Review information collected from different sources / parties and identify the implications on the bank from a legal perspective <p>3. Provide advice on follow up actions</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Recommend actions and measures that the bank should take in response to the complaints • Provide assistance in drafting the response to the complaints
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of legal advice on complaint cases which can mitigate the bank's exposure to unnecessary litigation and minimize potential costs.
Remark	