

# CLARIS TAN PEI WEI

## EXECUTIVE SUMMARY

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Seasoned banking professional with excellent communication skills and an eye for detail. History of various roles in financial services, including branch and relationship manager support.

## WORK EXPERIENCE

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### October 2023 – Present

#### **EFG Bank AG**

##### ***Client Service Officer***

- Prepare & process complex account opening documentation for high-value clients across APAC, ensuring regulatory compliance and efficient onboarding.
- Maintain proper records, including account documentation, Client Information Profile, credit application documents, trade transactions, and call reports.
- Execute trades transactions, including money market, securities, and FX transactions, ensuring compliance with policy on sales procedures and suitability checks.

### July 2014 – October 2023

#### **Credit Suisse AG**

##### ***Assistant Relationship Manager***

- Collaborate closely with Relationship Managers to deliver exceptional client service and manage client relationships effectively.
- Ensure accurate and timely execution of trades (FX, equities, etc.) for efficient transaction completion.
- Uphold a professional work ethic and ensure compliance with all internal/external guidelines and regulatory policies.
- Support Relationship Managers in client meeting preparation, facilitating well-organized and productive meetings.

### February 2011 – June 2014

#### **ANZ Private Bank**

##### ***Client Service Executive***

- Assistant to Private Bankers, providing prompt and timely response to client requests/enquiries, following through on customer transactions, and administrative support.
- Ensuring that operational processes are performed in compliance with the Bank's policies and regulatory requirements.
- Confidently and professionally providing clients with market insights and advisory, creating unique and tailor-made solutions to fit their needs.

### January 2010 – February 2011

#### **National Australia Bank**

##### ***Private Associate***

- Providing support for Private and Senior Partners in servicing clients' accounts, instructions, and enquires.
- Deal effectively with queries, account opening and maintenance.
- Always ensure full compliance to credit processes, policies and procedures.
- Process and prepare lending documentation for clients.
- Perform FX transactions for the purpose of loan repayments.

**April 2007 – January 2010**

**ABN AMRO Bank N.V. (Royal Bank of Scotland)**

***Client Associate***

- Servicing of accounts for Royal Preferred Banking clients.
- Checking of completeness for account opening forms and ensuring KYC procedures are adhered to before client acceptance.
- Support Relationship Managers in client servicing.
- Update and provide (MIS) reporting to Compliance and Sales.
- Oversee duties in the absence of the team head, providing guidance to junior Client Associates.

**May 2003 – February 2007**

**Maybank**

***Customer Service Officer***

- Responsible for frontline banking counter services with direct contact with customers.
- Cash handling, account opening, remittance transfers, fixed deposit, unit trust transactions.
- Coordinated transactions for affluent banking customers and provided support to relationship managers.
- Trained new employees and colleagues on banking products/services.
- Promoted and sold retail financial products and services to banking customers.
- Provide branch operational support.

## **EDUCATION**

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2004 – 2006

Deakin University

Bachelor of Commerce with Distinction

(Double Major in Finance & Management)

2000 – 2003

Ngee Ann Polytechnic

Diploma in Banking & Financial Services

## **SKILLS**

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Microsoft Office (Word, Excel, PowerPoint, Outlook)

Effectively Bilingual (Chinese, English), Verbal and Written

## **ACCREDITATION & LICENSING**

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CMFAS Modules 1B, 5 and 9 (exempted Modules 6 & 8)

Client Advisor Competency Standards (CACS 1 and 2)