

## Claims Specialist – Asia, May 2018

DUAL Asia is looking for a Claims Specialist to join our fast paced team in either our Hong Kong or Singapore office.

We're looking for a great communicator and relationship manager, with two to five (2 - 5) year's insurance claims and/or legal experience (in-house, commercial, private practice or insurance).

Ideal candidates will have excellent people skills, be focused on customer service, the ability to negotiate in tough circumstances, legal and the ability to manage multiple claims whilst handling enquires via phone and email.

**Our ideal candidate will meet the following requirements;**

- Well presented with a professional image
- Excellent communication/ relationship building skills
- Experience in Financial Lines Insurance
- Bachelor Degree, Law Degree or professional qualification CII / ANZII (preferred but not essential)

**Key Responsibilities will include;**

- Build, develop and maintain Broker and Law Firm relationships
- Negotiating, adjusting, settling claims within a delegated authority
- Determining indemnity, liability, quantum, reserves and strategy for resolution
- Investigate and determine liability, quantum and a strategy for resolution
- Where applicable, instruct, direct and closely manage litigation panel on claims which are outsourced
- Reviewing notification material & making a determination
- Timely and courteous responses to clients, obtaining further details on the claim and discussing the process and strategy going forward
- Discussing all aspects of past and current claims with Underwriters and providing advice on renewal and new business where appropriate
- Providing timely and accurate updates and advice on closed claims, current claims and notifications
- Attending training programmes where required
- Potential work in compliance and other ad hoc tasks as required

Will only consider candidates with current / valid working rights in either Hong Kong or Singapore.

If this sounds like you, please send your resume and cover letter to HR, Burcu Taskin at [btaskin@dualasiapacific.com](mailto:btaskin@dualasiapacific.com)