

JOB POSTING TEMPLATE

Date: <u>2021</u>	Function: <u>Client Services</u>
Job title: <u>Senior Manager, Underwriting</u>	Manager title: <u>Head of New Business, Underwriting and Claims</u>

Job purpose

Leads a team of underwriters in support of SL's individual life and group products. This team makes the risk decisions and completed the processing of those decisions up to contract issuance and post issuance.

Major accountabilities

1. Establishes performance objectives and service standards; manages performance and conducts performance appraisals; recommends personnel action relative to subordinate staff (hiring and firing, promotion, disciplinary actions, etc.)
2. Sets, measures and acts on standards for quality, speed and cost effectiveness. Communicates to subordinates new policies and procedures for implementation; ensures and monitors the proper implementation of these policies and procedures by the underwriters and new business staff.
3. Manages a team of underwriters who conduct the full range of underwriting and risk assessments required on New business and post issuance. This includes providing referral support and mentoring of junior underwriting staff. Responsibility on providing the training to Underwriting team as schedule and new Underwriter.
4. Build strong partnership with Sales Distribution Channels and Corporate Sales. This includes effective day to day interactions, dealing with escalated cases, attending agency meeting and making presentations.
5. Conducts regular audit of underwriters within schedule; implements recommended courses of action arising from audit findings.
6. Participates in the development of underwriting rules and guidelines; recommends and implements improvements in workflow and procedures; participates in projects; provides support to review Term and Condition, process on new product development and system enhancements.
7. Reports to Compliance Department, Underwriting Head adverse actions of advisors; reports adverse actions of medical examiners/clinics for investigation and action; refers to Legal Department cases for rescission and prepares rescission letters.
8. Manages clinic network to serve SL's client of medical checking, ensures open new clinics timely as sales requirement; manages the quality, service and controls medical fee within budget.
9. Provides opinion of re-underwriting on Claim case
10. Communicates with Reinsurer and Corporate for Underwriting matters such as guideline, instructions. Communicates across functions about Underwriting requirements.

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Specialized knowledge

Abilities:

- Competent managerial and leadership skills
- Can coach and motivate subordinates effectively and lead them towards attainment of the department's objectives
- Proficient underwriting skills to evaluate applications
- Strong analytical, problem solving, organizational and time management skills
- Well-honed interpersonal skills to be able to relate confidently yet amicably with advisors and explain underwriting decisions clearly
- Results-oriented
- Ability to work collaboratively in a team environment both as a member and team leader
- Ability to lead/manage change and help others through the process

Technical skills:

- Proficient knowledge of insurance and underwriting principles
- Proficient knowledge of medical aspects (anatomy, physiology, symptoms, signs and prognosis of diseases, medical abbreviations and terminology, normal values for commonly encountered laboratory tests, medical procedures, etc.)
- Proficient knowledge of non-medical aspects (occupation, foreign residence, lifestyle, alcohol, drugs, hobbies, immigration, etc.)
- Basic knowledge of regulatory environment of financial services industry, compliance issues and legal implications affecting underwriting
- Proficient knowledge of financial underwriting principles, anti-selection, insurable interest
- Proficient interpretation of financial statements
- Proficient knowledge of insurance products, riders and policy contract provisions
- Proficient knowledge of customer service principles
- Proficient working knowledge and use Ingenium
- Basic knowledge of Signature Verification
- Proficient knowledge of use of Underwriting Manuals
- Proficient knowledge of speedy issue guidelines concepts
- Proficient knowledge of post issue underwriting (reinstatements, policy changes, etc.)
- Proficient knowledge of reinsurance and preparation of cession forms
- Proficient ability to design underwriting seminars for advisors
- Proficient interpersonal, presentation and negotiation skills
- Proficient underwriting audit skills

Leadership skills:**Core Competencies:**

- Collaborates Effectively: Proficient
 - Communicates Confidently: Proficient
 - Understands our Business: Proficient
 - Focuses on the Customer: Proficient
- *always looking for opportunities to continually improve our business and serve our customers

- Takes Accountability: Proficient

*personal ownership for consistently meeting standards and targets

- Commits to continuous learning: Proficient

*Underwriters to acknowledge that it is their responsibility to learn and know what they are working on, as every day they will see something new in their review and assessment of cases.

Leadership Competencies:

- Attracts, Develops and Retains Talent: Proficient
- Builds and Applies Self-Insight: Proficient
- Drives for Action: Proficient
- Embraces Differences: Proficient
- Generates Innovative Solutions: Proficient
- Manages Complexity: Proficient

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Problem solving

- Problem solving on assessment client application and making underwriting decision should comply standard guideline, follow risk management procedure
- Handling issues with Advisor, Agency Development and Client Account
- Deal with problems raised from internal projects such as new product development, system enhancement...
- Handling issues are inside NBU team and/or between other sections...

Education and experience

Education

Minimum: University graduate

Desirable:

- Fellow Life Office Management, Inc.
- ALU Level 1 Certificate
- LOMA UND
- Associate, Customer Service
- ARA 440 – Reinsurance Administration
- AIRC 410 – Regulatory Compliance

Experience

- At least 8 years underwriting/claims experience combined

Communication scope

- Internal contact: colleague in NBU and other sections (NB, PA, claim, IT, A&P...); advisor, sales force to handling issues related customer's application, process, project... Underwriting SL Corporate for Underwriting matters, referred cases.
- External contact: to serve customer, vendor, Reinsurer...