



## EXECUTIVE - LIFE CLAIMS

At Janashakthi Life, our purpose is to uplift the lives and empower the dreams of our employees, customers and stakeholders. Our team of professionals remain dedicated in their efforts to be the benchmark in customer service excellence, enabling our organization to go from strength to strength. That's why we are excited to see Janashakthi's journey of success take flight with new energy and new ideas.

**If you share our passion of being a light that brightens the lives of others, then we are looking for YOU!**

### Duties & Responsibilities

- Forecasts/maintain statistics of Life claims and claim ratios.
- To ensure the claims ratio is below the stipulated levels.
- To ensure quarterly reviews of claims are conducted.
- Ensure that the claims are dealt according to financial regulations and stipulated procedure.
- Dealing with customer complaints/appeals and resolving customer complaints.
- Liaise with hospitals, Doctors when a necessity arises to prove the validity of claims.
- Coordinating with internal marketing teams, brokers and agents to provide necessary information regarding claims.
- Managing and coaching claims department staff and ensure claims are handled efficiently and effectively.
- Making recommendations to the Manager to upgrade systems and procedures.
- Attending to technical issues generated through claims while ensuring high quality of customer service.

### Candidate Profile

- Minimum 3 years' experience in a similar position.
- Diploma at CII or SLII or a similar qualification.
- Good time management and leadership skills.
- Attention to detail.

Please email your detailed Curriculum Vitae together with the names and contact details of two non-related referees to reach us on or before **10<sup>th</sup> June 2021**.

**Click here to apply - <https://janashakthilife.minthrm.com/thirdParty/webAdd>**

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**Uplifting Lives,  
Empowering Your Dreams**