VACANCY NOTICE

MSIG Insurance (Vietnam) Company Limited ("MSIG Vietnam") is a part of the Mitsui Sumitomo Insurance Co., Ltd. network in Japan and a member of MS&AD Insurance Group.

MS & AD Insurance Group was established in April 2010 following the alliance of Mitsui Sumitomo Insurance Group, Aioi Insurance Company and Nissay Dowa General Insurance Company, MS&AD Insurance Group is one of the largest general insurers in the world, with presence in over 41 markets globally, 16 of which are in Asia. Based in Japan, MS&AD Insurance Group is active in five business domains, namely domestic Japanese general insurance, life insurance, non-life insurance, financial services and risk-related services.

MSIG Vietnam with 100% foreign wholly owned company is the first Japanese General Insurer in Vietnam with Head Quarter in Hanoi, Branch in Ho Chi Minh City, and Representative Offices in Hai Phong City, Da Nang City, Hung Yen Province and Vinh Phuc Province.

We help consumers and businesses cope with risks to protect what they care about. We support individuals, communities and society to get back on their feet and minimize disruption to their daily lives during unforeseen circumstances. We offer a wide range of non-life insurance products to both enterprises and individuals, including property, marine cargo, liability, engineering, and other classes of casualty business in the commercial insurance line, and home and contents, motor, personal accident and travel in the personal insurance offerings. From individual customers to commercial businesses, the range of insurance products, solutions and services are flexible in responding to challenges from evolving market conditions.

MSIG Vietnam is seeking to recruit a well-qualified Vietnamese citizen with competitive compensation and benefits for opening position:

Deputy Manager (Motor Claims) / Retails Claims Division

Contract Status: Permanent Report to: Manager Location: Hanoi

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
KEY TASKS: • To handle and settle motor claims; • To ensure the loss assessment approaches to be properly conducted and managed either on the case-by-case basis or overall pending claim list; • To be responsible for claims management and loss control activities as required by the Company; • To join the required trainings to be delivered by outsourced providers or by Regional company; • To ensure proper and timely reporting to Task Force meetings, Regional company Inhouse Adjustor (IHA) team and Management of Company as required. • To deliver necessary training sessions to junior staff, garage staff, banca staff and sales staff; • To use and manage the E-Claim Systems and its related tasks/projects in order to well support the motor claims services of Company; • To comply with the guidelines of the Claims Manual and compliance requirements; • To set appropriate reserves within the authorized limit and report to authorized persons as required;	**QUALIFICATIONS:** • Bachelor's degree in Mechanical Engineering, Automotive Engineering, Insurance, Business Administration, or other relevant major • Good command of English **SKILLS/KNOWLEDGE:** • Strong leadership, team management, and operational management capabilities. • Proven ability to lead, coach, and develop high-performing teams while driving accountability and engagement. • Interpersonal communication skills to effectively collaborate with internal and external partners.

• To follow up outstanding claims information and negotiate with claimants for settling of the claims;
• To keep a good communication with customers (internal and external) to achieve greater customer satisfaction claims services;
• To observe accuracy, completeness and timeliness when carrying out daily responsibilities;
• To prepare reports, statistics for relevant internal meetings;
• To monitor the operational status of claims-related systems across motor insurance projects, including call integration, auto-approval workflows, and data transfers;
• To proactively detect early signs of potential customer complaints or system failures, and report them promptly to the Manager for escalation and resolution;
• Contribute to the sales function of the Company:
  ○ Be alert to identify sales opportunities in the course of handling claims, and drawing these to the attention of appropriate staff without delay;
  ○ Assist in handling claims in a way which will enhance the Company's image and reputation for services of high speed and efficiency;
  ○ Ensure that cases beyond personal authority are preferred correctly with full supporting information and opinion and that the direction of higher authority is supported and implemented without delays.
• Timely and accurate reports to Line Manager/Head of Division (HOD);
• To execute other office tasks as required by the Company;
• Conduct subrogation and salvage recovery in cases where applicable;
• In-house loss adjusters & surveyors. Managing the outsourced surveyors where applied. Managing IHAs activities;
• All claims lines analysis & reports as required by Line Manager/HOD.
• Prepare and attend TaskForce meetings;
• Managing and working with Merimen and Dealers in the network to ensure the good services to the clients;
• To execute other office tasks as required by the Company;
• To coordinate with related Divisions for all related jobs or in closed coordination with other departments for special events organized by Company.
	• Strong problem-solving, and decision-making abilities.
	• Good planning, organizational, and time management skills.
	• Understanding of claims operations, service quality management, and loss control principles.
	• Any expertise in digital transformation, claims systems, automation, or other Industry 4.0-related technologies is an advantage.
	
	EXPERIENCE:
	• Minimum 4 years of working experience in motor claims services or a related field.
	• At least 2 years of people management or supervisory experience, with demonstrated success in leading teams and managing operational performance.
	• Experience in claims operations management, service quality improvement, process optimization, and stakeholder engagement is highly preferred.

Our company's package includes, but is not limited to, the benefits outlined below. Specific benefits will be provided in line with applicable company policies.

- Attractive and competitive remuneration package: attractive monthly salary Guaranteed Bonus, Short-Term Incentive Bonus, various types of allowances and subsidies (telecommunication allowance, pocket subsidy, special language subsidy, risk surveyor subsidy, hotline duty subsidy, clothes support subsidy, lunch support subsidy, transportation subsidy…) and long service award. Specific benefits will be provided based on applicable company policy
- Premium healthcare insurance package including health and accident insurance in addition to basic insurances regulated by the Labor Code to employees and their entitled families' members (depends on level of employees).
- Training opportunities sponsored by the Company (on-job-training, soft skills, professional knowledge and certificate (ANZIIF, CII, ACCA, Actuary…), technical exchange seminar…).
- Minimum of 15 annual leave days; Annual health check-up at high standard level.
- International and professional work environment with high ethic and compliant culture.
- Annual company summer vacation and parties with teambuilding activities and talented performances.
- Company's Top Management always communicates to all employees about Company's strategy, development plan and new opportunities for employees to reach higher performance.
- Employees are engaged and taken care by the company via various Trade Union activities.

Details of job description and selection requirements of this position are posted at www.msiq.com.vn
Starting date: As soon as possible

Written application in English, stating why you are suitable for the post, together with full curriculum vitae should be sent by **30th November 2026** to Email: recruit@vn.msig-asia.com

Attn.: Human Resource Department, **MSIG Vietnam**, **10th Floor, Corner Stone Building, No. 16, Phan Chu Trinh Street, Cua Nam Ward, Hanoi, Vietnam**

* Note: Only short-listed candidates will be contacted. Applications will not be returned.

Applications will be on first come first serve basis.

MSIG is an equal opportunity employer.