



Ethiopian TVET-System



# Basic Account Works Level-II

Based on August 2012GC Occupational standard

**Module Title: Processing Customer Account**

**TTLM Code: EIS BAW2 0919-V1**

**This module includes the following Learning Guides**

**LG13: Identifying customer account needs**

LG Code: EIS BAW2 M04 LO1-LG-13

**LG14: Open customer account**

LG Code: EIS BAW2 M04 LO2-LG-14

**LG15: Transfer or close customer account**

LG Code: EIS BAW2 M04 LO3-LG-15

**LG16: Administering the process**

LG Code: EIS BAW2 M04 LO4-LG-16

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<b>Instruction Sheet 1</b>	<b>LG13: Identifying customer account needs</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Request the available information on the range, options and features of account services
- Providing information to customers About appropriate products
- Assisting customers in completing relevant documentation about service and products
- Identify types of accounts
- Understand about relevant industry codes of practice

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- Requesting the available information on the range, options and features of account services
- Providing information to customers About appropriate products
- Assisting customers in completing relevant documentation about service and products
- Identify types of accounts
- Understand about relevant industry codes of practice

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” **in page -.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”.



<b>Information Sheet-1</b>	<b>Request the available information on the range, options and features of account services</b>
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**1.1. Introduction to Customer Service**

Here is only one boss, and whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same. It is the customer! The customer

is the person who pays everyone’s salary and who decides whether a business is going to succeed or fail. In fact, the customer can fire everybody in the company from the chairman (CEO) on down, and he can do it simply by spending his money somewhere else.

Literally everything we do, every concept perceived, every technology developed and associate employed, is directed with this one objective clearly in mind – pleasing the customer.”

**1.2. Product/Service Features and Benefits**

**Benefits:-** are the reasons customers buy the product or service. For example, the benefits of some ovens to buyers include safety, ease of use, affordability, or in the case of many ovens that feature stainless steel casings prestige. Just like products, services differ from one another in having distinctive features and benefits, though these differences may not always be so obvious to potential customers. One building contractor may use master painters while a second uses laborers to paint. Both will tell you they do painting, but one has master painters (a feature) and produces a better-looking paint job (a definite benefit). Every product or service has a purpose. For example, the purpose of an oven is to bake raw food, but not all ovens have the same features and benefits. The uniqueness of a product or service can set it apart from the competition. Features can communicate the capability of a product or service. But features are only valuable if customers see those particular features as valuable. You want products or services with features which customers perceive as valuable benefits. By highlighting benefits in marketing and sales efforts, you’ll increase your sales and profits. It’s important to remember that customers buy products and services because they want to solve a problem or meet a need. Consciously or unconsciously, your customers will always be asking the question, “What’s in it for me?” Your product and service offerings have to deliver solutions and satisfy needs, or they won’t be successful.

Given that benefits are ultimately more important to your customers than features, it is imperative that you understand the benefits your products and services provide, emphasize

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these benefits in your sales efforts, and update your products and services when new or additional benefits are desired by your customers. Think about how automotive manufacturers advertise. To sell minivans, they don't emphasize the layout of the vehicle or its carrying capacity. They show images of happy families loading their kids, sports equipment, and toys into the vehicle. They emphasize the benefits above and beyond the features.

**Here are some other examples emphasizing benefits beyond the features:**

A Web site shopping cart vendor who offers hosted solutions to medium-sized businesses can emphasize the convenience and time-savings of not having to maintain a Web site. It's selling convenience, not software. A carpet company might be more successful if it illustrated how its carpets could help create attractively decorated interiors. Pictures of beautiful rooms could be more beneficial than a stack of carpet samples or a list of fabric features. It's selling beauty, not carpets.

A consulting company might focus its marketing efforts by highlighting its end product—improved performance and increased profits—not its consulting methods. It's selling profitability, not consulting. A manufacturer of computer printers might emphasize less hassle or less wasted time rather than emphasizing reliability or quality. It's selling ease-of-use, not printers, and not quality. A salmon fishery might emphasize the health benefits of eating salmon. It's selling health, not fish.

**1.3. Meaning and Definition of a Customer**

Ask any CEO of a company, president of a bank, manager of an office, minister or staff person and they will tell you HOW IMPORTANT the customer is to their operations and success. In meeting after meeting, heads of industry, the service sector, utilities, and government try to convince the audience how much they believe in customer service. It is our mission, it is our number one priority, it is our goal, it is why we are in business, etc...," often prove to be mere epitaphs. Unfortunately, these same "customer friendly" executives go back to their offices, de-employ office staff, fail to initiate a customer service improvement plan and send memos out saying customer complaints are unjustified and overblown.

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### 1.4. Customer Service in the 21st Century

Ask any CEO of a company, president of a bank, manager of an office, minister or staff person and they will tell you HOW IMPORTANT the customer is to their operations and success. In meeting after meeting, heads of industry, the service sector, utilities, and government try to convince the audience how much they believe in customer service.

It is our mission, it is our number one priority, it is our goal, it is why we are in business, etc...,” often prove to be mere epitaphs. Unfortunately, these same “customer friendly” executives go back to their offices, de-employ office staff, fail to initiate a customer service improvement plan and send memos out saying customer complaints are unjustified and overblown.

### 1.5. The Three Key Elements Expand Your Definition of Service

How you define service shapes every interaction you have with your customers. Limited definitions of service based on an exchange of monies for goods or service misses the overallpoint of customer service. “Service” should provide the customer with more than a product or action taken on his/her behalf. It should provide satisfaction. In essence, the customer should walk away pleased at the result of the transaction – not just content but actually happy. A happy customer will continue to be a buying customer and a returning customer.

### 1.6. Who are Your Customers?

Customers, buyers and clients want to pay a fair price for quality service or products, and feel satisfied they have paid for a service/product and received what they have paid for in return. They also want someone to take care of them. They need someone to understand their needs and help answer them. They need someone to hold their hands and walk them through a process. Customer service starts with the abilityto listen to the customer and find out through polite questioning what he/she needs or wants. Customer service and contact with a client mean that the customer will be heard and his/her problems will not go unanswered or ignored. It also means getting to know your client, his/her likes-dislikes, ideas, background, etc. The other most important aspect to do is to listen to what the customer is saying. If people do not understand what is motivating the customer, they will not be successful in handling them. Do research on customers, their habits, and what they want and expect. Most customer service is defined by how a company or organization treats “external customers,” but there is “internal customer service” as well. While this manual

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mainly addresses “external customers,” expanding your definition of customer service to include coworkers will lead toward even greater success. Remember, the internal customer chain is just like the external, we are all customers both inside and outside the company or organization. As a Wall Street Journal article succinctly put it, “Poorly Treated Employees Treat Customers Just as Poorly.”

**1.7. Develop a Customer Friendly Approach**

One commonality among all companies or organizations that provide good service is the development of a system and attitude promoting customer friendly service. By “customer friendly” we mean viewing the customer as the most important part of your job. The cliché, “The customer is always right” is derived from this customer friendly environment.

**1.8. Two critical qualities to the “Customer Friendly Approach**

- **Communications**
- **Relationships**

The two main tasks of successful customer relations are to communicate and develop relationships. They don’t take a huge effort, but don’t happen instantaneously either. Positive dialogue/communication with your customers and developing ongoing relationships with your customers are perhaps the two most important qualities to strive for in customer service.

**1.9. What Customer Service Means**

As mentioned earlier, customer service means providing a quality product or service that satisfies the needs/wants of a customer and keeps them coming back. Good customer service means much more – it means continued success, increased profits, higher job satisfaction, improved company or organization morale, better teamwork, and market expansion of services/products. Think about it places where you enjoy doing business – stores, petrol stations, suppliers, banks, etc. Why, aside from the actual product or service they provide, do you like doing business with them? You probably find them courteous, timely, friendly, flexible, interested, and a series of other exemplary qualities. They not only satisfy your needs and help you in your endeavors but make you feel positive and satisfied. You come to rely on their level of service to meet your needs and wants.

On the other hand, let’s review a business you dislike patronizing maybe even hate utilizing but in some cases do so out of necessity. May be it is the Police when you need a new driver’s license or maybe it is the local store that carries a product you need but who offers lousy 5 service when you purchase. In both of these cases we are willing to hypothesize that the customer experience is marred by long lines, gruff service, inefficient processing, impolite

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and unfriendly clerks or salespeople, lack of flexibility, and no empathy for your customer plight. In these cases you feel abused, unsatisfied, and taken advantage of – in essence, your experience is wholly negative.

<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Briefly explain Features and Benefits of product and services.(2 point)
2. Write Meaning and Definition of a Customer(2point)
3. Demonstrate two critical qualities to the Customer Friendly Approach(1point)

**Note: Satisfactory rating - 5points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**





<b>Information Sheet-2</b>	<b>Providing information to customers About appropriate products</b>
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### 2.1. Customer Service Qualities

**Customer Service = Accountability + Delivery**

### 2.2. Professional Qualities in Customer Service

Professionals who constantly deal with customers (inside and outside the company) need to strive for certain qualities to help them answer customer needs. The professional qualities of customer service to be emphasized always relate to what the customer wants. After years of polling and market research, it turns out customers are constantly internalizing their customer service experience. What this means is they are grading your customer service during each transaction but you rarely know it. While there are a multitude of customer needs, six basics needs stand out.

