

1.11 CS_ Assessor, Claims

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Role Summary

- Reviews claim cases to determine validity and verification of coverage
- Appraises and approves benefit claims within prescribed approval limits
- Be able to provide the response to inquiries and complaints related to claims from claimants, advisors, other departments

Main Accountabilities

- Review claim cases and require for further information (from the clients or investigation) if necessary
- Assess and give claim decision within approval limit
- Seek higher level's decision for the cases that are over approval limit or complicated
- Doing investigate in the claim cases need investigation
- Co-operate with Accountant for payment claim benefit as soon as possible
- Co-operate with Legal depart. for seeking advice for complex cases that could lead to litigation
- Co-operate with Compliance department for the fraud cases or suspected cases
- Handle complaints and respond enquiries that related to claims from clients, advisor, other departments
- Other tasks assigned by manager and leader
- Support Sale force when necessary

Competencies

- Basics of life insurance and insurance company operations
- Individual life, group life and riders - contract provisions
- Logical thinking
- Communication skills
- Work in an organized manner
- Ability and willingness to learn and adapt to the working environment
- Provisions of the Insurance Code of Vietnam, and other regulations related to claims
- Claim Assessment, Legal Aspects of Claims
- Systems – ING/eBao
- Good Collaboration/Communication skills
- Good presentation/negotiation skills
- LOMA (280,290)
- ICA is preferred

Education and Experience

- University graduated
- 3 years of experience with 2 years in Claims Assessment, Investigation, or Policy Services or Operations Process Management of Life Insurance Operations
- Having Medical/Investigator/Low background will be preferred Having Medical/Investigator/Low background will be preferred

Please send CV to: VN_careers@sunlife.com