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ALLIANZ INSURANCE LAOS

# Claims Processing and Customer Relation Officer



Location  
Vientiane, Laos



Job level  
Bachelor degree



1 position  
Permanent

A Claim processing and Relationship Officer will be working in Claims Department to follow up all claims of the VIP customer, maintain an ongoing level of engagement with key customers and build trusting relationships with clients in the claim process, and protect company brand by maintaining a positive image. Provide administrative support in processing claims including taking on or supporting projects and initiatives taken up by the team from time to time. Ensures any claims handled within authority limits, and in line with claims standards procedures and guidelines.

## Key responsibilities/What you do:

This role has a blend of skill sets in both customer service and claims processing. The focus is on customer service excellence to ensure claims and product benefits/processes relating to claims are correctly articulated

- Follow up and monitor VIP claims in all LoBs by coordinating with the related division and HoDs to facilitate the process of claim until the claim is successfully paid out and closed.
- Manage to understanding customer individual needs and addressing it in proper and effective way.
- Assist to draft and/or respond to customer claim matters
- Overseeing VIP customers portfolio to ensure that all claims are handled timely and properly and update claim status to the customer regularly.
- Resolving customer complaints quickly and update back to the customer our response for such complaints along with mitigation plan.
- Approach to the VIP customers in the process of claim with proactively and reactively methods to ensure customers trust and satisfaction.
- Demonstrated ability to interact in a positive, respectful manner and establish and maintain customers trust and building relationships/connection.



## Key responsibilities/What you do:

- Meeting with HoDs and managers to plan about key requirement strategically to sustain customer satisfaction.
- In charge of the VIP portfolio observation and conduct portfolio reviews.
- Share, improve and align with the other Claims teams for claims FAQs and draft related document or templates
- Coordinate with Marketing CRM to promote the customer service minds and organize relevant activities to build up relationship with VIP customers.
- Produce a monthly report on VIP claims and complaints report with status and future action plan.
- Prepare payments and close claim files in the system
- Adjust claim reserves and approve claims at claim admin level
- Prepare monthly claims statistics and other related reports as and when required
- Perform other tasks that may assign by HoDs

## Key benefits/What we offer:

We at Allianz Insurance Laos offer a flexible working hour, an out of work activities, a positive learning and growing environment to support your professional career and personal development.

We also believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

## Key requirements/What you bring:

- **A bachelor's degree in business administration, or relevant degrees.**
- **Must have people management experience:** At least 3 years of experience in customer relation, marketing, service section or with similar nature of responsibilities.
- **Basic MS Office software applications (Word, Excel, Power Point, Outlook, etc).**
- **High interpersonal, customer centric, service mind strongly preferred.**
- **Able to follow instructions and adapt to working environment with minimal supervision**
- **Good spoken and written communication skills, able to communicate well both in Lao and English.**
- **Showing great attention to detail, responsible, systematic, and good interpersonal skills, preferable to prior experience from customer service and claims**
- **Able to travel for meeting with key customers where necessary**

## Apply now

Submit your CV, fill out the application form and send to [recruitment@agl-allianz.com](mailto:recruitment@agl-allianz.com) Tel: (21) 215903, Ext: 218

→ [www.azlaos.com/en\\_LA/career.html](http://www.azlaos.com/en_LA/career.html)

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