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For Tomorrow

ALLIANZ INSURANCE LAOS

## P&C Claim 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 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.

- Receive Claims from agents or clients.
- Verify and approve claim documentation;
- Provide explanation and suggestions to the customers and concerning party(s) on the claim settlement procedure.
- Prepare Loss Report (from preliminary report to final report).
- Adjust the price & negotiate with customer and concerning parties (e.g., the insured, suppliers, dealers, etc.) and propose to HOD and CEO for approval.
- repair claims payment and contact beneficiary for the claim payment.
- Contact with insurers, adjusters, brokers oversea 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.
- Collect and follow up funds from brokers and reinsurers to pay the claim and loss adjuster fee if any and then report to Finance Department for their further procedure.
- Prepare monthly report & statistic report for P&C claim to Head of Dept., Accounting & Finance Dept. and concerned Dept. as required.
- Communicate with beneficiary regarding the claim settlement progress & claim clarification (clarification letter preparation base on policy terms and condition);



- **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.

- Claim data entry to AGL sys for a large loss and big claim.
- Develop P&C Claim Settlement Guideline for Frosting & Re-insurance.
- Develop business plan and process to enable online assistance and efficient claim remote assessment.
- Performed other tasks as assigned by Head of Department and CEOs.

**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](http://www.azlaos.com/en_LA/career.html)



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