- Friendliness – the most basic and associated with courtesy and politeness.
- Empathy – the customer needs to know that the service provider appreciates their wants and circumstances.
- Fairness – the customer wants to feel they receive adequate attention and reasonable answers.
- Control – the customer wants to feel his/her wants and input has influence on the outcome.
- Information – customers want to know about products and services but in a pertinent and time-sensitive manner.

It is also very important for customer service employees to have information about their product or service. Service providers who answer, “I don’t know” or “It is not my department” are automatically demeaned and demoted in the mind of the customer. These employees can end up feeling hostile as well as unequipped. Customers want information, and they disrespect and distrust the person who is supposed to have information but does not.

### 2.3. Good Information is Often Good Service

Employees need to be empowered to satisfy customers. Employees will give bad service to customers if they themselves receive bad service and little feedback from their managers and supervisors. Remember: external customer service starts with internal customer service.

### 2.4. Introduction to the Goods and Services Account

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This section will deal with the purpose of the goods and services account. It will define goods and services, showing their special economic role, as the outputs of the production process. It will be noted that the focus on goods and services in the balance of payments is not the point of production but the point when they are exchanged between resident and a nonresident, that is, exported or imported. The section will show the relationship of the goods and services account and its balancing item to other international accounts.

Goods and services will be identified as outcomes of the production process, in contrast to income and transfers. The scope of goods and services will follow the 1993 SNA definition of production as the process of combining inputs to produce an output or putting produced fixed asset at the disposal of another entity. Production will be contrasted with property income, which involves putting a non-produced asset at the disposal of another entity. Some examples of the borderlines between production and other entries will be given,

for example, payment to contractor vs. compensation of employees; rent of land vs. rental of buildings; use of internet domain names; charges by financial institutions for early redemption of term deposits; rebates; government fees

## 2.5. GOODS AND SERVICES ACCOUNT

### 2.5.1. Classification and Coverage

#### 1. Goods

##### a. General merchandise

##### *Concepts and coverage*

The coverage of merchandise trade will be unchanged from BPM5, except for excluding the personal effects of individuals who change their territory of residence (see Chapters 3 Accounting Principles and 8 Other Changes in Financial Assets and Liabilities Account of this annotated outline). However, the discussion of the treatments of financial leases and flows of goods between branches and parents will emphasize that in these cases legal title does not coincide with economic ownership and that the manual follows economic concepts.

The section will emphasize that international accounts statistics include all flows between residents and nonresidents, so that trade omitted (or inappropriately included) from the main data source may need to be adjusted (e.g., military equipment, aid goods, ships, airplanes, oil rigs, shuttle trade below customs thresholds, goods procured in ports by carriers, and smuggling). It will also be recognized that data collection problems may imply that the data are poor. Goods whose export or import is illegal will be specifically included in the scope of this item, although practical data problems will be recognized

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## 2.6. **GOODS AND SERVICES ACCOUNT**

It is proposed to show separately goods for processing abroad and goods for processing in the compiling economy because these each have quite different relationships to the economy. Goods for processing abroad comprises:

- a) goods owned by residents of the economy being sent for processing abroad (credit); and
- b) Goods owned by residents of the economy being returned after processing abroad (debit).

Goods for processing in the compiling economy comprises:

- a) goods owned by nonresidents of the economy being received for processing in the economy (debit); and
- b) goods owned by nonresidents of the economy being returned after processing in the economy (credit)

## 2.7. **Simple Actions Huge Returns**

- Customers will spend up to 10% more for the same product with better service.
- When customers receive good service they tell 10-12 people on average.
- When customers receive poor service they tell upwards of 20 people.
- There is an 82% chance customers will repurchase from a company where they were satisfied.
- There is a 91% chance that poor service will dissuade a customer from ever going back to a company.

It is often not what you articulate but how it is presented. What you wear and how you express yourself has a lot to do with how what you say is received.

Have you ever noticed how a person who is dressed-up, even in older or out-of-style clothing, always commands more authority and respect? The impression they make and what they have to say is enhanced by their personal presentation, facial and hand gestures, as well as the substance of what they have to say. As it turns out, substance is only part of the equation of being persuasive and influencing perception. On one level this seems unfair and superficial because what a person says and how they behave should be more important than if they are well groomed, smiling and dressed-up. Yet visual perception plays a vital role in human impressions and reactions. For reasons psychologists do not always understand, nature and learned behavior have taught humans to perceive neat, smiling, well-presented individuals in a more commanding manner.

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It is clear that just looking good will not produce the desired level of customer satisfaction.

- Smiling – there is nothing like a smile and pleasant face to greet a customer, especially if he/she has a complaint. A smile and polite conversation can immediately disarm a disgruntled customer. Facial expression sets a positive tone before you even begin speaking. A relaxed or pleasant facial expression is the ideal most of the time.
- Eye contact – always look into your customer’s eyes. Directly address customers.
- How you look – personal grooming has a big impact on your customers. Dirty hands, messy hair and poor dress can mean the loss of an otherwise happy customer. When interacting with customers, dress neatly and in a professional manner so as to command respect and to let customers know you take seriously your position.
- Shaking hands – when shaking hands with customer a firm and professional
- Handshake is expected. This part of the greeting is now common among both men and women in a professional environment.
- Be attentive - when listening to a customer, slightly lean towards your customer and nod your head ever so slightly to indicate you are listening.
- Tone of voice – always convey friendliness and amicability. Do not raise your voice in frustration or anger no matter how difficult or tiresome a customer may behave.
- Hand gestures - use hand movements to emphasize what you say (even on the phone) and to emphasize your feelings.
- Personal space – this is the distance that feels comfortable between you and another person. If another person approaches you and invades your personal space, you automatically move back without thought. You are uncomfortable. Leave adequate distance between you and your customer. Adequate space is important to making customers feel secure and unthreatened.
- Posture – slumping in a chair or leaning against a wall while interacting with a customer are sure signs you are not interested in the customer. Your pose or posture should express attention, friendliness, and openness. Lean forward, face the customer and nod to let them know you are interested.
- Observation - notice how your customer behaves and what he/she reacts positively to while you are providing service.

Remember, the little, interpersonal actions noted above mean a great deal in the area of customer relations. They can change customer perceptions and ultimately affect the success of your customer relations efforts.

## 2.8. Conversations Over the Telephone

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## **It's Not What You Say, its How You Say It**

The moment you pick up a telephone, body language and visual perceptions disappear and your tone of voice becomes dominant. Almost the entire message you project to the customer over the phone is derived from tone of voice and attitude.

For example:

- A flat tone of voice says to the customer, “I don’t like my job and would rather be elsewhere.”
- Slow pitch and presentation say, “I am sad and lonely – do not bother me.”
- A high pitch, rapid voice says, “I am enthusiastic and excited!”
- A loud voice says, “I’m angry and aggressive.”

## **Telephone Etiquette**

Telephone etiquette, unlike more varying body language, can be uniform and is not culturally based. The telephone is often the first or last place a customer comes in contact with an organization or company. Being telephone friendly is one of the least expensive and cost-effective ways to deliver better customer service.

## **Answering the Telephone**

How a company answers the phone can tell the whole story of how they treat customers and employees. The correct phrase said in the right order in a positive tone leaves a good impression and starts the customer-client relationship off on the right foot.

Pick up the phone in three rings. More than three rings signals chaos in your office or inattentiveness on the part of your company or organization.

Greet the caller, e.g. “hello”, “good morning”. Good manners shows you respect the caller.

Give your name, e.g., “Hi, my name is Emma”. This is a courtesy that serves to personalize the customer service experience as well as allowing the customer to hold you accountable for your level of service. He/she now has a point of reference and someone to contact when he/she calls back.

Ask the customer if or how you can help. Asking to help tells the customer you are there to serve his/her needs and to solve his/her problems. This also leaves the customer with a positive impression.

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Put it altogether and you have a good example: “Good morning, thanks for calling the Insect Farming and Trading Agency, my name is Emma, how may I help you?”

The greeting is key, it sets the tone and style of the whole interaction.

## 2.9. Making a Good First Impression

Every salesperson in every business knows the importance of making a positive first impression. Sales people know their success and livelihood will depend on how their potential customer perceives them in the first 30 seconds of interaction. Good salespeople develop an almost instantaneous rapport with potential customers. Customers like them, follow their advice and then buy their product.

The reality is that we prefer doing business with those we like and trust. Impressions are the key to developing trust and confidence in the customer. As the old saying goes, “You will never get a second chance to make a first impression.” This is why the first impression is extremely important and can set the tone for all future transactions.

