	<h1 style="text-align: center;">Claims Supervisor</h1> <h2 style="text-align: center;">Job Description</h2>		Document Number: JD-SS-01.03
	Department: Claims	Effective Date: November 14, 2016	Revision No 1

I Reason for Existence

Ensure on-time cargo claim settlement to customer, monitor implementation of identified process improvement, manage disposal and inventory of cargo and present management reports to prevent and/or minimize cargo claim damage and loss.

II Immediate Leader


Claims Manager

III Duties and Responsibilities

1. Perform claims in action. On- site actual observation on cargo checkering and loading to prevent irregularities.
2. Attend to on-site cargo incidents for the actual analysis and verification of the said incident.
3. Document claim assessment for review, proper analysis, endorsement, action and filing of claims from claimant.
4. Ensure completeness of claims documents submitted to us through evaluation and checklist.
5. Ensure proper encoding and recording of claim application letters through consistent checking in our system for easy access.
6. Prepare and send correspondences to claimant (response letter, denial letter and the likes) to make the claimant aware on the status of the claims.
7. Make sure to communicate claim information to all business units and branches via email & telecom to complete needed details and information to proceed claims process.

DDC: *Please refer to printed files for signatures of approvers.*

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8. Evaluate claims documents that covers extensive amount and requirements.
9. Negotiate to customer any ambiguity if a claim is valid or not through telecom and email for their awareness on the status of their claims.
10. Supervise Claims Assistant in inventory and reports to make sure of its accuracy.
11. Give timely and accurate information on claims through emails.
12. Schedule monthly alignment meeting with customers concerning claims prevention.
13. Coordinate with MMD all items for destruction for proper disposal with the corresponding documentation signed and approved by the management.
14. File claim to insurance and ensure that all required documents for submission are complete to ensure quick response from insurance.
15. Perform any other function as assigned by his/her immediate leader.

III Minimum Qualifications

1. Graduate of 4-year Business Course.
2. With work experience in the same field or industry.
3. With pleasing personality
4. Proficient in English communication both written and verbal
5. Can easily adopt to process and system innovation.
6. Can recommend and suggest process innovation.

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