

### Job Description Form

|                    |                    |                        |                  |
|--------------------|--------------------|------------------------|------------------|
| <b>Function:</b>   | Claims Assistant   | <b>Staff Category:</b> | Staff(Assistant) |
| <b>Div / Dept:</b> | Technical / Claims | <b>Job Grade:</b>      |                  |
| <b>Name:</b>       |                    | <b>Reports to:</b>     | Senior Staff     |

#### Basic Job Description

1. Handling claim intimations received from clients and processing the same.
2. Creating and maintaining relationship with counterparts with co-insurers and other local insurance companies (and garages, spare parts suppliers, etc for Motor Department).
3. Close co-ordination with Accounts Department for reconciliation and follow-up of insurance company balances. Maintain close contact with in-house surveyors.

#### Specific Responsibilities

1. Recording and processing of all claims transactions to ensure they are accurately entered in the system.
2. Attend to all claim intimations promptly and to arrange surveys if required in consultation with Surveyors/Superintendent.
3. Preparation of departmental statistic reports and final bordereaux for management review.
4. Follow-up of recovery claims and reconciliation of accounts with other insurance companies. Undertakes responsibility for collection & disposal of salvage.
5. Obtain quotations when necessary in respect of labour charges and repair/replacement cost in case of property damages.
6. Process the various bills received for payment and to ensure that the bills are settled within reasonable time.
7. Assist the Senior Claims Assistant in preparing outstanding claims list periodically to ascertain that adequate reserves are maintained and also the same is in line with the reserve recommended in the reports.
8. Send loss advises to co-insurers and/or other insurance companies in case of recovery of claims.
9. Review list of recovery claims once in a quarter and to initiate action in cases of non-recovery.
10. Assist the Senior Claims Assistant in the preparation of monthly closing to ensure this is completed on time.

#### Additional (if Applicable):

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|-----------------------------------------|----------------------------------|
| <b>Checked by (Department Manager):</b> | <b>Authorized by HR Manager:</b> |
| <b>Approved by (Division VP):</b>       | <b>Date:</b>                     |

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.