**Here are some ways of creating positive impressions, some of which have already been discussed:**

- Thoughtfulness in meeting the customer’s needs
- Personal responsibility for a customer
- Quick problem solving for customer
- Offering immediate assistance
- Friendliness
- Using customer’s name in a conversation
- Pleasant voice tone
- Polite and courteous manners
- Neatness
- A genuine smile

Here are some factors that create a negative impression:

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- Making the customer wait
- Not answering the phone promptly
- Not saying “please” and/or “thank you”
- Speaking loudly or condescendingly to customers or colleagues
- Making faces, frowning, acting distant, not smiling
- Looking disheveled or like you do not care about your appearance
- A poor handshake
- Focusing on another task while addressing or servicing a customer.

Remember, impressions stay with those you meet, especially customers, and once registered; Negative impressions are difficult to overcome.

<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List out six basics needs of customer stand out.(1point)
2. Briefly describe about goods and services account classification and coverage(3 point)
3. What are ways of creating positive impressions?(2point)

**Note: Satisfactory rating - 6 points**

**Unsatisfactory - below 6 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Information Sheet-3</b>	<b>Assisting customers in completing relevant documentation about service and products</b>
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### 3.1. Documents for Customer

Documents of Identification and Proof of address (as prescribed hereunder)

A. Proof of identity (any of the following, with authenticated photographs thereon):

- i) Passport
- ii) Voter ID card
- iii) PAN Card
- iv) Government/Defense ID Card
- v) ID Card of reputed employers
- vi) Driving License
- vii) Pension Payment Orders issued to the retired employees by Central/State Government

Departments, Public Sector Undertakings

- viii) Photo ID Cards issued by Post Offices
- ix) Photo identity Cards issued to bonafide students by a University, approved by the University Grants Commission (UGC) and/or an Institute approved by All India Council for Technical Education

(AICTE).

B. Proof of current address (any of the following):

- i) Passport
- ii) Driving license
- iii) Credit Card Statement- not more than 3 months old
- iv) Salary slip

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- v) Income/Wealth Tax Assessment Order
- vi) Electricity Bill- not more than 6 months old
- vii) Landline Telephone Bill - not more than 3 months old
- viii) Bank account statement
- ix) Letter from reputed employer) Letter from any recognized public authority having proper and verifiable record of issuance of such

#### Certificates

- xi) Ration Card
- xii) Voter ID card (only if it contains the current address)
- xiii) Pension Payment Orders issued to retired employees by Government Departments, both Public

Sector Undertakings, if they contain current address.

xiv) Copies of Registered Leave & License agreement/Sale Deed/Lease Agreement may be accepted as proof of address.

xv) Certificate and also proof of residence, incorporating local address as well as permanent address,

issued by the Hostel Warden of the University/Institute, where the student resides, duly countersigned by the Registrar/Principal/Dean of Student Welfare. Such accounts shall however, be required to be closed on completion of education/leaving the University/Institute provided the constituent does not give any other acceptance proof of residence to the Bank.

xvi) For students residing with relatives, address proof of relatives, along with their identity proof, can also be accepted provided declaration is given by the relative that the student is related to him and is staying with him.

xvii) In respect of close relatives e.g. wife, son, daughter and parents etc. who live with their husband, father/mother and son/daughter, as the case may be branch can obtain an identity document and a utility bill of the relative with whom the prospective customer is living, along with a declaration from the relative that the said person (prospective customer) wanting to open an account is a relative and is staying with him/her. Supplementary evidence

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such as a letter received through post only (and not by courier service), can also be taken on record for further verification of the address.

Please note: Original document should be produced for verification.



**COMMERCIAL BANK OF ETHIOPIA**

**Ethiopian citizen or origin Leaving in Foreign Land /ECOLFL/ saving Account  
Opening Form**

Branch: \_\_\_\_\_ Date: \_\_\_\_\_

**1. Applicant's Full Name**

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

2. Passport No.: \_\_\_\_\_ Yellow Card No.: \_\_\_\_\_  
(Expiry Date: \_\_\_\_\_) (Expiry Date: \_\_\_\_\_)

3. Citizenship: \_\_\_\_\_

4. Marital Status Married  Not Married   
Divorced

**3. Name of Spouse (If married)**

**S.I. Spouse**

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

**6. Applicant Address**

**Foreign**

Country: \_\_\_\_\_ State: \_\_\_\_\_ City: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Postal Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

**Social Media Account (Optional)**

Face book \_\_\_\_\_

Twitter \_\_\_\_\_

Others \_\_\_\_\_

**Domestic Address (Optional)**

Region: \_\_\_\_\_ City \_\_\_\_\_ Woreda \_\_\_\_\_

Sub City \_\_\_\_\_ House No. \_\_\_\_\_

Mobile No. \_\_\_\_\_ House Tel \_\_\_\_\_ P.O.Box \_\_\_\_\_

**If the Account is opened by an Agent,**

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Region: \_\_\_\_\_ Sub City: \_\_\_\_\_ Woreda: \_\_\_\_\_

Tel: \_\_\_\_\_ Mobile \_\_\_\_\_ City: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ P.o.Box \_\_\_\_\_

**7. Type of Foreign Currency to be used for deposit:**

USD  GBP  EUR

8. Initial Deposit Amount: \_\_\_\_\_, Type of Foreign Currency: \_\_\_\_\_

9. Expected Monthly Savings: \_\_\_\_\_

10. Source of Monthly Income: \_\_\_\_\_



<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Documents of Identification and Proof of address may include (3point)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



#### 4.1. Types of Accounts

The bank accounts are classified into three categories. These are as follows:

1. **Current Account:** A Current Account or Demand Deposit Account is a running and active account which may be opened with a bank by a businessman or an organisation by making an initial deposit. This account may also be operated upon any number of times during a working day. This account never becomes time barred, because no interest is paid for credit balance in this account.

Before opening a current account, banks are required to obtain references from respectable parties, preferably those of a current account-holder. In case, a person or a party opens an account with the bank without satisfactory references, the banker would be inviting unpleasant results.

By accepting deposits on a current account, the banker under takes to honour his customer's cheques so long as there is enough money to the credit of the customer. In case of current account, there is no limit on the amount or number of withdrawals.

#### Benefits of Current Accounts

The customers derive the following advantages from current accounts:

- (a) Demand deposits are treated at par with cash. They constitute cheque currency. Cheques are readily accepted in business for making and receiving payments.
- (b) Businessmen have to receive and make a large number of payments every day. It is difficult to handle cash. The cheque facility removes the difficulty.
- (c) There are no restrictions on the number of cheques or on the amount to be drawn at a time by one cheque.
- (d) Overdraft facilities are allowed by the banks to the current account holders.



2. **Savings Bank Account:** Savings deposit account is meant for small businessmen and individuals who wish to save a little out of their current incomes to safeguard their future and also to earn some interest on their savings. A savings account can be opened with as a small sum of Rs. 500. A minimum balance of Rs. 500 is to be maintained in the account if cheque book facility is not required. However, if a cheque book has been issued, a minimum balance of Rs. 1000 is necessary.

There are restrictions on the maximum amount that can be deposited in this account and also on the withdrawals from this account. The bank may not permit more than one or two withdrawals during a week and may lay down a limit on the amount that can be withdrawn at one time.

Savings account holders are allowed to deposit cheques, drafts, dividend warrants, etc., which stand in their name only. For this facility, it is necessary that account holder must be introduced by a person having a current or savings account in the same bank. However, the banks do not accept cheques or instruments payable to third party for deposit in the savings bank account.

3. **Fixed Deposit Account:** Money in this account is accepted for a fixed period, say one, two or five years. The money so deposited cannot be withdrawn before the expiry of the fixed period. The rate of interest on this account is higher than that on other accounts. The longer the period, the higher is the rate of interest. Fixed deposits are also called “time deposits” or “time liabilities.” Fixed deposits have grown its importance and popularity in India during recent years. These deposits constitute more than half of the total bank deposits. The following are the special characteristics of fixed deposits:

(a) **Suitability:** Fixed deposits are usually chosen by people who have surplus money and do not require it for some time. These deposit accounts are also favored by the bankers because fixed deposit funds can be utilized by them freely till the due date of the repayment.

(b) **Rate of Interest:** The rate of interest and other terms and conditions on which the banks accept fixed deposits are regulated by the Reserve Bank of the country. Banks can use fixed deposits for the purpose of lending or investments. So they pay higher rate of interest on fixed deposits. Though interest is payable at the stipulated rate, at the maturity of the fixed deposit, banks usually pay interest quarterly or half-yearly also at the request of the depositor.

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(c) Restrictions on Withdrawals: Withdrawal of interest or the principal amount through cheques is not permitted. The depositor is not given a cheque book. At the request of the customer, the banker may credit the amount of interest or the principal to his saving or current account from which he may withdraw the same through cheques.

(d) Payment before Due Date: Banks also permit encashment of a fixed deposit even before the due date, if the depositor so desires. But the interest agreed upon on such deposit shall be reduced.





<b>Self-Check -4</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. The bank accounts are classified into three categories. Describe all of them (5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Short Answer Questions**



<b>Information Sheet-5</b>	<b>Understand about relevant industry codes of practice</b>
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### **5.1. Establishment of Customer Service Policies, Practices and Notice of Availability of Documents**

Regulation 429/07 outlines compliance requirements under seven broad areas of activity:

Establishment of policies, practices and procedures and notice of availability of documents

1. Communication
2. Use of Assistive Devices
3. Use of service animals and support persons
4. Notice of temporary disruptions
5. Notice of availability of documents
6. A feedback process
7. Training for Employees
  - This document outlines the College's policies, practices and procedures to ensure compliance with the customer service regulation. The policies are intended to benefit the full range of persons with disabilities. Whether an individual has a disability or not, all persons are treated with courtesy and respect when they interact with the College.
  - This policy is available in alternate formats upon request.

