



# BRING YOUR [AMBITION] TO LIFE

We are AIA, a company with a history of **over 100 years** in the Asia Pacific region, providing protection with total sum assured of almost **US\$2 Trillion**, serving more than **38 Million individual policies**. AIA is present in **18 Markets** and is the only Multinational company to **top the MDRT registrations for six consecutive years**. As part of our continued commitment to the community, we are happy to provide opportunities for you to join us and experience the entrance to the corporate world.

## Call Centre Agents (Claims management)

### AIA Sri Lanka

#### Job Accountabilities

- Provide information about policy and claim related conditions
- Collate and share information with the claims assessors and claims teams for the further decision making
- Prepare management information, data analytics and trend reports
- Follow up calls with health care provider with ongoing admissions
- Handle discharge calls from Customers
- Maintain accurate and timely records (Regulator, RI, EC, Actuarial, Risk, Marketing etc.)
- Handle payments of customer accounts and provider accounts

#### Job Specifications

- Minimum 2 years' experience in similar capacity
- Excellent communication skills in both English and Sinhala languages
- Ability to speak Tamil would be an added advantage
- Good computer literacy specially in MS Office application
- Strong coordination skills and analytical skills

*If you are interested, send your CV to [lke\\_vacancies@aia.com](mailto:lke_vacancies@aia.com)*



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