



Claims Assessor

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

Position Overview

The claims assessor will be responsible for gathering information required for accurate assessment and determining the correct outcome on the claim. This will be done by Investigating, evaluating and settlement of claims under motor policies.

What You'll Need



Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



Positive Attitude

We believe in creating a positive work environment that is enjoyable to be a part of and we look to the individuals of the company to make a **positive** contribution to our culture



Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other

Our Values

At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We're enthusiastic in everything we do - our energy is infectious



We're committed to understanding our customers, partners and colleagues

Key Responsibilities and Duties

- ▶ Responsible for capturing claims correctly and accurately.
- ▶ Confirm that the claim information is correct and the claim is valid.
- ▶ Check the status of the policy & receipt of premium (current and up to date), to facilitate claim processing.
- ▶ Responsible for ensuring that all the required supporting documentation is obtained and attached to the claims administration system to comprehensively assess the claim.
- ▶ Determine and record additional required information.
- ▶ Adhere to internal SLA's to ensure operational efficiency and achievement of agreed labor rates and customer service standards. Responsible for the administration relating to claims processing.
- ▶ Responsible for managing queries raised by policy holders, business partners and internal stakeholders relating to claims.
- ▶ Correspondence to clients with respect to claims outcomes
- ▶ Responsible for assessing and authorizing claims as per the policy requirements documented in the policy wording.
- ▶ Assist with Ombudsman cases and collaborate with other stakeholders during the Complaints process.
- ▶ Responsible for updating the claims administration system with relevant information, estimates and maintaining diaries for outstanding information throughout the assessment process.
- ▶ Responsible to effectively manage emails, and other correspondence received to facilitate effective claims processing.
- ▶ Responsible for achieving daily performance targets.

Customer Service

- ▶ Responsible for providing excellent service to agreed service level agreements (SLA) to policy holders and business partners in respect of Claims.
- ▶ Responsible for providing supportive input to Customer Experience with regards to customer complaints.
- ▶ Liaise with policy holders regarding the status/outcome of their claim and keep them informed.
- ▶ Responsible managing all telephonic queries in a professional and efficient manner.
- ▶ Responsible for ensuring that the principles of TCF are incorporated into the assessment process/decision.

Qualifications

- ▶ Matric.
- ▶ FAIS accreditation would be an advantage.
- ▶ Microsoft Office skills, i.e. Outlook, Excel and Word would be an advantage.
- ▶ Satisfactory communication skills (verbal & written)
- ▶ Qualified as a Motor Technician, Trade test is essential.
- ▶ Approximately 3 to 5 years related work experience as a qualified motor technician / Motor assessor within short term insurance industry.

Knowledge and skills

- ▶ Able to work unsupervised and to take initiative.
- ▶ Conflict handling
- ▶ Delivering Results and Meeting Customer Expectations
- ▶ Exposure to working within a high performance working environment.
- ▶ Achieving Personal Work Goals

Submissions:

Preference will be given to PDI candidates in line with our EE

Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful

Bidvest Insurance is an authorised Financial Services Provider

FSP46395