### **5.2. Establishment of Policies, Practices and Procedures and Notice of Availability of Documents**

#### **Regulatory Requirements:**

- Regulation 429/07, Accessibility Standards for Customer Service (henceforth 'the Regulation') requires organizations to establish and document its accessibility policies, practices and procedures and, upon request, to provide a copy of the documentation to members of the public.



- Every provider that has at least 20 employees is required to notify persons to whom it provides goods or services that the documents required by the regulation (policies, practices, procedures) are available upon request.

### **Compliance Measures:**

- The College is committed to ensuring that its customer service policies, practices and procedures promote the dignity and independence of all persons with disabilities. The College makes this document available to its members and to the public by:
- Posting its accessibility measures in an accessibility section of the College's website
- providing copies of the accessibility policies, practices, procedures for distribution at the College information desk
- producing the documents in large print or other formats upon request.
- The College includes a notice regarding the Regulation and its compliance measures in the College magazine, Professionally Speaking/Pour parler profession.
- The College reviews its accessibility policies, practices and procedures on an annual basis and makes adjustments when necessary.
- Any College accessibility policy, practice or procedure that does not respect the needs of persons with disabilities is modified or revoked.

### **2. Communication Regulatory Requirements:**

- The Regulation indicates that when communicating with a person with a disability, an organization shall do so in a manner that takes into account the person's disability.

### **Compliance Measures:**

- The College communicates with its clients with disabilities in a variety of ways. For example, the College's Membership Services Department receives and responds to enquiries from members and from the public in person, on the telephone, using TTY services (see Assistive Devices below), and through e-mail. As well, the College provides an extensive amount of information available through its external website.
- In the interest of the environment, the College is moving away from a paper-based application process and currently only accepts applications on-line. However, the College provides one-on-one assistance, either over the phone or in person, to access information or to complete College forms.
- For example, should an applicant with a disability require assistance to complete an application form to the College, a member of the Client Services Unit will help by

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completing the application form for the applicant over the phone or by assisting the applicant in person at the Welcome Centre.

- Other measures undertaken by the College include:
- the creation of an accessibility section of College’s website to house information related to the AODA and the College’s commitments under the various regulations
- updates to the College’s website to include copies of College documents in a format that can be read by screen reader software (see Assistive Devices below)
- the purchase of screen reader software and headphones for use at the computers in public areas.
- In addition, the College invites participants in College conferences, consultations, Meetings, interviews, etc. to identify any accommodation needs before their arrival so that the College can better meet the service needs of all individuals. All requests for interaction with the College include the following statement: The College is committed to providing service that is accessible to all individuals. Please identify any accommodation needs you may have prior to your scheduled interaction with the College.



<b>Self-Check -5</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Explain about establishment of policies, practices and procedures and notice of availability of documents(5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Instruction Sheet 1</b>	<b>LG14: Opening customer account</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Identify potential account holders
- Assess information about the *accuracy and sufficiency* of accounts
- Verify completed documentation Processing new applications and transactions
- Provide information regarding account activation
- Perform numeracy and IT skills

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to –**

- Identifying potential account holders
- Assessing information about the *accuracy and sufficiency* of accounts
- Verification completed documentation Processing new applications and transactions
- Providing information regarding account activation
- Performing numeracy and IT skills

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” **in page -.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.

**1.1. Introduction:**

The banks follow the practice of opening the account only when the applicant is properly introduced by an existing customer of the bank. Sometimes, reference is given by the depositor and the bank may seek the opinion of the referees regarding the integrity and financial stability of the applicant. If the bank is satisfied about the identity and standing of the applicant, it will agree to open an account. It is, however, advisable that the person introducing the applicant to the banker or acting as referee must himself be a respectable person.

The idea behind proper introduction is that the bank should entertain a person only who is honest, reliable and responsible. Such a proper enquiry will prevent fraud and overdrawal of money. The bank should take extraordinary care in accepting the introduction or reference from any person. The signature of the person introducing the applicant should preferably be obtained in the presence of some officer who should tally his signature on record and verify the same.

A question arises as to why bank should not open the account without proper introduction. The answer is that if the introduction is not taken properly, the banker will invite many risks which are as follows:

(a) The bank cannot avail itself of the statutory protection given to the collecting bank by Sec. 131 of the Negotiable Instruments Act. A collecting bank will incur no liability if it has acted in good faith and without negligence. If the bank does not make proper inquiry and does not get proper introduction, it will be held to be negligent if the customer later on turns to be an undesirable person. The bank will remain liable to the true owners of the cheques, drafts etc., if such instruments are stolen by the customer whose identity cannot be established and process are collected by the bank and withdrawn by the former.

(b) If, overdraft is created by mistake in the account of a customer who is not properly introduced, the bank will not be able to realise the money because the identity of the customer cannot be established.

(c) Undesirable customers may cause annoyance to the public by cheating them. Such a man might defraud the public by issuing cheques on his account without having adequate balance.





(d) If the bank receives deposits from an undischarged insolvent without proper introduction, it will run the risk of attachment of these deposits by the court declaring him insolvent.

### 1.2. Specimen Signature:

The applicant is required to give his specimen signature on a card meant for this purpose. This will help to protect the bank against forgery because whenever the cheque is presented at the counter of the bank for payment the signature will be tallied with those on the card computer.

### 1.3. Deposit Cash:

When the above formalities are completed, the bank will agree to open an account in the name of the applicant. Before opening the account, the customer must deposit the minimum initial deposit in cash as per rules framed by the Reserve Bank. In case of a savings account, a minimum deposit of Rs. 500, if no cheque book is required, or of Rs. 1000, if cheque book is required must be made. In case of current accounts, a minimum deposit of Rs. 5000, if the branch is in an urban area, or of Rs. 3000, if the branch is in any other area, must be made with the bank.

### 1.4. Issue of Pass Book:

A pass book is issued by the bank to the customer after the account has been opened and an account number has been allocated. The pass book contains the record of transactions between the bank and the customer. It is a copy of the account of the customer in the bank's ledger as on a particular date. It is written by the bank from its records and is meant for the use of the customer. It is called a pass book because it frequently passes between the bank and the customer.

A pass book is very important for a customer because he can know the position of his account and know certain items like interest, incidental charges, dividends collected, bills paid, etc. This will also enable him to prepare a 'Bank Reconciliation Statement'



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Bank receives deposits from \_\_\_\_\_ (2 point)
2. The idea behind proper introduction is \_\_\_\_\_ (3 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Information Sheet 2</b>	<b>Assessing information about the accuracy and sufficiency of accounts</b>
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### 2.1. Forms Used in Operation of Bank Account

Operating a bank account means that the customer deposits a sum of money in near future and withdraws money from the account according to the needs. The following forms can be used for the operation of the bank account:

- (1) Pay-in-slip Book.
- (2) Cheque Book.
- (3) Pass Book.

1. Pay-in-slip Book: This book contains printed slips with perforated counterfoils.

The bank supplies pay-in-slip either in book form or loose to the customer while depositing cash, cheques, drafts etc., to the credit of his account. Some banks supply slips for depositing (a) Cash, and (b) Cheques/Drafts etc. It is noted that different types of forms are used for the collection of outstation cheques, bills or drafts. The depositor is expected to fill in the amount, nature of account, account number, date, details of currency notes, and coins, signature etc., in the pay-in-slip. After recovery the cash, cheque or draft, the bank puts the date-stamp and is signed by the Cashier and counter-signed by the Accountant or Manager and the counterfoil is returned to the depositor, which is used for the record of the customer.

2. Cheque Book: A cheque book contains bank cheque forms with counterfoils which can be used by the customer to withdraw money from his account. The cheque book and the counterfoils are serially numbered and these numbers are entered into the cheque book register of the bank and also recorded in the bank ledger.

3. Pass Book: A pass book is a book in which the banker keeps a full record of the customer's account. It is written by the bank, and hence it is essential for a customer to send it (pass book) periodically to the bank, so that up-to-date entries may be entered by the bank. Some banks, like American Express, Grindlays Bank send a Statement of Account periodically, i.e., fortnightly or monthly to the customer in place of pass book. (It should be noted that a Statement of Account is very popular among Current Account holders.)

Sir John Paget expressed his views on the proper function of the bank's statement and the pass book as : ...“.....saving negligence or reckless disregard on the part of either

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the banker or the customer .....to constitute a conclusive, unquestionable record of the transactions between them.....After the full opportunity of examination on the part of the customer, all entries, at least to his debit, ought to be final and not liable to be reopened later, at any rate, to the detriment of the banker.”

