

**Unit: BA2 Establish, monitor and maintain bank accounts for customers**

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**Overview**

This unit is about setting up bank accounts for customers and monitoring the performance of the account. A variety of accounts are covered by this unit, including savings, current and investment accounts. You will need to collect and collate the necessary documentation before account facilities can be offered to the customer. You will also have to authorise the issue of any account documentation and facilities, for example cheque books and cheque cards. You are expected to inform customers of the facilities that accompany their account, either standard facilities or customised/specially agreed facilities. For this unit, you will also have to monitor your customers' accounts. This includes occasions when the customer may exceed a credit limit or has failed to maintain payments, and also when a customer's balance seems inappropriate for their chosen account. In such cases, you are expected to provide advice to customers about obtaining optimum returns on their money; however, this does not include financial advice. There may be cases where monitoring of accounts reveals instances of fraud or money laundering.

***Outcomes of effective performance***

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|--------|---|---------|---|
| BA2/O1 | You set up, monitor and update accurate customer account records and store them securely  | BA2/O9  | You inform customers sensitively if they have insufficient funds for transfers to be made   |
| BA2/O2 | You identify, investigate and correct errors, inconsistencies and discrepancies in your customer's records  | BA2/O10 | You authorise, reject or pass to the appropriate authority requests to extend account facilities  |
| BA2/O3 | You provide authority to the relevant departments to issue account documentation and facilities to customers in accordance with agreements made with them | BA2/O11 | You monitor account activity and performance and investigate and resolve instances where customers have failed to maintain payments or exceeded agreed facilities |
| BA2/O4 | You confirm that the features of the account meet your customer's requirements and resolve any queries or complaints                                      | BA2/O12 | You agree renewals or reappraisals of facilities with your customer and, where required, confirm them in writing  |
| BA2/O5 | You implement security procedures that protect both your customer's and your organisation's interests when issuing facilities                             | BA2/O13 | You advise customers of new or alternative facilities that may better meet their requirements   |
| BA2/O6 | You provide account information to customers on request and in accordance with your organisation's procedures   | BA2/O14 | You encourage customers to maintain contact with your organisation when they may have difficulties keeping to arrangements or when they may require assistance    |
| BA2/O7 | You transfer funds into and out of accounts according to the customers' instructions and, where required, confirm the transfer in writing                 | BA2/O15 | You investigate balances and transfers that are out of the ordinary and, where necessary, refer them to a relevant authority                                      |
| BA2/O8 | You confirm the authenticity of account details and transfer instructions before transferring funds   | BA2/O16 | You comply with legal requirements, industry regulations, organisational policies and professional codes  |

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***Behaviours which underpin effective performance***

- BA2/B1 You present information clearly and concisely and explain things so that others will understand
- BA2/B2 You are vigilant for potential risks, including money laundering risks
- BA2/B3 You identify the information needs of others
- BA2/B4 You use communication styles that are appropriate to different people and situations
- BA2/B5 You show a clear understanding of different customers and their needs and deal with them in a professional manner
- BA2/B6 You disclose confidential information only to those who need it and have a right to it
- BA2/B7 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

***Knowledge and understanding***

- 1. The account facilities that are available and which you are able to authorise
- 2. Statutory, regulatory and organisational obligations and requirements for dealing with customer accounts
- 3. Your organisation's security procedures and the records that need to be maintained
- 4. How to resolve queries and complaints
- 5. How to identify and investigate errors, inconsistencies and discrepancies in customer records

- 6. How to confirm customers' satisfaction with facilities
- 7. How to identify customers' information needs
- 8. The importance of maintaining security and confidentiality
- 9. The different types of transfer instructions and how to carry out different types of transfers
- 10. How to decide whether or not to extend facilities to enable transactions to take place
- 11. To whom you should refer requests to extend facilities
- 12. How you can assist customers who may have difficulties keeping to arrangements
- 13. The procedures for dealing with instances of balances and transfers that are out of the ordinary
- 14. Purposes of monitoring accounts
- 15. The value to customers of maintaining contact with the organisation
- 16. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities