



Join us

Let's care

For Tomorrow

ALLIANZ INSURANCE LAOS

P&C Claim Assistance Manager of Claims Department



Location
Vientiane
(Laos)



Job level
Graduate
with Bachelor



Experience
3 or 5 years



Contract
Permanent

Key responsibilities/What you do

P & C Claim Assistance Manager of Claims oversees the overall operations of claims and also manages the business risk and works closely with other departments to manage the financial performance of the Company. This role leads the claims department and provides guidance to the claims team and is responsible for regular feedback to the management team.

- Be responsible to receive claims notification.
- Verify and approve claim documentation.
- Investigate the incident and loss (e.g., go to survey the site, collect preliminary data, takes photo, etc.);
- Provide explanation and suggestions to the customers and concerning party(s) on the claim settlement procedure.
- Assist P&C claim manager to prepare Loss Report (from preliminary report to final report).
- Assist P&C claim manager to adjust the price & negotiate with customer and concerning parties (e.g., the insured, suppliers, dealers, etc.) and propose to HOD and CEO for approval.
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- Prepare claims payment and contact beneficiary for the claim payment.
- Assist P&C claim manager to contact with insurers, adjusters, brokers overseas on treaty and re-insurance policy to update and report status of claims including giving support international adjusters for large loss claim assessment. Necessary actions needed to be done accordingly to the instruction and scope of work specified in the insurance policy.
- Assist P&C claim manager to check coming fund from reinsurers to pay the claim with Finance Department.
- Communicate with beneficiary regarding the claim settlement progress & claim clarification.
- Claim data entry to AGL sys and excel file (claim record).
- Responsible to prepare monthly bordereaux to Finance Dept. and assist manager

- Adjust the price & negotiate with customer and concerning parties (e.g., the insured, suppliers, dealers, etc.) and propose to HOD and CEO for approval.

• **Key requirements/What you bring.**

- Bachelor's degree business administration or related field with at least 3-year experiences in the above nature of work.
- Claims management, fraud management, Analytical skills, and negotiation skill.
- Quality management & strong in leadership skill
- Motor claims management
- Maintain company service level and customer satisfaction and strategic planning
- English proficiency for both writing and speaking.
- Basic computer skills e.g., MS Word, MS Excel, MS Outlook (Email), etc.
- Good personality, willing to learn and be able to work in team, Multicultural and discipline clients.
- Be able to work in a dynamic & under pressure environment.

to prepare other report (statistic, loss ratio, etc.)

- Assist manager to develop business plan and process to enable P&C to claim online assistance and efficient claim remote assessment
- Assist manager to organize training and workshop to improve claim assessment quality to external adjuster.
- Assist manager and HOD on the new P&C system development with IT Dept
- Performed other tasks as assigned by direct supervisor and HOD.

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.

Apply now

Submit your CV, fill out the application form and send to **recruitment@agl-allianz.com** Tel: **(21) 215903, Ext: 303**

→ www.azlaos.com/en_LA/career.html

Join Allianz. Let's care for tomorrow.

