



Job Title: Motor Claims Officer – Recovery & Legal

Department: Technical - Claims

Job Summary

Initiate actions and follow up payment/refund of claims to third party insurers.

Main Responsibilities

- Arrange for monthly meetings with all Third-Party Insurance Companies.
- Attend Court on a daily basis.
- Attend to customer queries and provide assistance within KPI.
- Verify recovery letters/ General Letter prepared by Trainees/ Recovery Officer.
- Reply to and process payments for all insurance companies within KPI.
- Settle Third Party Claims within KPI.
- Achieve monthly target in terms of recovery.
- Process cheques received from TPI within KPI and prepare recovery letters.
- Prepare monthly reports regarding Recoverable.
- Prepare documents and statistics as and when required.
- Prepare and send on a daily basis expected recoveries against all insurance.
- Update of the Complaint register on a daily basis.
- Referring recovery cases and complaints received to attorney, attending to queries from counsel, attorney and clients with regards to civil case
- Representing MUA in civil court for motor claims civil cases and making decisions which are in the best interest of the company
- Updating court calendar and litigation register and following same.
- Appointing medical doctors for counter examination, replying to mise en demeure, making out of court settlement
- Providing legal assistance to MUA drivers in criminal matters wherever needed

- Ensuring that all invoices from the service providers (counsel, attorneys, doctors.. etc) are settled within reasonable delay.

Job Requirements

- HSC
- More than 2 years of experience working in a similar position
- Good Knowledge of Road Traffic Act, Code Civil, Scale of liabilities, MVIAC rules
- Ability to work under pressure and tight deadlines
- 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 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.

