

Technology and Operations > Provision of Banking Services

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| Title               | Process deposit and withdrawal transactions  |
| Code                | 106796L3   |
| Range               | Processing account transactions for private banking clients. This applies to different types of private banking accounts.  |
| Level               | 3  |
| Credit              | 3 (for reference only)   |
| Competency          | <p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand the procedures in account services processing                             <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Summarize key features and operational procedures of the full suite of account services offered by the bank in order to process the transaction accurately</li> <li>• Process different account services according to the bank’s internal procedures and guidelines</li> </ul> </li> <li>2. Conduct verification and checking on documentations                             <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Perform thorough checking to ensure that relevant forms are completed for different kinds of counter services (e.g. withdrawal, deposit, fund transfer, check book application, etc.)</li> <li>• Verify authenticity of information submitted by clients against account mandate and request for further information if necessary</li> </ul> </li> <li>3. Process transactions according to clients’ instructions for regular transactions                             <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Perform checking on checks collected or drafted and verify the information presented on the checks before payment or deposits</li> <li>• Process transactions in current accounts, savings accounts, time deposit, drafts and checks in accordance to standard operation procedures</li> <li>• Process checks, drafts and overdrafts forms and documents in accordance to standard operation procedures</li> <li>• Understand the relevant regulations and code of conduct in processing transactions and handling client information</li> <li>• Ensure that compliance of established standards are met</li> <li>• Seek proper authorization when withdrawal of funds exceeds the limits stated in the bank’s policy</li> <li>• Calculate and review the amounts of interest receivable of different accounts and interest charges on overdrawn accounts</li> </ul> </li> </ol> |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Execution of account services to fulfill the requests of clients and in compliance with the bank’s guidelines.</li> </ul>   |
| Remark              |  |