



**Job Title: Claims Handler**

**Department: Technical Claims (Non-Motor)**

### **Job Summary**

To handle Non-Motor Claims efficiently and effect payments.

### **Main Responsibilities**

- Monitor claims including cost to ensure that same are being processed and settled in an efficient and timely manner as per workflow and KPI set.
- Meet brokers regularly to enhance the level of service and fine-tune the claims process.
- 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.
- Coordinate meetings between loss adjustors / surveyors and Insured for complex cases.
- Meet clients if needed for quick resolution of cases and provide overview of pending cases for corporate clients.
- Adhere to legal requirements and industry regulations.
- Comply with procedures put in place (Report to Compliance Dept).
- Report and follow-up all suspicious cases.

### **Job Requirements**

- HSC
- Certificate CII would be an advantage
- More than 2 years relevant working experience in a similar position
- Systematic and good organizational skills
- Good Communication skills, Verbal and Written
- Highly motivated, proactive and dynamic person

**Interested candidates are requested to send their CV with reference 2021CHNM Claims Handler Non 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.