



**Job Title: Customer Service Officer**

**Department: Technical-Claims (Medical Claims Handling)**

### Job Summary

Assist Customers, Brokers, Agents, Clinics, Doctors, Internal Departments including the Claims Department for all administrative tasks relating to medical policies and administrative tasks.

### Main Responsibilities

- Provide assistance to Customers/Brokers/Agents on 'Terms & Conditions', medical protocol, remaining balances, booking for Recovery Weekend and preparation for baby bag.
- Provide update on payments and status of claims.
- Conduct presentation for corporate clients (questions / answers meetings).
- Assist walk in clients for their claims submission.
- Interact with the Administrative Department and accounts for all changes in the payment mode received by mail or for rejected funds for payment made by Direct Credit.
- Communicate with Claims handlers to have the appropriate information to meet customers' queries.
- Collaborate and communicate with internal or external Departments to provide feedback & do appropriate follow up.
- Ensure that the filing and retrieval of claims are done on a regular basis.
- Prepare files for 'Ex Gratia', loss ratios, attestations, or any other required reports.

### Job Requirements

- HSC
- Good Interpersonal Skills
- Knowledge in 'Terms & Conditions', Medical Terminology, Medical Protocol, email writing and letters

**Interested candidates are requested to send their CV with reference 2021CSOM Customer Service Officer 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.