In support of his view, he cites Devaynes Vs. Noble (1816) Case in which it was decided that on the delivery of the pass book to the customer, he “examines it and if there appears any error or omission, brings or sends it back to the bank to be rectified; or if not the silence is regarded as an admission that the entries are correct



<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate forms Used in Operation of Bank Account (2 point )

**Note: Satisfactory rating - 2 points**

**Unsatisfactory - below 2 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**3.1. Processing new applications and Required Documents may include**

- Application forms properly filled and signed by the applicant.
- Ethiopians or foreign nationals of Ethiopian origin shall present valid passport and/or identification card.
- For businesses, Certificates of ownership/entitlement for the organization and/or
- Articles and Memorandum of Association.

**3.2. How to process customers account.**

- Persons residing abroad can open the account in person or by post in his/her name.
- Applicants who could not be physically presented to open the account in the domestic banks can use the Ethiopian Embassies, Correspondent Banks or nearby remittance service providers to prove their identities.
- Opening of a foreign currency account by Power of Attorney is not allowed. However, Power of Attorneys is allowed to withdraw from these accounts provided that the Power of Attorney explicitly empowers them to operate these accounts.

An individual may open current account in only one of the domestic banks whereas he/she may open fixed deposit accounts in more than one bank.



<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Applications and Required Documents may include:-

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Instruction Sheet 4</b>	<b>Processing transactions</b>
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#### 4.1. Opening of Fixed Deposit Account

Fixed deposit account can be opened either with placement of cash or cheque. The depositor has to fill in an “Application Form” requiring the bank to accept deposit of a specified sum of money on deposit account. The application form contains the particulars of the customer, the amount proposed to be deposited, the terms of deposit etc. The specimen signatures of the customer are also to be obtained along with the application. If it is being opened by joint-parties, there should be mandate as to its discharge. A fixed deposit receipt is then issued to the depositor by the bank. The fixed deposit receipt is an acknowledgement of the receipt of the particular amount of money from the person or party named therein.

#### 4.2. Contents of Fixed Deposit Receipt

The fixed deposit receipt issued under the seal of the bank has the following contents:

- (a) Name and address of the depositor.
- (b) Amount deposited, described in words and figures.
- (c) The period for which the deposit is made.
- (d) The rate of interest allowed on the deposit.
- (e) The date of opening the deposit account.
- (f) The date on which the deposit will become due for repayment.
- (g) The name of the bank, place of its office accepting the deposit.
- (h) The words “not transferable” appear prominently across the face of the receipt to indicate its “non-negotiable” character.
- (i) Signature of the Manager or other authorised Officer of the bank.
- (j) On the back of the receipt, particulars of interest accruals, and payment and repayment of deposit on maturity are recorded to be filled in from time to time.

#### 4.3. Procedure of Opening Current and Savings Accounts

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A bank should be very careful in entertaining a new customer. It will be taking a great risk if it opens an account of a customer without knowing the where-about of the latter. As said earlier, the opening of an account involves the honoring of cheques on the part of the bank so long as customer's account has credit balance. The bank will also provide a number of other services to the customer like collection of cheques, dividends, etc., and acting as agent of the customer. When the customer is not adequately known to the bank, it may result in wrong payment or encashment of forged cheques. Hence, it is essential that the bank should make through enquiry regarding the customer before opening an account with him. For this purpose, the bank may follow the procedure given below.

#### 4.4. **Presenting of Application:**

The applicant should fill in the prescribed form for opening of an account available in the concerned bank. Banks keep different forms for individuals, joint Hindu families, partnership firm, companies, etc. The applicant should fill in the relevant form and mention his name, occupation, full address, specimen signature and other particulars required by the bank. The applicant has also to declare that he will be bound by the bank's rules for the time being in force for the conduct of the concerned account.



<b>Self-Check -4</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List out components of fixed deposit receipt

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



**Information Sheet 5 Providing information regarding account activation**

**5.1. Account activation process**

The account activation process should be completed by the person who will have primary responsibility for the payment gateway account. During activation, this person will be established as an Account Owner. This is one of several user roles that can be established for your account. For more information about user roles.

An Account Owner has access permissions to all of the Merchant Interface features and functionality and will be responsible for managing the users of the account. In addition, the Account Owner is responsible for properly configuring your payment gateway account processing and security settings.



**ACCOUNT REACTIVATION FORM**

Customer Name \_\_\_\_\_

Account Name \_\_\_\_\_

Old/Dormant Account Number

Reactivated Account Number

Customer Address \_\_\_\_\_

E-Mail \_\_\_\_\_

Mobile Number \_\_\_\_\_ Other Number \_\_\_\_\_

Date of Birth

Day Month Year

**Test Questions**

1. Address used when account was opened \_\_\_\_\_

2. Branch where the account was opened \_\_\_\_\_

Please select preferred IT-Banking Products/Services:  
Indicate the type of card you are applying for

<input type="checkbox"/> Visa Classic New card or replacement US\$2 Can be used anywhere in the world	<input type="checkbox"/> Visa D/CBC New card or replacement US\$2 Can be used anywhere in the world	<input type="checkbox"/> Verve New card or replacement US\$2 Can be used anywhere in the world	<input type="checkbox"/> MasterCard Standard New card or replacement US\$2 Can be used anywhere in the world	<input type="checkbox"/> MasterCard Gold New card US\$1,000 Replacement US\$500 Can be used anywhere in the world
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Others  Please specify \_\_\_\_\_ Signature and Date \_\_\_\_\_

UBA Alerts  U-Mobile  Preferred Mobile Number \_\_\_\_\_ Telephone Banking  U-Direct

Preferred Name on Card:

Preferred User ID:

**Documents to Re-activate Account:**

1. Identification documents for each signatory e.g. International passport, National Driver's License, Voter's card (2011), please bring along the original for signing.
2. Copy of utility bill within the last three months if address has changed. Please bring along original for signing.

**Declaration**  
I hereby apply for the re-activation of account(s), and/or e-banking service and Card request with United Bank for Africa PLC. I understand the information given herein and the documents supplied are the basis for these request and therefore warrant that such information is correct. I have read the terms and conditions governing the operations of the account(s) which are presented overleaf and agree to be bound by them.

Customer's Signature \_\_\_\_\_ Date:

This form should not be re-activated by proxy.

**For Official Use Only**

Is there a change in customer's information? Yes  No  Customer's signature verified Yes  No

If yes, kindly update customer's information on MLRS.

ROM's Name \_\_\_\_\_ Signature & Date \_\_\_\_\_



## 5.2. Precautions for Payment

Honoring of cheques drawn by his customer is a very important obligation of a banker. He should not dishonor his customer's cheques without adequate ground. The customer can claim damages for the injury caused to his credit owing to wrongful dishonor of cheques. Further, if he honors a cheque which is not properly drawn or contrary of the instructions of his customer or against the intention of his customer or when the customer has no adequate balance, he gets into trouble. The paying banker in such a condition is said to be in "between the devil and the deep sea." Tanan says "the banker's position in respect of cheques drawn upon him is not enviable. So, the banker has to take care when honoring or dishonoring a cheque drawn by his customer. Precautions the banker's duty to pay customer's cheques is delicate and hence, to be handled judiciously as well as cautiously. The banker has to take the following precautions while honoring the cheques of his customers:

### 5.3. Proper Form:

A banker should see whether the cheque is in the proper form. That means the cheque should be in the manner prescribed under the provisions of the Negotiable Instruments Act. It should not contain any condition.

### 5.4. Open or Crossed Cheque:

The most important precaution that a banker should take is about crossed cheques. A banker has to verify whether the cheque is open or crossed. He should not pay cash across the counter in respect of crossed cheques. If the cheque is a crossed one, he should see whether it is a general crossing or special crossing. If it is a general crossing, the holder must be asked to present the cheque through some banker. It should be paid to a banker. If the cheque bears a special crossing, the banker should pay only the bank whose name is mentioned in the crossing. If it is an open cheque, a banker can pay cash to the payee or the holder across the counter. If the banker pays against the instructions as indicated above, he is liable to pay the amount to the true owner for any loss sustained. Further, a banker loses statutory protection in case of forged endorsement. *Madras Bank Ltd. Vs South India Match Factory Ltd.*, a cheque was issued by a purchaser in favour of the official liquidator of a company towards the purchase price of certain properties. The bank paid the amount of the crossed cheque to the liquidator across the counter. The liquidator mis-appropriated the amount. The court held that the banker committed breach of statutory duty and was negligent in paying direct to the liquidator over the counter and hence, was not entitled to legal protection. If it is a 'Not Negotiable' crossing, the paying banker has to verify the genuineness

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of all the endorsements. If it is an 'Account Payee' crossing, the banker can credit the account of the payee named in the cheque and not that of any other person.

### 5.5. Place of Presentment of Cheque:

A banker can honor the cheques provided it is presented with that branch of the bank where the drawer has an account. If the cheque is presented at another branch of the same bank, it should not be honored unless special arrangements are made by the customer in advance.

The reasons are:

- (a) A banker undertakes to pay cheques only at the branch where the account is kept.
- (b) The specimen signature of the customer will be with the office of the bank at which he has an account.
- (c) It is not possible for other branches to know that the customer has adequate balance to meet the cheque.

