	Claims Analyst Job Description		Document Number: JD-SS-01.05
	Department: Claims	Effective Date: November 14, 2016	Revision No 0

I Reason for Existence


The claims analyst is responsible in the preparation of claims management consolidated report for submission to management, assist in prevention of irregularities that results to claims. Evaluate, investigate and recommend resolution to cargo claims. File and document all reported incident.

II Duties and Responsibilities

1. Collate claims analytical figures and data through the documents submitted to us for submission to management.
2. Review and ensure accuracy on all claims reports through encoding all information related to the claims filed for easy access in claim settlement
3. Receive evaluate claims documents submitted by the claimant through evaluation of attached supporting documents to ensure that the standard completeness and correctness of documentation process flow.
4. Make sure that claims for resolution is substantiated with all the necessary supporting documents for easy and fast processing of settlement.
5. Refer claims to branches/agents through proper deliverance of claim notices to address certain issues to proceed with the processing of the claims settlement.
6. Prepare and provide claimant the denial letter if claims is not valid for payment to protect the interest of the company.
7. Prepares notice of charges to liable 3rd party for claims that after investigation was proven not our liability by informing the third party via email or telecom.

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


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8. Filing of filed claims with proper label for easy access on the documents if in case there are clarifications that needs to be attended.
9. Transmit approved claims settlement form to the Finance team for voucher and check issuance.
10. Prepare quit claim to be handed to Business Development Manager assigned for the said account and ensure that it will be handed to the claimant as proof that their claim has been settled or denied.
11. Religiously monitor filed claims to approving authorities to assure that it will be signed to proceed the processing of claims.
12. Attend on all SBU's and Branches' claims related queries and provides requested reports.
13. Prepare ordering of Team's monthly office supplies for the team's office use via our PR system in the intranet.
14. Ensure all claims items for settlement due to damage must be returned to company's premises.
15. Perform other functions as assigned by his/her immediate superior.

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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. Excellent both in oral and written communications.

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