Presents

CUSTOMER ONBOARDING PROCESS (CORPORATE STAFF)

Background

This program is designed for corporate staff to have know-how on the process of customer onboarding in a bank.

Program Details
Date: 24th Feb (9:30am– 4:45pm) 2024
Duration: 4 Session (1.5 Hour each Session)
Venue: NBI Hall, Naxal
Level: Low/Mid
Target Audience: Bankers from Bank's Corporate Office

Program Details

Program Takeaways

- Basics of Service Operation Management
- Know-how on Customer Onboarding Process
- Basics on AML-CFT Practices
- Dos & Don'ts from Risk Management Perspective

Content
• Introductions-Service Operations • Physical vs Digital process of Onboarding
• Types of Accounts & Documents required • Things to remember • Ecosystem of Onboarding i.e. Performance of Branch, Centralized Services, & Quality Assurance Desk etc. • Account Maintenance • Customer Risk Grading

Program Delivery Method

- Lecture: Presentations and Participations
- Training tool: Case method; Buzz Group; Meta Cards; Visual Aids
- Ensuring change in Behavior: Discussions and Sharing; Role Play

Mr. Abhay Raj Sharma

Banker: Since 2000 to 2023

Abhaya Raj Sharma is one of the listed and certified 'Financial Literacy Trainer' by Nepal Rastra Bank, the Central Bank of Nepal. He is an experienced banker with his 23 years in Nepalese banking. Working as employee for Commercial Banks, Development Bank, Finance Company and BOD for Capital market company, he carries variety of experiences in Service Operations Management, Trade Finance Operations, Relationship Management, Credit Administrations and Control, Risk Management, Compliance and Good Governance etc.

With an experience of in-house as well as freelance trainers equipped with training of trainers by domestic as well as international trainers, he is now in banking academy. His way of delivery is no doubt convincing, motivational and sharing based. He ensures the takeaways by his participants and permanent change in their Behavior.