



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 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 (PA / Misc) / Retail Claims Division

Contract Status: Permanent

Report to: Deputy General Manager

Location: Hanoi

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
<p>CONTEXT:</p> <ul style="list-style-type: none">- Personal Accident (PA) Line claims and miscellaneous claims- Monitoring and managing Third party agents (TPA)'s service- Loss Control Management in PA Line insurance- PA Line claims analysis & reports as required by Management- Relations with internal divisions, TPA and retail partner <p>KEY OUTPUTS:</p> <ul style="list-style-type: none">- To handle and settle non-motor claims;- To ensure the loss adjusting 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 manage the claims services being delivered by Third party agents (TPAs) to the clients. Be the window persons handling the feedback management system for complaints arisen from claims services delivered by TPAs.- To join the required trainings to be delivered by outsourced providers or by Regional Company.	<p>QUALIFICATIONS:</p> <ul style="list-style-type: none">- University graduation;- Good command of English or basic English could be accepted. <p>SKILLS/KNOWLEDGE:</p> <ul style="list-style-type: none">- Effective inter-personal exchange skills is required to create and expand partnership with internal and external customers as well as to influence the way the business partners think, feel or behave.- Analytical and synthetically ability.- Good soft skills.

<ul style="list-style-type: none"> - To ensure proper and timely reporting to Manager, DGM and Management of Company as required. - To deliver necessary training sessions to junior staff and sales staff (agents). - To use and manage the E-Claim System and its related tasks/projects in order to well support the non-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; - To follow up outstanding claims information and negotiate with claimants/partners for settling of the claims; - To support Digital Marketing in deploying their new projects and products launching as required; - 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. - Contribute to the sales function of the Company: <ul style="list-style-type: none"> o Be alert to identify sales opportunities in the course of handling claims, and drawing these to the attention of appropriate staff without delay; o Assist in handling claims in a way which will enhance the Company's image and reputation for services of high speed and efficiency; o 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. - To execute other office tasks as required by the Company. - Timely and accurate reports to Board of Director (BOD) as required; - Conduct subrogation in cases where applicable. - Managing the outsourced loss adjuster where applied. - PA claims analysis & reports as required by Management. - Prepare and attend meetings; - Managing and working with Vendors in line with the Company's digitalization plan; - Other office works as required by the Company <p>RELATIONSHIPS:</p> <ul style="list-style-type: none"> - TPAs, Partners, Intermediaries & clients; - Company's staff and peers; - Industry peers & Lawyers <p>DECISION MAKING AUTHORITY:</p> <ul style="list-style-type: none"> - To understand and act within the delegated authority. <p>KEY PERFORMANCE INDICATORS:</p> <ul style="list-style-type: none"> - Customer Satisfaction; - Incurred claims ratio & Claims processing turnaround time - Adequate loss reserving and proper claim settlement Subrogation recoveries; - Other KPIs as agreed. 	<ul style="list-style-type: none"> - Have good discipline and responsibility - Have time management skills, deploy jobs as plan. - Any expertise in 4.0 related technology is a preference <p>EXPERIENCE:</p> <ul style="list-style-type: none"> - At least 4 years of working experience in claims services.
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Our company package includes but not limits to:

- 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.
- 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.msig.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 **1st Feb 2024** to Email: recruit@vn.msig-asia.com

Attn.: Human Resource Department, **MSIG Vietnam, 10th Floor, Corner Stone Building, No. 16, Phan Chu Trinh Street, Phan Chu Trinh Ward, Hoan Kiem District, 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.