**Bank of India Vs Official Liquidator:** In this case, it was held that if customer has an account in a bank which has several branches, the branches at which he has no account are justified in refusing to honor his cheques.

### 5.6. Date of the Cheque:

The paying banker has to see the date of the cheque. It must be properly dated. It should not be either a post-dated cheque or a stale-cheque. If a cheque carries a future date, it becomes a post-dated cheque. If the cheque is presented on the date mentioned in the cheque, the banker need not have any objection to honor it. If the banker honors a cheque before the date mentioned in the cheque, he loses statutory protection. If the drawer dies or becomes insolvent or countermands payment before the date of the cheque, he will lose the amount. The undated cheques are usually not honored.

A stale cheque is one which has been in circulation for an unreasonably long period. The custom of bankers in this respect varies. Generally, a cheque is considered stale when it has been in circulation for more than six months. Banker does not honor such cheques.

However, banker, may get confirmation from the drawer and honor cheques which are in circulation for a long time. So, verification of date is very important.

### 5.7. Mutilated Cheque:

The banker should be careful when mutilated cheques are presented for payment. A cheque is said to be mutilated when it has been cut or torn, or when a part of it is missing. Mutilation may be either accidental or intentional. If it is accidental, the banker should get the drawer's confirmation before honoring it. If it is intentional, he should refuse payment. The cheque is

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to be returned with a remark 'Mutilated cheque' or 'Mutilation Requires Confirmation'. In Schley Vs Rams bottom, the banker was held liable for wrong payment of a cheque which was dirty and bore visible marks of mutilation.”

### **5.8. Words and Figures:**

The amount of the cheque should be expressed in words, or in words and figures, which should agree with each other. When the amount in words and figures differ, the banker should refuse payment. However, Section 18 of the Negotiable Instruments Act provides that, where there is difference between the amount in words and figures, the amount in words is the amount payable. If the banker returns the cheque, he should make a remark 'amount in words and figures differ'.

### **5.9. Alterations and Overwriting's:**

The banker should see whether there is any alteration or over-writing on the cheque. If there is any alteration, it should be confirmed by the drawer by putting his full signature. The banker should not pay a cheque containing material alteration without confirmation by the drawer. The banker is expected to exercise reasonable care for the detection of such alterations. Otherwise, he has to take risk. Material alterations make a cheque void.

### **5.10. Proper Endorsements:**

Cheques must be properly endorsed. In the case of bearer cheque, endorsement is not necessary legally. In the case of an order cheque, endorsement is necessary. A bearer cheque always remains a bearer cheque. The paying banker should examine all the endorsements on the cheque before making payment. They must be regular. But it is not the duty of the paying banker to verify the genuineness of the endorsements, unless the cheque bears 'Not-Negotiable' crossing. He is not expected to know the signatures of all payees. So he gets statutory protection in case of forged endorsements. In India, even in the case of bearer cheques, bankers insist on endorsement though it is not required.

### **5.11. Sufficiency of Funds:**

The banker should see whether the credit balance in the customer's account is sufficient to pay the cheque or not. If there is an overdraft agreement, he should see that the limit is not exceeded. The banker should not make part-payment of the cheque. He should pay either full amount or refuse payment. In case of insufficiency of funds, the banker should return the cheque with the remark 'No Funds' or 'Not Sufficient Funds'.

### **5.12. Verification of Drawer's Signature:**

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The banker takes specimen signatures of his customers' at the time of opening the account. He should compare the drawer's signature on the cheque with the specimen signature of the customer. He should carefully examine the signature to find out whether the drawer's signature is forged or not. If there is any difference or doubt, he should not honor the cheque. He should get the confirmation of the drawer. If there is forgery and there is negligence on the part of the banker to detect the same, there is no protection to the banker. In *Prabhu Dayal Vs Jwala Bank* it was held that payment of a forged cheque cannot be deemed as payment in due course, though the bank may turn out to be an innocent victim.

<b>Self-Check -5</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1 How can customers activate their accounts?(5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Instruction Sheet 1</b>	<b>LG15: Transferring or closing customer account</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Administer account transfer and Close
- Completing documentation of transfer or close
- Provide customer account finalization information

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- Administering account transfer and Close
- Completing documentation of transfer or close
- Provide customer account finalization information

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” **in page -**.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.

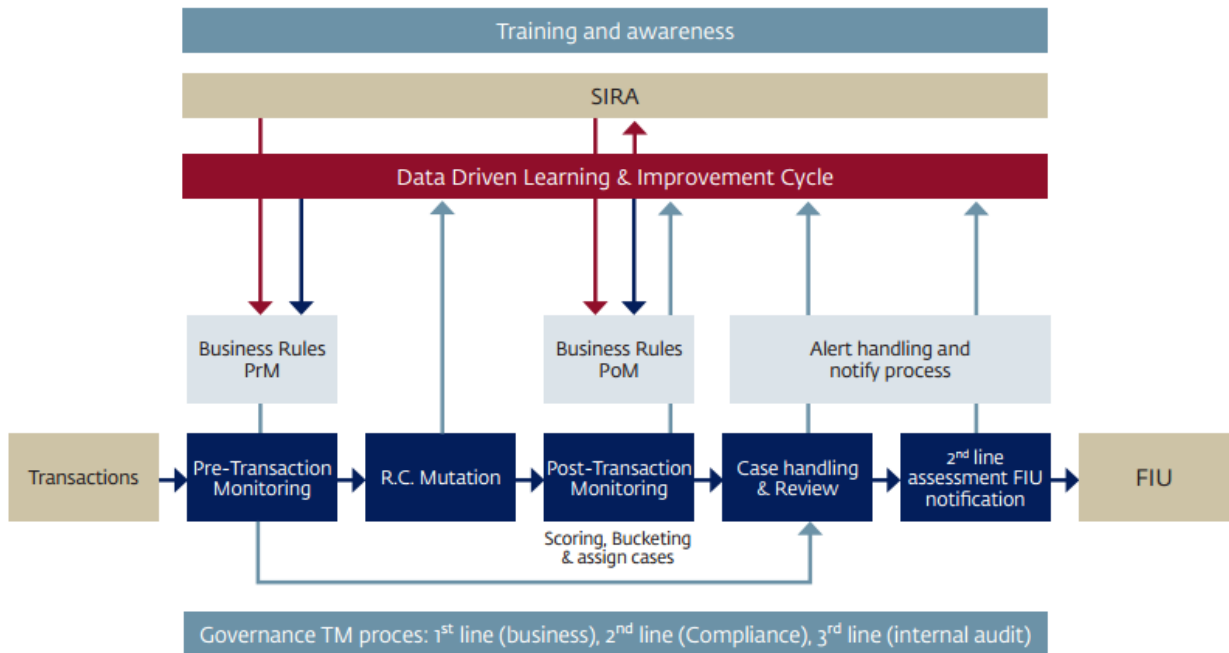


<b>Information Sheet 1</b>	<b>Administer account transfer and Close</b>
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### 1.1. Transaction monitoring

The transaction monitoring process can appear as follows:

**Figure 1** The transaction monitoring process



Transaction monitoring can be conducted in various ways. As shown in the diagram it is possible to have pre-transaction monitoring<sup>14</sup> and post-event transaction monitoring, in other words transactions can be monitored both beforehand and afterwards.

#### Pre-transaction monitoring

Pre-transaction monitoring is carried out before effecting the transaction, and mainly applies to situations of face-to-face contact between the customer and the bank employee. For example when a customer visits a bank to exchange a quantity of banknotes in certain denominations or foreign currency, or to make a cash deposit.

Another example is trade finance, in which a bank is expected to carry out a specific proposed transaction. In the case of post-event transaction monitoring the transaction has already been carried out by the bank and transaction monitoring occurs afterwards. We stress that banks should also have a pre-transaction monitoring process in place, with



appropriate measures to detect unusual transactions when or preferably before they are conducted.

### 1.1.1. Post-event transaction monitoring

This guidance document describes the the post-event transaction monitoring process, because banks are primarily able, based on non-cash settlement of transactions, to detect money laundering and terrorist financing risks in this manner. Customer due diligence is part of the transaction monitoring process. Customer due diligence provides banks with knowledge of its customers, including the purpose and intended nature of the business relationship with the customer. This knowledge enables the bank to conduct risk based assessments to ascertain whether the transactions carried out have unusual patterns that could indicate money laundering or terrorist financing. The bank must tailor its transaction monitoring to the type of customer, the type of services provided and the risk profile of the customer or customer segment. This means monitoring can have different set-up for the various customer segments and products to which the bank provides its services.

#### Step 1: risk identification

The first step in the transaction monitoring process is risk identification. During the identification process a bank must systematically analyse the money laundering and terrorist financing risks that particular customers, products, distribution channels or transactions pose. The bank then documents the results of this analysis in the SIRA. The SIRA is applied to policy, business processes and procedures relating to transaction monitoring. A bank may have various SIRAs, for example a separate SIRA for subsidiaries or a SIRA for each business line. A bank must document how it translates the results of the SIRA, as well as the resulting processes and procedures themselves.

