



**Job Title: Claims Handler (Motor)**

**Department: Technical-Claims**

### **Job Summary**

To handle motor claims efficiently from notification to settlement and effect payments as per terms and conditions.

### **Main Responsibilities**

- Monitor claims including cost to ensure that are being processed and settled in an efficient and timely manner as per workflow and KPI set.
- Collect accurate information and documents to proceed with claims analysis before providing a stand and/or taking decisions in respect of the validity of the claims.
- Guide Policyholders on how to proceed with a claim in line with the Insurance Policy contracted and provide regular feedback of progress.
- Appoint surveyor to assess the extent of the damage and/or provide their views any specific issues.
- Process with payment to Insured and suppliers as per KPI.
- Give feedback to complaint coordinator following a complaint.
- Monitor the cost of claims and assess the reasonableness of the claims made as per estimate of repairs v/s circumstances of accident/claim.
- Monitor generic cases done by internal surveys done.
- Set the adequate reserves and report on loss ratio.
- Issue request for contract cars.
- Adhere to legal requirements and industry regulations.
- Report and follow-up all suspicious cases.

## Job Requirements

- HSC
- Certificate CII would be an advantage
- More than 1 year experience
- Delivering results and meeting customer expectations
- Ability to cope with pressure
- Presenting and communicating information
- Good Communication skills, verbal and written
- Good Knowledge on Market practice for the motor claims, Motor Insurance Policy Terms and Conditions, Road Traffic Act, Scale of Liabilities

**Interested candidates are requested to send their CV with reference 2021GCHM Claims Handler Motor as subject on [recruitment@mua.mu](mailto:recruitment@mua.mu)**

The company reserves the right to call only the best qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies.