



Job Title: Internal Surveyor

Department: Technical Claims (Motor)

Job Summary

Survey accidental cars, monitor cost of reports of garages and monitor whether reparations are done within KPI.

Main Responsibilities

- Examine damaged vehicles within defined service standards.
- Finalize motor surveyor report and submit to handlers with photographs for approval of repairs.
- Provide expected repair costs including accurate reserving.
- Negotiate the cost of repairs with agencies, garages in accordance with the agreed discounts.
- Provide market value of damaged salvage vehicles.
- Handle proactively all total loss/ high value repair cases through timely assessment and confirmation to the motor claims and recovery teams.
- Prepare survey logbook and report to Management on a weekly basis.
- Report on market feedback (i.e. any potential problem with a particular type of vehicle model, garage and agency) to the claims manager.
- Reduce the average cost per claim by negotiating discounts with agencies and garages.
- Verify motor third party claims from other insurance companies if instructed by handlers.
- Report and handle concerns, from garages/ surveyors timely and efficiently.
- Perform audit quality of approved repairers and report to management.
- Comply with procedures put in place (Report to Compliance Dept).
- Report and follow-up all suspicious cases.
- Conduct spot check on the accident locus to verify damages v/s circumstance of accident.
- Provide technical in-house training to the motor claims and recovery teams.
- Prepare surveyor assessments report.

Job Requirements

- Diploma in Mechanical/ Motor Vehicle Engineering
- A minimum of 5 years of relevant experience
- Accuracy and attention to details
- In-depth understanding of motor insurance policies, including claims procedures, coverage, and exclusions.
- Panel Beating & Mechanical Expertise
- High degree of drive, self-motivation and ability to work independently

Interested candidates are requested to send their CV on 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.