

BancABC Loan and Customer Service Policy Manual (2025)

1. Purpose

This policy manual outlines BancABC's internal guidelines for loan management, customer verification, data protection, and staff conduct. It serves as a reference document to ensure uniform service standards, risk management practices, and regulatory compliance.

2. Scope

This policy applies to all BancABC employees, contractors, and third-party agents engaged in the delivery of banking, lending, and customer service operations within the BancABC network.

3. Loan Issuance Policy

Customers applying for a loan must be at least 18 years old, hold a valid national ID or passport, and maintain a BancABC account for at least three months.

Loan approval follows a 4-step review process including customer credit checks and branch manager or Head Office authorization.

Approved loans are disbursed within 48 hours, directly into the customer's account.

Repayments are automated monthly; late payments attract a 5% penalty. Loan restructuring is available in hardship cases.

4. Customer Verification and KYC Policy

Each customer must provide valid ID, proof of residence, and proof of income.

High-risk customers undergo Enhanced Due Diligence (EDD), involving FIU verification and Compliance Officer approval.

5. Data Protection and Privacy

Customer data must be stored securely in BancABC's data centers, with access limited by role-based permissions.

Data may only be shared with regulatory bodies or approved third parties under confidentiality agreements.

Any suspected data breach must be reported within 24 hours to the Data Protection Officer.

6. Staff Conduct and Ethics

All employees must demonstrate integrity, confidentiality, and professionalism, avoiding conflicts of interest.

Policy violations may result in warnings, suspension, dismissal, or legal action.

7. Monitoring and Compliance

The Compliance Department conducts quarterly audits and AML reviews, submitting findings to the Board of Directors.

8. Review and Updates

This policy is reviewed annually by the Risk and Compliance Committee to ensure alignment with new regulatory standards.

Approved by: Executive Director, BancABC Operations

Effective Date: January 2025

Version: 2.1