

JOB DESCRIPTION of Loan Recovery Officer

Loan recovery officers are tasked to be responsible for recovering delinquent and written off debts.

Loan recovery officers are entitled to solve all matters relating to loan and solution must be flexible according to the borrower's situation, culture, custom, geographic area of the occurring matters.

Good character, moral, talk and communication are successful keys in problem solving and can avoid dispute.

Loan recovery officer is required to accurately carry out in a technical and professional manner as the following:

- Thoroughly study credit operating manuals, procedures, guidelines, and sequence changes from competent authority and ensure to better conduct of all solutions.
- Further study social law, labor morality relating to tasks.
- Responsible for collecting delinquent and written off debts in the responsible area.
- Thoroughly study responsible loan situation, including:
 - Customers' histories
 - Customers' geographical areas and living cultures
 - Loan Cycles (Loan date, default date, remaining amount and other reasons).
- Study debtors' financial positions to find out loan collection opportunities.
- Classify Pre-NPL and NPL in an accurate manner to easily solve and develop solving strategies.
- Thoroughly study reasons of customers' late repayments and NPL and report to the management to ask for advice in solving problems and improving shortcoming.
- Prepare lists of Payment in Arrears and NPL and estimate how much can be collected.
- Possess good communication with customers and local authority or community in where the customers live.
- Solution must be carried out step by step according to operating manuals and agreed documents.
- First priority solution is using social pressure "Such as customers' guarantors, relatives, village chief, district governor or influence persons who can put pressure on the clients" to the best effort before asking for lawsuit against the debtors.
- Filing lawsuits can only be allowed after discussion with the management and authorization from Head, SME Banking Division through permission from legal division.
- Legal Division responsible for lawsuit against the debtors.
- Ensure to solve problems and collect loans in an efficient manner, not to cast a bad impact on the bank's good reputation.
- In case that any client doesn't comply with loan conditions and causes any difficulty, he/she is entitled to solve the problem on a timely basis as requested from the management.
- Produce weekly reports of loan classifications already solved and irregular issues for the management.
- Monitor default debts. If found that any problem can cause danger, an immediate report will be made to the management.
- Responsible for collecting Pre-NPL and NPL on an accurate and efficient basis.
- Study and develop new further strategies relating to loan collection, submitting to the management for verification and approval.