	<h1>Claims Assistant</h1> <h2>Job Description</h2>		Document Number: JD-SS-01.04
	Department: Claims	Effective Date: July 18, 2016	Revision No 0

I Reason for Existence


Ensure proper documentation of claim application and coordination to internal customers in accordance with the claims process and procedures to give on-time settlement of claim.

II Duties and Responsibilities

1. Receive claim documents and record claims using Claim Checklist Form.
2. Check and evaluates completeness of claim documents.
3. Ensure proper encoding and recording of claim application letters and documents.
4. Prepare and send correspondences to claimant. (Response letters, denial letters, etc.).
5. Communicate claim information to different business units and branches by sending email alert.
6. Validate and screens filed claims.
7. Perform claims investigations and field work.
8. Negotiate to customer any ambiguity when a claim should or should not be filed.
9. Process claims settlement form for payment.
10. Coordinate with accounting for the prompt release of check payments.
11. Ensure timely notices to chargeable parties and recover claims.
12. Give timely and accurate information on claims status to all business units.
13. Schedule a monthly coordination meeting with internal and external customers.
14. Observe destruction of damaged products with representative from claimant and insurance.

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

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15. Ensure proper and on-time disposal of goods.
16. File claim with Insurance and ensures submission of complete requirements.
17. Prepare Claim reports to management.
18. Prepare and send claim advisory nationwide.
19. 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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