

Title	Coordinate with different parties in providing on-going account services
Code	106861L3
Range	Managing the ongoing account administration process. This applies to accounts of private banking clients across different kinds of services.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand procedures in providing account services <p>Be able to:</p> <ul style="list-style-type: none"> • Understand bank's procedures and required documentation in order to carry out the administration / transaction independently • Demonstrate basic understanding in financial markets and private banking products and services in order to understand job requirements 2. Perform day-to-day account transactions <p>Be able to:</p> <ul style="list-style-type: none"> • Prepare forms and obtain required documents for basic account transactions based on client's requests (e.g. withdrawal orders, transmittal papers, transfer confirmation, hold mail, close accounts) • Process transactions and complete required forms / documents (e.g. deposit, remittances, overdraft, payments) • Perform pre-trade checking (e.g. funding, suitability, PI / PB customer, PICOP, etc.) • Accept trade orders from clients, check and prepare the required documents and transmit the order to relevant units for execution • Provide status updates to clients when appropriate • Coordinate with other units to provide ongoing service in response to client's request • File and maintain client instructions, correspondence and records received in internal database 3. Perform holding of securities and transfer of securities <p>Be able to:</p> <ul style="list-style-type: none"> • Compute interests, dividends or brokerage fees, etc. and allocate appropriate payments to clients • Coordinate with different parties to provide services on custody and administration of securities • Record and document daily transactions and holdings, e.g. purchases, sales, redemptions, payments • Coordinate transfer and delivery of securities certificates
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of account services to fulfill the requests of clients and ensure compliance with regulatory requirements and the bank's guidelines
Remark	