Day 1: Document Checking Fundamentals

Duration: 4 Hours

Session Objectives

- Understand the importance of accurate document verification.

- Learn the standard operating procedure (SOP) for document checking.

- Identify common errors and how to avoid them.

Agenda

1. Welcome and Introduction (15 minutes)

- Trainer introduction.

- Overview of training objectives and agenda.

2. Importance of Document Checking (30 minutes)

- Role of accurate document checking in the TFD process.

- Consequences of errors: operational, legal, and financial.

- Discussion: Share real-life cases of document-related errors.

3. Document Verification Checklist (45 minutes)

- Key documents to verify:

  - Customer identification and KYC documents.

  - Loan agreement or financial contracts.

  - Supporting documents (income proof, collaterals, etc.).

- Tools and systems used for document checking.

- Steps to validate document authenticity.

4. SOP for Document Checking (60 minutes)

- Step-by-step guide to the process:

  - Receipt of documents.

  - Initial review.

  - Detailed verification.

  - Reporting discrepancies.

- Interactive Activity: Practice reviewing sample documents.

5. Handling Discrepancies (45 minutes)

- Identifying red flags.

- Escalation matrix for unresolved issues.

- Best practices for communication with customers.

6. Wrap-Up and Q&A (15 minutes)

- Summary of Day 1 topics.

- Address questions and clarifications.

Day 2: Settlement Process

Duration: 4 Hours

Session Objectives

- Understand the settlement workflow.

- Gain clarity on the roles and responsibilities during settlement.

- Master reconciliation and reporting techniques.

Agenda

1. Recap of Day 1 (15 minutes)

- Quick review of document checking process.

- Address queries from the previous session.

2. Introduction to Settlement Process (30 minutes)

- Definition and importance of settlement.

- Key stakeholders in the settlement process.

- Overview of the settlement lifecycle.

3. Workflow of Settlement (60 minutes)

- Detailed steps in settlement:

  o Preparing settlement documentation.

  o Coordination with banks/financial institutions.

  o Closure confirmation.

- Hands-On Exercise: Mapping a settlement case study.

4. Reconciliation and Reporting (60 minutes)

- Reconciliation best practices:

  o Cross-verifying transaction details.

  o Matching settlement reports with documents.

- Preparing and presenting settlement reports.

- Case Discussion: Analyze a mock settlement report.

5. Challenges and Solutions (45 minutes)

- Common challenges in settlement.

- Strategies for timely resolution.

- Interactive Problem-Solving Activity.

6. Closing and Feedback (30 minutes)

- Recap of Day 2 topics.

- Open floor for questions and feedback.

- Next steps for applying training learnings.

Additional Notes

- **Pre-Session Preparation:**

  - Share reading material on document types and settlement basics.

  - Provide access to case studies and mock documents for hands-on activities.

- **Tools Required:**

  - Video conferencing software with screen-sharing capabilities.

  - Access to document templates for practice sessions.

- **Evaluation:**

  - End of each day: Conduct a short quiz to assess understanding.

  - Certificate of completion upon passing the final assessment.