

	<h1>Claims Manager</h1> <h2>Job Description</h2>		Document Number: JD-SS-01.01
	Department: Claims	Effective Date: March 04, 2016	Revision No 0

I Reason for Existence

Ensures department goals are achieved, all staff adheres to company policies and procedure of Claims Dept., conduct claim evaluation and assessment to present claim settlement decision with less impact on company business and maintain customer and company quality standards to prevent and/or minimize cargo claim damage and loss.

III Duties and Responsibilities

1. Manage the team by handling and monitoring people performances to ensure compliance to department and company policies and procedures.
2. Work with insurance brokers and adjusters through regular meetings and close coordination to monitor status and on-time settlement of claims.
3. Maintain quality and customer service standards by proper communication and coordination to build good relationship to internal and external customers.
4. Review settled customer and insurance claims by monitoring and regular claims review with claims team and insurance team to determine that payments and settlements have been made in accordance with company practices and procedures.
5. Investigate, evaluate and settle claims by applying technical knowledge and human relations skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio.
6. Provide recommendations to ensure that reserve activities are consistent with corporate policies through monthly presentation of claims report to management.

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7. Confer with legal counsel on claims requiring litigation through meetings and immediate coordination to properly manage and address claims concerns.
8. Resolve complex, severe exposure claims by using high service oriented file handling to minimize company losses.
9. Process and settle claims to customer within designated authority level through proper documentation, reporting and approval to comply with the company policies and procedures.
10. Report and participate in discussion at claim committee meetings through regular presentation and giving claim update to give awareness and information.
11. Verify and analyze data used in settling claims by proper checking of claim details and validation of documents to ensure that claims are valid and that settlements are made according to company policies and procedures.
12. Contact or interview claimants, partners, third party by coordination meeting to get additional information related to claim.
13. Examine claim investigated by claims supervisor through evaluation and checking of investigation report to determine whether to authorize payments.
14. Maintain claim files such as records of new, pending and settled claims and an inventory of claims requiring detailed analysis by proper filing and recording for easy retrieval and processing of claim.
15. Conduct detailed reviews and analysis to give process improvement and prevent damage/loss through discussion and team meetings.

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16. Report outright deduction, underpayments, and other irregularities to management through presentation and documentation to make necessary adjustment on financial books.
17. Give necessary information to insurance brokers through communication and coordination for processing claims to obtain claim settlement.
18. Prepare management report by consolidation of information from the team to give update and present claims report nationwide.
19. Supervise claim brokers and adjusters to ensure that adjusters have followed proper methods by close coordination and regular meetings.
20. Ensure department goals are achieved through regular activity checklist meeting to adhere to company targets and directions.
21. Perform any other function as assigned by his/her immediate leader.

IV Minimum Qualifications

1. Graduate of 4-year Business Course
2. With at least 2 years work experience in the same field or industry
3. With pleasing personality
4. Proficient in English communication both written and verbal
5. With high level of decision making having minimal impact to company business

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