Ho Chi Minh City

MANAGER
COMPLIANCE (MARKET CONDUCT)

Job Description

I. ABOUT US

At Sun Life Vietnam, you will be part of a caring, inclusive, and high-performing culture where people are encouraged to be themselves, speak up, keep learning, and take ownership of meaningful work.

We invest in **employee growth, recognize contributions, and support holistic well-being** through competitive benefits and sustainable workplace experience.

II. ACCOUNTABILITY

1. Implement Conduct Program at Sun Life Vietnam

- Develop and implement the conduct risk program to ensure compliance with regulatory requirements and Sun Life internal requirements.
- Monitor and assess conduct risks and compliance issues across the organization, identifying areas for improvement and recommending corrective actions.
- Review and provide effective challenge on key conduct risks and controls, including product development, marketing, sales distribution and post-sales services.
- Participate in relevant business forums, including the Product Steering Committee, Client Council and Quality Assurance Committee, providing conduct risk insights and effective challenge.
- Provide training and guidance to employees and advisors on conduct risk management and ethical behavior.
- Collaborate with other departments to integrate conduct risk management into business processes and decision-making.
- Report conduct risk issues and trends to senior management, ensuring transparency and accountability.
- Participate in business initiatives and developments, as appropriate, and provide constructive advice and effective challenge on conduct risks.

- Perform data-driven analysis to identify conduct risk early warning indicators and trends.
- Undertake additional tasks assigned by management.

Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.

III. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Life insurance business, including sales, product development, operations and key client touchpoints across the insurance value chain.
- Risk management best practices to identify, assess, monitor and effectively challenge conduct risks and related controls.
- English communication to articulate issues, structure advice and engage local, regional and cross-functional stakeholders.
- Curiosity in artificial intelligence and digital solutions; leverage data analytics in reporting for conduct risk insights, emerging trends and management attention.

2. Problem Solving

- Assess complex, sensitive, interdependent conduct matters; identify root causes and evaluate quantitative, qualitative, regulatory, client, business and reputational impacts.
- Exercise sound judgment, engage stakeholders, challenge assumptions, balance perspectives and drive timely resolution supporting fair client outcomes and sound business decisions.

3. Education and Experience

- Bachelor of Arts in Law, Accounting, Auditing or Finance.
- Minimum 5 years of progressive business quality, compliance, internal audit or risk management experience in the financial services industry.
- Conduct and fraud risk compliance experience in financial services, preferably insurance; aptitude and interest to lead transformation through technology and digital solutions.
- Insurance-related certificate, LOMA AIRC, is a plus.

If this opportunities sound like a good fit for you, we'd be happy to receive your application at **VN_careers@sunlife.com.**