

## FINRFSGF1 - SQA Unit Code H5FE 04

Provide information to customers in a financial services environment



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### Overview

This standard is mainly about enabling you to deal with a variety of requests from customers relating to financial services; for example, in a reception area (face to face), or by telephone or correspondence. Such requests might include information about a new product, or altering an existing product or making a claim. Your work must involve you directly in providing information to customers in a financial services environment.

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### Performance criteria

*You must be able to:*

- P1 Will promptly acknowledge customers and you will treat them in a courteous manner
- P2 Will accurately find out what the customer requires to meet his/her information needs about financial services products and/or services
- P3 Will recognise any requests for information about financial services products and/or services which you are not authorised to deal with
- P4 Will promptly and accurately pass any requests for information about financial services products and/or services which you are not authorised to deal with to the person authorised by your employer to deal with them
- P5 Will provide information about financial services products and/or services to customers which is clear, accurate and relevant to their needs
- P6 Will keep a record of the information about financial services products and/or services provided, as required by your employer
- P7 Will clearly and accurately describe the details of financial services products and/or services
- P8 Will make sure the financial products and/or services are sufficient to meet what you believe are the customer's needs
- P9 Will only disclose confidential information to the people authorised to receive
- P10 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes

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### Knowledge and understanding

*You need to know and understand:*

- K1 Your organisation's customer service procedures (including dealing with complaints)
- K2 Your organisation's policy and procedures regarding communicating with customers
- K3 Sources for providing relevant financial services products and/or services information and advice within your job role
- K4 The difference between providing information and giving advice within your job role
- K5 The types of financial services products and/or services information you are able to provide within your job role
- K6 How to access customer records
- K7 The features, terms and conditions of the financial products and/or services you deal
- K8 The limits of your own personal authority and the action required if a request for information about financial services products and/or services is beyond those limits
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on your activities

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### Additional Information

#### Behaviours

1. You effectively identify the information needs of others
2. You present information about financial services products and/or services clearly and concisely
3. You encourage customers to ask questions and seek clarification
4. You use information and knowledge effectively, efficiently and in the customer's best interests
5. You show understanding of others and deal with them in professional manner
6. You pay attention to details that are critical to your work

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### **Provide information to customers in a financial services environment**

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**Relevant occupations** Finance

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**Suite** Bank Accounts

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