

Tan Mei Yun

Age: 32 years old

Hp: 9763-7767

Professional Experience

Oct 15 – Present

Credit Suisse Trust Limited

Trust Manager

- Responsible for administration of Trusts and Private investment companies
- Perform periodic trust reviews in accordance with the company's policies and procedures
- Liaise and work closely with bankers/lawyers/external auditor and tax agents to ensure smooth administration.
- Prepare documents for business prospects and setting up new trust accounts. Arrange trust deeds, custodian agreements and company documents for execution.
- Maintaining fiduciary documentary files according to guidelines and procedures so as to ensure that legal fiduciary and record keeping responsibility are performed.

Mar 15 – Oct 15

TMF Trustee Singapore Limited

Trust Officer

- Review trust deeds during periodic review and as and when required for on-going administration process and other ancillary documents, drafting letter of wishes, perform due diligence on settlor, beneficiaries and related parties to the trust, incorporation of underlying companies under the trust and open bank and investment accounts for the trust structure.
- Liaise with clients, bankers, advisors, protectors etc for periodic trust reviews and daily on-going administration matters.
- Liaise with the Relationship Managers (RMs) and where mutually agreed with the RMs, to lawyers, private bankers and internal office liaisons in different jurisdictions relating to trust administration issues.
- Discuss the PAR (Performance Analysis Review) report with RMs as well as matters relating to fees and costs of service delivery. Review and monitor the compliance report required by Compliance officer on a monthly basis and liaise with Compliance Officer/Head of Trust Administration as required.
- Carry out administration work such as corporate secretarial work of the Trusts' underlying companies. This includes ensuring that all resolutions and minutes are properly prepared and executed and that all records are kept up-to-date.

- Proactively monitor and reviewing templates to ensure they continue to meet the needs of clients and the administration needs of the team.

Nov 11 – Feb 15

Citi Private Bank - Cititrust (Singapore) Limited

Trust Associate

- Assist the Trust Administration Team in managing client accounts and responding to clients' requests.
- Work closely with Wealth Planners and Relationship Managers for ongoing businesses and for on-boarding new business.
- Liaise with the account opening units to ensure new bank accounts are established.
- Ensure all Trust Documentation is correctly signed off and is logged and placed in secure vault.
- Tracking and monitoring the funding of new trusts.
- Close bank accounts for Private Investment Companies and advising internal client reporting Unit.
- Process transactions and billings as well as take care of the day to day administration.
- Document preparation and execution of transactions.
- Preparation of Directors' Resolution and Trustee Minutes.
- Assist Team Deputy with team meetings and compilation of reports.

Dec 09 – Nov 11

HSBC Private Bank – Trustee Singapore

Business Implementation Unit – Officer

- Work with the Head of BIU and Head of Trust Administration in conversion of matters from Wealth Planning responsibility to Relationship Managers responsibility.
- Prepare documents for business prospects and setting up new trust accounts. Arrange trust deeds, custodian agreements and company documents for execution.
- Prepare and ensure client's private banking account opening documentations are complete and liaise with private banking managers to resolve account documentation discrepancies.
- Review client's profiles and make searches/enquiries to gather information for assessment of the clients.
- Ensure compliance with local regulatory rules and internal policies by doing comprehensive checks on clients' background.

- Check for completeness and accuracy of clients' data entered in the bank's computer system.
- Track assets and securities that will be transferred into the private banking account and match them with the current market valuation.
- Prepare trade documentations upon requests from clients/RMs and pass correct trade orders to client service associate to execute trades.
- Ensure all payments instruction received from clients are duly verified and executed in a timely basis in accordance with the details and timeline provided.
- Liaise with external auditors and tax agent for the engagement and receives findings and effect follow-up on the findings.

May 06 - Dec 09

OCBC Securities (OSPL)

Front Office, Customer Service
Executive Officer

Front Line Client Services

- Supervise four service staffs and ensure delivering of 1st class client experiences to private and corporate clients.
- Resolve external & internal clients' enquiries over the counter, through phone and via emails in timely manner.
- Liaised with various departments to investigate the reasons behind breakdown in trading processes, corporate action for foreign shares and procedure for shares transfer.
- Disseminate and harness appropriate information for a better solution to customers' enquiries.
- Perform due diligence and KYC checks on all trading accounts opened ensuring adherence on PEP, AML directive, delinquency/bankruptcy guideline, verifications on ownership.
- Screen all individual and corporate account opening form over the counter to ascertain all forms are filled up correctly and all supporting documents verified by the relevant personnel and to be sent for approval to various division – Operation Heads, Compliance & Legal Counsel.
- Experience in opening and handling estate accounts; providing information and guidance on required documents to the deceased administrator and executor.
- Participate in road-show & events to market for new accounts.
- Set up product manual and work procedures for new product launches.
- Prepare training materials and provide coaching to new staffs.
- Chairman of OCBC Securities Task Force 2008.

Complaint Management

- Lead coordinator for FIDReC, complain cases pertaining to the clients losses in products such as Lehman's Minibond, Morgan Stanley Pinnacle Notes, Merrill Lynch Jubilee Notes.
- Interview, record and prepare Customers' & RMs statements to be send for mediation and adjudication.

- Liaise with external lawyers, OCBC legal counsels and FIDReC case managers on complaint customers' cases, updating all cases and reporting to head of department and directors.

Projects

- Represent OSPL to work in a team of 10 members from various departments of OCBC Bank. Project focuses on working on an Integrated Application form that streamline account opening processes.
- Liaise with different department in OCBC Securities/Bank to establish term and condition/work flow for opening an online trading account.
- Doing UAT testing on OCBC Bank internet banking to implement online facilities for opening trading account.

Educational Qualification

2 Feb 2016	STEP Diploma in International Trust Management
Jul 07 - Dec 11	Royal Melbourne Institute of Technology (RMIT) Singapore Institute of Management (SIM) <ul style="list-style-type: none"> • Bachelor of Business • Major in Banking and Finance
Jul 03 - Apr 06	Singapore Polytechnic, 2006 <ul style="list-style-type: none"> • Diploma in Computer Networking

Relevant Skills

Trading Product knowledge

- Well-versed in cash trading account, margin account, share borrowing account, managed account
- Understand the workflow and processing time to facilitate trade between client and sales person

Web Centric Skill

- Competent in computer application software such as MS Word, PowerPoint, Excel, AS400, ON DEMAND, SGX system and Lotus Note

Interpersonal and communication skill

- Excellent in managing customer's expectation within constraint of banking rules
- Obtain valuable soft skill and techniques needed to handle demanding customers
- Able to communicate confidently and write in English, Mandarin and Cantonese

Multi-tasking

- Able to provide financial product related information and charges accurately while servicing and managing all customers request efficiently and quickly in a fast paced and dynamic environment
- Excel in multi-task by providing resolution both on email, phone and over the counter
- Able to work under pressure while maintaining KPI standards

Awards

Excellent Service Award (EXSA) - national award supported by Spring Singapore

- ★ Gold Award in Banking Sector, 2009
- ★ National award that recognizes individuals who have delivered quality service.
- ★ It seeks to develop service models for staff to emulate, and to create service champions.

OCBC Service Excellence Awards

- ★ GEMS Service Award, 2008

Hobbies

- Yoga
- Kickboxing
- Jogging