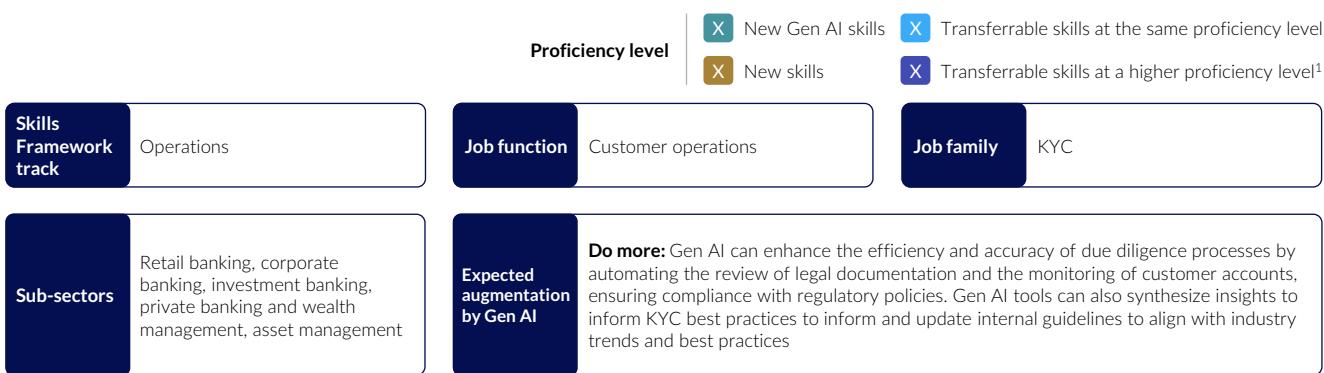


Head of KYC/Customer due diligence/Head of client lifecycle



Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Assist in customer onboarding	Establish internal guidelines to perform efficient and accurate due diligence on new customers
Ensure compliance	<p>Review legal documentation by incorporating both the customers' and organization's requirements in collaboration with relevant stakeholders</p> <p>Establish internal guidelines to perform periodic KYC and/or Customer Due Diligence of existing accounts</p> <p>Review existing policies and procedures to stay up to date with industry trends and legislative changes</p>
Maintain and service accounts	<p>Evaluate cases to determine if there is a need for further escalation to relevant parties</p> <p>Formulate responses on KYC reviews and issues arising from business and overseas units</p> <p>Escalate unusual activities to the compliance department according to established policies and procedures</p> <p>Formulate the organization's risk strategies, policies, and procedures according to market conditions, regulatory requirements, and the institution's risk appetite</p>

New Gen AI skills

Gen AI strategy	5	Gen AI innovation, R&D, and innovation management	5	Prompt design	3
Leading Gen AI-enabled transformations	5	Ethical frameworks for Gen AI	5	Gen AI principles and applications	3
Gen AI data governance	5	Regulatory, legal, and risk management compliance in AI and Gen AI	5		

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

Source: SkillsFuture Skills Framework