

opsdog

BPMN 2.0 FORMAT

BANKING

Account Closing

The OpsDog Financial Services Hierarchy

- Banking
 - Insurance
 - Broker Dealer
 - Investment/Asset Management
 - Consumer Finance
- Retail Branch Operations
 - Account Closing
 - Commercial Lending
 - Consumer Lending
 - Mortgage Banking
 - Electronic Banking
 - Wealth Management
 - Merchant & Lockbox Operations
 - Courier Services
 - Back Office Operations
 - Treasury Management

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Account Closing: Workflow

- A Account Close Request
- B Exposure Assessment
- C Account Closing & Verification

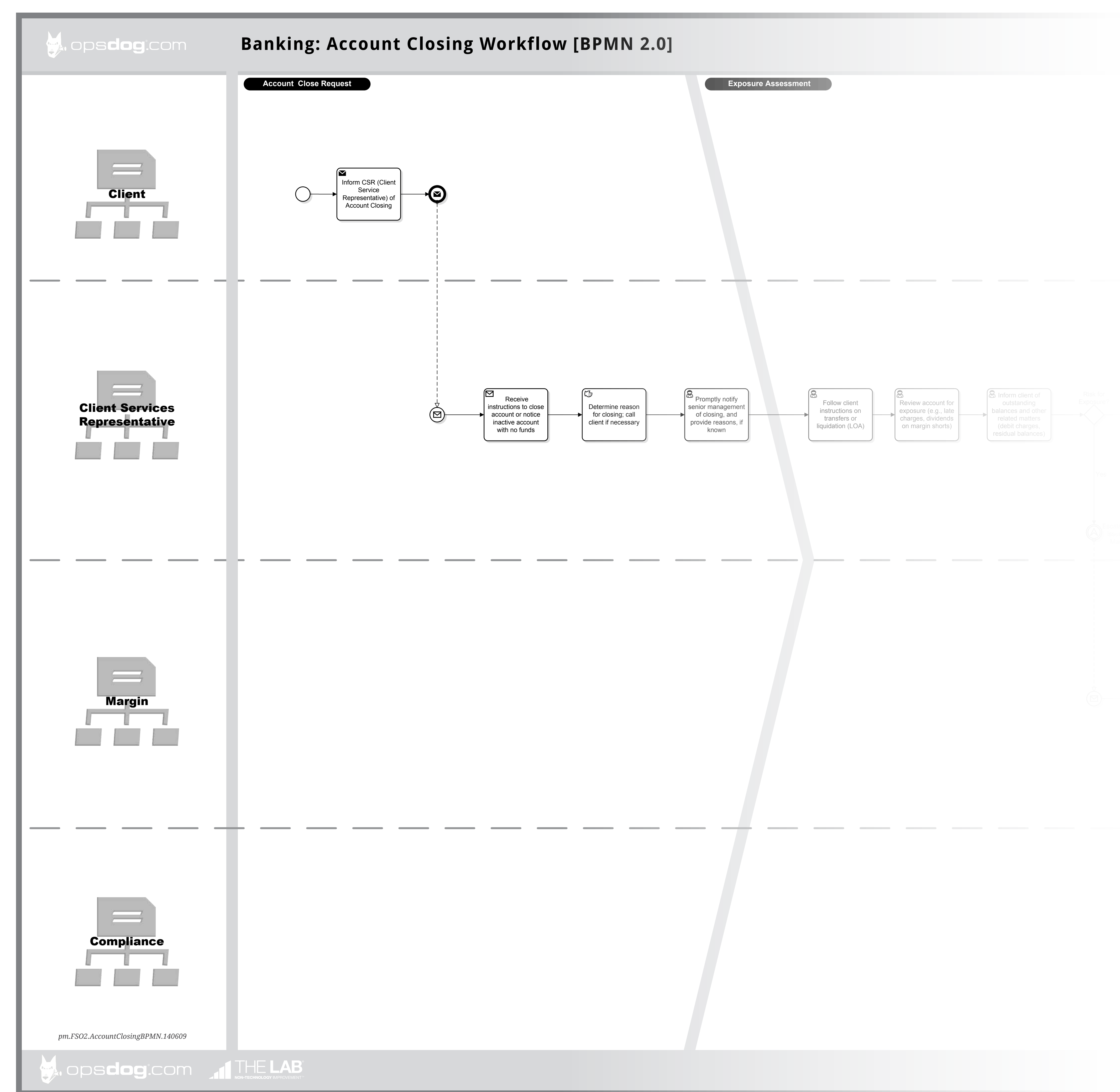
Workflow Description

The processing of account closing requests from retail and/or commercial banking clients. Includes communication with client to determine reason for closing, exposure review (late charges, dividends on margin shorts, debit charges, residual balances), communications with the compliance group and final account closure and monitoring.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



Login to **OpsDog** to purchase the full workflow template (available in PDF, Visio, PPT)

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