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We believe in developing careers through varied exposures.
It is in our aim to provide growth opportunities for the right talent.

ASSISTANT MANAGER - CLAIMS

Job Role:

- Ensure that insurance claims have been paid out to the eligible parties and ensure that the payments made are correct.
- Maintain the quality and customer service standards (Benchmarks) and appropriate level of service delivery.
- Staff supervision, coaching and provide necessary training and guidelines.
- Coordinate with both internal parties such as Supports services, Auditors / Insurance ombudsman and the external parties related to the claims such as doctors, hospital authorities and other insurance companies.
- Liaise with reinsures for claims recoveries.
- Provide training and knowledge sharing to the internal staff, field staff and the branch staff.
- Maintain claims records – claims archive process and provide periodical MIS report to respective parties.
- Contribute for processes and systems development.
- Preparation of claims procedures and update the operation manual.
- Perform any other tasks assigned by the Management as and when required.

Job Pre-Requisites:

- Part or full qualification in ACII.
- Bachelor's degree in insurance or Diploma – Additional preferred.
- At least 4 to 5 years' experience in the insurance sector in a life operations division and at least one year in managerial capacity.
- Have a sound knowledge of life underwriting, servicing, claims, life insurance products and the legal aspects of claims.

If you believe you are the right person we are looking for, forward your complete resume together with contact numbers and the names of two non-related referees to reach us within 10 days of this advertisement by email to careers@hnbassurance.com

