

Client Management, Advisory and Support > Solutions Delivery and Implementation

Title	Monitor and update client information
Code	106879L4
Range	Obtaining new updates from private banking clients. This applies to changes in client's personal profile, financial status and other areas which may affect the portfolio management.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand type of information to be obtained from clients                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Demonstrate proficient understanding in KYC and other relevant regulations in order to understand information to be collected from clients</li> <li>• Demonstrate proficient understanding in suitability assessment in order to identify the needs for reviewing client's portfolio / trading strategies</li> </ul> </li> <li>2. Identify changes in client information                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Keep updated with client status by collecting information from different channels (e.g. regular meetings with clients, client account reports, and news announcement about client's business, etc.)</li> <li>• Identify significant changes in client profiles and the needs in conducting review with clients</li> <li>• Update client information in the bank's database and inform relevant parties</li> <li>• Conduct on-going due diligence to ensure suitability of the suggested portfolio / trading strategies</li> <li>• Identify further opportunities among existing clients, provide client with update information of the bank's products and services to generate referrals</li> </ul> </li> <li>3. Maintain professionalism                     <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Ensure compliance with relevant regulatory requirements in different regions regarding selling and providing investment recommendations to private banking clients</li> <li>• Ensure confidentiality of client information by observing relevant regulatory requirements (e.g. data privacy)</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Obtaining updated information of clients and carrying out necessary actions to ensure suitability of recommendations.</li> </ul>
Remark	