When identifying and analysing risks, a bank must classify its customers in various risk categories, such as high, medium and low, based on the money laundering and terrorist finance risks attached to the business relationship with the customer. To determine the customer’s risk profile, a bank should prepare a transaction profile based on expected transactions or expected use of the customer’s (or customer group’s) account.<sup>16</sup> By preparing a transaction profile in this way (through peer grouping) a bank can sufficiently monitor transactions conducted throughout the duration of the relationship to ensure they are consistent with its knowledge of the customer and their risk profile. By identifying the expected transaction behavior of their customer, a bank can assess whether the transactions the customer carries out are consistent with its knowledge of the customer

#### Step 2: detection of patterns and transactions

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For the second step, detecting the unusual transaction patterns and transactions that may indicate money laundering or terrorist financing, a bank must have a transaction monitoring system in place. Before making use of such a system the bank should ensure that all data are fully and correctly included in the transaction monitoring process. This can be data concerning the customer, the services and the transactions. If there are large numbers of transactions then it is appropriate to have an automated transaction monitoring system in place to be able to safeguard the effectiveness, consistency and processing time of the monitoring. The system must at least include pre-defined business rules: detection rules in the form of scenarios and threshold values. In addition to this, more advanced systems may also be needed, and in applicable cases may be essential, depending on the nature and the size of the transactions and the nature of the institution in question. So for example, a highly advanced system would be less necessary for a bank with a limited number of simple transactions. It may also be the case that a bank considers the use of a highly advanced system, which makes use of artificial intelligence (AI) for example, to be essential.<sup>17</sup>In any case, the responsibility for effectively detecting unusual transactions remains with the bank. A bank must have a good understanding of its systems, and should not just rely on the algorithms provided by external suppliers. When opting for an AI-based system, it may therefore be advisable to involve staff with relevant expertise.

### **Step 3: data analysis**

A bank should analyse its transaction data using its transaction monitoring system and relevant intelligent software. The system generates alerts on the basis of business rules. An alert is a signal that indicates a potentially unusual transaction. Any alerts are investigated. The findings of this investigation must be adequately and clearly recorded. When the findings of the investigation reveal that the transaction is unusual, the bank must notify this to FIU-NL without delay. A bank must have sufficiently described and documented the considerations and decision-making process as to whether or not to report a transaction. When a bank fails to meet its notification duty – even if this is not deliberate – it constitutes an economic offence.

### **Step 4: assessment, measures and documentation**

The bank must then assess the consequences of the notification to FIU-NL and a possible feedback report from FIU-NL for the customer's risk profile and determine whether any additional control measures have to be taken. The final part of the transaction monitoring process is to ensure all the details of the process are properly recorded. In this connection, the bank keeps the data relating to the notification of the

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unusual transaction and records them in readily accessible form for five years after the notification was made, allowing the transaction to be reconstructed.

### 1.2. Account to Account Transfer FAQs

What is the difference between "Transfer to My Other RBFCU Accounts" and "Transfer to Other RBFCU Account Holders"? "Transfer to My Other RBFCU Accounts" gives you the ability to transfer funds between RBFCU accounts that you are an owner of. For example, if you want to transfer funds to your child's account, you may do so if your name is on the account. "Transfer to Other RBFCU Account Holders" gives you the ability to transfer funds from your account to another person's RBFCU account that your name is not on. The member you are transferring money to must give you their RBFCU account number for you to complete the transfer.

➤ **How do I know if I entered the correct account number for the person I want to transfer money to?**

After you enter the account number you want to transfer money to, the last four letters of the account holder's last name will be displayed.

➤ **Why can't I see the whole name of the person I am transferring money to?**

Masking the account holder's last name provides additional security, while at the same time offering a way for you to check that you have entered the correct account number.

<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Briefly describe transaction monitoring process (3 point)

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

### Answer Sheet

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Information Sheet 2</b>	<b>Completing documentation of transfer or close</b>
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**2.1. Closure of account:**

The current account may be closed, at any time, upon written request by the holder or, if appropriate, by the successor in title of the holder.

The current account holder should make sure that all transactions are paid and completed before requesting the closing of the account.

The credit balance will be refunded by check or by transfer made out to the holder of the account or his successor in title.

A form is sent to the account's holder requesting full bank account information to which the funds will be transferred, and authorized signatures. The funds cannot be refunded on a bank account with a different identity than the WIPO account's holder, except in specific cases (litigation).

Once the instructions have been received, WIPO will start the closing procedure which includes several steps:

- new debit instructions are blocked
- on-going transactions are reviewed, processed to their final stage and closed
- balance is then refunded

WIPO reserves the right to close, on its own initiative, any account for which the provisions set out in this document are not fulfilled, or which fails to comply with the above regulations. The same shall apply in respect of accounts in which there has not been any movement for more than one year.

**ACCOUNT CLOSURE FORM**



INDOC No.	
Application No.	

DP ID No. : 13019300  
SEBI Regn. No.: IN-DP-CDSL-80-2000

**State Bank of India**

DP Centralised Processing Cell, CMC House, C-18, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051.  
• Help Desk: 1800 22 0488 (Toll free for MTNL/BSNL users) / Ph.: 022-26592123 • Fax : 022-26592127 • Email : querydp@sbi.co.in

**ACCOUNT CLOSURE REQUEST FORM (CDSL)**

Date 

--	--	--	--	--	--	--	--	--	--

Closure Initiated by  BO  DP  CDSL

(To be filled by the BO. Please fill all the details in Block Letters in English)

To  
State Bank of India  
DPCPC - DPID - 13019300  
Mumbai.

Dear Sir / Madam,  
I/We the sole Holder/ Joint Holder / Guardian (in case of Minor) / Clearing Member request you to close my / our account with you from the date of this application. The details of my/our account are given below :

**Account Holder's Details**

DP ID	1	3	0	1	9	3	0	0	BO ID									
-------	---	---	---	---	---	---	---	---	-------	--	--	--	--	--	--	--	--	--

Name			
Signature*			
	First / Sole Holder	Second Holder	Third Holder

Address for Correspondence			
----------------------------	--	--	--

City	State	Pin						
------	-------	-----	--	--	--	--	--	--

Reasons for Closing the Account	
---------------------------------	--

Balance remaining in the account (if any) to be :	
---	--

<input type="checkbox"/> Partly rematerialised & Partly transferred	<input type="checkbox"/> Rematerialised	<input type="checkbox"/> Not applicable
---	---	---

<input type="checkbox"/> Transferred to another account
---

DP ID									Client ID									
-------	--	--	--	--	--	--	--	--	-----------	--	--	--	--	--	--	--	--	--

Status of balance present in a/c for (To be filled by DP, if applicable)	<input type="checkbox"/> Earmarked	<input type="checkbox"/> Pledged
	<input type="checkbox"/> Pending for Dematerialisation	<input type="checkbox"/> Frozen
	<input type="checkbox"/> Pending for Rematerialisation	<input type="checkbox"/> Lock-in

Signature Verified and Certified that all the dues have been recovered Approved for Closure

Branch Name  
for State Bank of India      Branch Code

Signature verified  
Name & Signature of Authorised Bank Official

\*If DP or CDSL initiates account closure, signature (s) of account holder (s) not required

**ACKNOWLEDGEMENT RECEIPT**

**State Bank of India**

DP ID No. : 13019300  
SEBI Regn. No.: IN-DP-CDSL-80-2000

DP Centralized Processing Cell, CMC Ltd. CMC House, C-18, Bandra-Kurla Complex, Bandra (East), Mumbai 400 051.  
• Help Desk: 1800 22 0488 (Toll free for MTNL/BSNL users) / Ph.: 022-26592123 • Fax : 022-26592127 • Email : querydp@sbi.co.in

Application No. Date 

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<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate process how to close current accounts (5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



### 3.1. Introduction

The purpose of this procedure is to define a system for planning and controls of activities relating to timely preparation of annual accounts of the KSPH&IDCL by observing all the formalities required under the statute and also to ensure that the annual accounts represents the true and fair view of the state of affairs of the KSPH&IDCL.

#### **Application**

This procedure is applicable to all the financial activities conducted by the KSPH&IDCL during any financial year both at the corporate levels and division level.

#### **Responsibility**

Responsibility and Authority for various activities of project management is described in **procedure part.**

Procedures this procedure is to establish a systematic procedure for preparation of annual accounts and supportive statements in a pre-determined time schedule. The procedure also ensures that all financial transaction are properly represented in the annual accounts of the KSPH&IDCL so that the annual accounts gives true and fair view of the state of affairs of for the given period. This procedure covers all the processes of financial transactions. Wherever system procedures are established that provide detailed information about that process, relevant procedures have been referenced. In order to facilitate easy understanding of process sequence, project-management process is divided into convenient process.

