

Technology and Operations > Provision of Banking Services

Title	Terminate different accounts
Code	106793L3
Range	Conducting terminations for accounts. This applies to different types of banking accounts to private banking clients.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand account services of the bank <p>Be able to:</p> <ul style="list-style-type: none"> • Understand the different types of bank accounts and their services • Understand the bank's procedures on terminating client accounts in order to execute the tasks independently 2. Handle client requests <p>Be able to:</p> <ul style="list-style-type: none"> • Ask appropriate questions to understand why clients would like to cancel the account and propose alternative solutions if necessary • Execute the procedures in accounts termination according to the bank's stated guidelines • Pass information to internal units, ensure accurate data input and act as a reference point between the processing units and customers • Follow up status of account termination and notify clients about the status 3. Maintain professionalism <p>Be able to:</p> <ul style="list-style-type: none"> • Ensure compliance with the applicable rules and regulations • Detect any suspicious cases and escalate to relevant parties, if necessary
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Executing the terminating procedures in accordance to the bank's procedures and client requests.
Remark	