

A Career with Hang Seng Bank

Hang Seng is committed to service excellence. Our people are our most important asset and play a vital role in our efforts to continually enhance our performance for customers and provide best-in-class products and services. We seek to attract high-calibre talent by offering a dynamic working environment, good career development opportunities and competitive compensation packages.

Customer Due Diligence Officer (9 month contract)

Commercial Banking – CMB Chief Operating Officer's Office

Hang Seng's Commercial Banking (CMB) business provides customized one-stop financial solutions to our corporate customers, from prime small and medium-sized businesses to publicly listed companies.

For customers conducting business locally or around the world, we offer a comprehensive range of services including corporate lending, trade and receivables finance, structured loan, cash management, investment, treasury services, insurance and e-Banking services. As a reliable financial partner, we attend to the specific business needs of our customers and provide efficient tailor-made banking solutions through our relationship managers and dedicated specialists.

We are currently seeking high caliber professionals to join our department as **Customer Due Diligence Officer (contract)**.

Principal responsibilities

- Engage existing corporate customers in the collection of detailed customer information and supporting documentation required for Customer Due Diligence (CDD) review
- Ensure the completeness of CDD information and supporting documentation before submitting the CDD profile for review and approval
- Provide administrative support in CDD review process
- Handle customer enquiries related to CDD review

Requirements

- Secondary school or above, with at least five subjects at Grade E / Level 2 / "Attained" or above in the HKCEE / HKDSE
- Working experience in administrative / sales support in banking or related industries would be an advantage
- Sound communication skills, organized, attention to details and ability to deliver under tight timelines
- Great sense of ownership and servicing mindset to ensure efficient and effective customer service processes
- Proficiency in MS office, both spoken and written English and Chinese

To apply, please read carefully the 'Note on Collection of Personal Data and Information' and send your resume with expected salary via e-mail: reccmb@hangseng.com for our processing. You can also visit our Hang Seng website: www.hangseng.com for further details about career opportunities with the Bank. Applicants who are not contacted within one month may consider their applications unsuccessful.

All information provided by applicants will be used only for recruitment purposes and will be used strictly in accordance with the Bank's personal data policies, a copy of which may be obtained by the applicant upon request. Unless otherwise instructed in writing by the applicant concerned, applicants may be considered for other suitable positions within the Bank and its related companies. The personal data of unsuccessful job applicants may be retained for a maximum of two years from the date when the job application is rejected and such data may be retained for a longer period if there is a subsisting reason that obliges the Bank to do so, after which the personal data will be destroyed.

INTERNAL