### 3.2. **SIGNIFICANCE OF BRANCH ACCOUNTING As**

the business grows the significance of branch accounting increases because a business can grow by tapping more customers, if customers are scattered all over and cannot be tapped from one place, the objective can be achieved by opening branches at far flung places because more the tapping of customers would be our production or our market share will increase, so in order to enhance the market share ; in order to enhance the productivity, in order to enhance the production; the turnover, we need to open the branches at various states or at various places, so where the expansion of business is there we can take the help of branches and we can expand our business to capture more customers. So in order to maintain this records that where the accounting is being done that how inflows are been there how outflows are there at various branches, we need to follow certain set of accounting principles which we have to abide by for finding out the results of the operations of branch. First of all we have classified the braches on the basis





of location. So when we talk of location we will classify the branches as – Inland branches and – Foreign branches. Inland branches when we talk about they are branches which are within the territories of the country. For example when we talk of India these branches can be in different states one can be in Maharashtra other can be in West Bengal. So as per the location they are known as inland branches as they are situated within the territory of the specified country. Second one is foreign branches. 3 Foreign branches are those branches which are situated outside country. For example when we talk of India its foreign branch can be a branch which situated in Singapore a branch situated in USA. So these are the two important classifications on the basis of location. Now from accounting point of view further classification can be made.

<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Briefly provide about customer account finalization information (5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_ **Short**



<b>Instruction Sheet 1</b>	<b>LG16: Administering the process</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Use organizational processes and protocols standardization for verify customer account
- Follow customer queries or complaints about operation of service or products
- Provide and reports on account activity

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to –**

- Using organizational processes and protocols standardization for verify customer account
- Following customer queries or complaints about operation of service or products
- Providing and reports on account activity

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” **in page -.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



<b>Information Sheet 1</b>	<b>Use organizational processes and protocols standardization for verify customer account</b>
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**a. Creation.**

The organization shall maintain such bank accounts and investments as Consistent with the organization’s investment policy and as authorized by the board of directors from time to time.

Reconciliation.

Monthly account statements shall be sent by the financial institution to the Management Company and shall be delivered, unopened, to an employee of the Management Company who does not have signatory authority over the account. Promptly upon receipt of the monthly account statement, an employee of the Management Company who does not have signatory authority over the account shall reconcile the bank account transactions and ending balance with the financial records of the organization.

**1.2. a. Signature Authority.** The following individuals have signatory authority on ATM bank accounts:

**1.3. The Executive Director**

Signature Requirements. The Management Company has authority to issue checks up to and including \$5,000. For any checks that are greater than\$5,000, the Treasurer must review the documentation and approve payment in writing before the check is issued.

**1.4. Transfer of Funds.**

No funds shall be transferred by the Management Company to or from investment accounts (excluding transfers to and from a money market account) without approval of the board of directors.

**1.5. RESERVES**

Board Action. All reserve accounts shall be in such investments and in such amounts as are established by the board of directors. The Management Company shall keep detailed records of all reserve transactions, with board minutes reflecting approval of all transfers of reserve funds. Purpose of Reserves. ATM should maintain sufficient reserves in either its bank account or in its investments to pay for expenses that may be required if the organization had to wind down its affairs or if its income stream is reduced but expenses continue to be incurred.

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Accreditation Reserves. Every Year, as part of the budgetary cycle, funds shall be designated as accreditation reserves for the express purpose of demonstrating that ATM maintains predictable and stable resources to meet the expectations of institutions, programs, and the public. These funds shall be determined through a review of ATMAE’s capacity to support our accreditation mission by the Chair of Accreditation, the ATM Board President, Treasurer, and Executive Director. The basis of this determination will be two years’ operational costs to maintain ATMAE’s accreditation mission. These funds will be noted in ATM monthly.

<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is Creation?(5 point )

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



<b>Information Sheet 2</b>	<b>Follow customer queries or complaints about operation of service or products</b>
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### **2.1. Complaints handling**

At Bank Limited as a service organization, customer service and customer satisfaction will be the prime concern. Customer complaints are a part of the business of any corporate entity. KBL not only believes that providing prompt and efficient service is essential but also recognizes the right of its customers to complain and indeed welcomes their complaints as a valuable form of feedback to improve our services and products. The policy is prepared in compliance with SBP BPD Circular 17 of 2004 which requires that customer complaints and grievances are reviewed and timely responded. Customer dissatisfaction could severely damage a bank's image/repute. KBL's policy on complaints resolution is based on:

- Customer complaints are recognized as a tool to address shortcomings, if any.
- Customers are treated fairly and to the highest professional standards at all times.
- Complaints raised by customers are dealt efficiently and with utmost courtesy.
- Customers are fully informed of avenues to escalate their

Complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.

- The bank employees must work in good faith and without prejudice to the interests of the customer to minimize complaints. A customer may not be satisfied with the service offered by the Bank. The impoliteness of the staff members, undue delays in servicing clients, unsatisfactory manner of sending the periodic statements and other information etc. are some of the grounds on which a customer may become unhappy. In such a situation the Bank must take stock of its position and should re-review servicing standards on periodic basis, and appropriate steps are taken for improvements. The particulars, name, designation, contact details (phone, fax, mobile etc. of designated employees in the Branches as well as in corporate office will be forwarded to State Bank of Pakistan. Any.

### **2.2. Purpose of the Complaint Handling and Dispute Resolution Policy**

The purpose of the Customer Complaint Handling and Dispute Resolution Policy (policy) is to set out The Board and senior management of UHI view complaints as an opportunity to:

- (a) Maintain and enhance customer loyalty and approval; and
- (b) Enhance our competitiveness by continuous review and improvement.

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This policy is an abridged version of the Customer Complaint Handling and Dispute Policy which is an internal document maintained by UHI. Customers can lodge complaints in writing via post, fax or email, in person at one of our Member Contact Centers or over the phone with a member of our contact center.

### **2.3. Complaints handling and dispute resolution procedure**

UHI categorizes the level of complaints into first, second, third level resolution. The level of resolution Depends on the type and nature of the complaint. This section describes each of these categories and the steps undertaken to resolve the complaint.

#### **First Level Resolution**

A First Level Resolution complaint is defined as either:

- (a) First contact resolution – the complaint is resolved at the time of contact, through the appropriate distribution channel and within 3 working days of receipt; or
- (b) Staff review – where the first contact resolution complaint has been unsatisfactorily resolved or the complaint is sensitive or complex in nature; a second level review is undertaken by an appropriately nominated staff member.

#### **Second Level Resolution**

A Second Level Resolution complaint is defined as follows:

- (c) Referred to Team Leader or Business Unit Manager – the First Level Resolution has failed to resolve the complaint or the complaint is more sensitive or complex in nature; the complaint is then escalated to the Team Leader or Business Unit Manager for review and consideration. All Second Level Resolution complaints must be resolved within 14 working days of receipt of the complaint.

#### **Third Level Resolution**

A Third Level Resolution complaint is defined as:

- (d) Assisted referrals –Level 1 and Level 2. First and Second Level complaints must be resolved within three (3) working days of receipt from The Commonwealth Ombudsman (Ombudsman). UHI must respond directly to the complainant and advise the Ombudsman of the action taken and response provided.

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(e) Disputes –Level 3 Complaints All Third Level Resolution complaints require intervention by the Ombudsman All Level 3 complaints must be resolved within 14 days of receipt from the Ombudsman. UHI must respond directly to the Ombudsman.

<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page

1. Describe purpose of the Complaint Handling and Dispute Resolution Policy(5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



### 3.1. Accounts Activity Analysis reports

The AAA report is designed to provide Country Offices with a tool to analyze balance sheet accounts. The report gives details of all transactions from various modules for a given account and Operating Unit (OU) for a chosen period. The report selects activities from source systems (AP, AR, GL, etc.) within a fiscal year based on the posting date of the journal tied to the activity. The report can be run for the OU, specified on the run control. Country offices should run generally for one OU only.

Parameters to be used:

- ♣ General Ledger Unit: UNDP1
- ♣ Account: please select account to be analyzed, for example 16005 (NEX advance) or 21020 (other accounts payable) etc.
- ♣ Accounting date from and to: Please insert the Date from and to which activity will be reported. It is recommended that you run from 01/01/2004 to 31/12/2006 to get the correct balance of your balance sheet account
- ♣ Operating Unit: Please select one and insert the OU of your Country Office.
- ♣ Include all fund codes: Please use this checkbox to select fund codes related to a chosen account. Once this checkbox is unchecked, non-UNDP fund codes such as 12000 (non-ATLAS Agency) and 13999 (UNODC) will be excluded. It is recommended that you always check this checkbox to include all fund codes when running this report.





<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Briefly discuss about accounts activity analysis reports (5 point)

**Note: Satisfactory rating - 5 points**

**Unsatisfactory - below 5 points**

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



**List of Reference Materials**

1. AN INTRODUCTION TO COMMUNITY ASSET MAPPING. Available on:  
<https://www.countyofsb.org/ceo/asset.c/400>
2. Process a financial sale transaction, William Angliss Institute of TAFE, Telephone:  
(03) 9606 2111, Facsimile: (03) 9670 1330
3. Receive and resolve customer complaints, D1.HRS.CL1.15
4. MOVE Working Paper #3 [www.myoralvillage.org](http://www.myoralvillage.org), Brett Hudson Matthews December  
2016
5. YOUTH SAVINGS ACCOUNTS: A FINANCIAL SERVICE PERSPECTIVE Photo  
credit: John V. Owens, USAID-supported MABS program, The Philippine
6. Checklist for opening a bank or credit union account