



## 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.

MSIG Vietnam will market a wide range of non-life insurance products to both enterprises and individuals, including property, marine cargo, motor and engineering.

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

### Executive / Claims Division

Contract Status: Permanent

Report to: Manager

Location: Ho Chi Minh City

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
<p><b>PURPOSE:</b></p> <ul style="list-style-type: none"> <li>• Handle marine claims (agency claims and claims under MSIG Vietnam’s policies), bailees liability claims &amp; cargo indemnity claims in Ho Chi Minh Office;</li> <li>• Handle and manage recovery claims as assigned;</li> </ul> <p><b>CONTEXT:</b> Marine claims, Agency claims, cargo indemnity claims and recovery claims.</p> <p><b>DIMENSIONS:</b> Number of staff: 0</p> <p><b>KEY OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>- To handle marine claims at HCMC Office (including agency claims arisen in the locations from Danang City southward.</li> <li>- Handle recovery claims as assigned;</li> <li>- To comply with the guidelines of the Claims Manual and to deal with compliance and audit issues.</li> <li>- To handle claims within authorized limits, check policy coverage and propose for settlement of valid claims promptly.</li> <li>- To set appropriate reserves within the authorized limit and report to the Managers as required;</li> <li>- To follow up outstanding claims information and documents and negotiate with claimants for settling of the claims;</li> <li>- To keep a good communication with customers (internal and external) to achieve a greater customer satisfaction claims service;</li> <li>- To observe accuracy, completeness and timeliness when carrying out daily responsibilities;</li> <li>- To assist the Managers in preparing reports, statistics and update the Claims Manual.</li> </ul>	<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• University graduation;</li> <li>• Good command of English;</li> </ul> <p><b>SKILLS/KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Analytical and synthetically ability.</li> <li>• Have good discipline and responsibility</li> <li>• Have time management skills, deploy jobs as plan</li> </ul> <p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Fresh staff but with high potential and clear career path in the insurance industry</li> </ul>

<ul style="list-style-type: none"> <li>- Contribute to the sales function of the Company: <ul style="list-style-type: none"> <li>o Be alert to identify sales opportunities in the course of handling claims, and drawing these to the attention of appropriate staff without delay;</li> <li>o Assist in handling claims in a way which will enhance the Company's image and reputation for services of high speed and efficiency;</li> <li>o Keep abreast of development in all classes of insurance in the market in order to identify trends and to formulate and propose plans to safeguard the Company's competitive position;</li> <li>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.</li> </ul> </li> <li>- Support the Digital Business for the expansion and top-line targets of the Company;</li> <li>- Effective and quick recovery in subrogation cases as assigned.</li> <li>- To execute other office tasks as required by the Company</li> </ul> <p><b>RELATIONSHIPS:</b></p> <ul style="list-style-type: none"> <li>- Intermediaries</li> <li>- MSIG Vietnam staff and peers</li> <li>- Industry peers</li> <li>- Reinsurers</li> <li>- Lawyers</li> </ul> <p><b>DECISION MAKING AUTHORITY:</b></p> <ul style="list-style-type: none"> <li>- To understand and act within the delegated authority.</li> </ul> <p><b>KEY PERFORMANCE INDICATORS:</b></p> <ul style="list-style-type: none"> <li>- Customer Satisfaction</li> <li>- Recoveries obtained</li> <li>- Adequate loss reserved</li> <li>- Incurred claims ratio</li> <li>- Claims processing turnaround time</li> </ul>	<p><b>COMPETENCIES:</b></p> <ul style="list-style-type: none"> <li>• Applying Technical knowledge.</li> <li>• Being Ethical and Compliant</li> <li>• Collaborative Relationships</li> <li>• Communicating with impact</li> <li>• Customer Focus</li> <li>• Developing Self, Direct reports and Others</li> <li>• Driving Results</li> <li>• Managing Execution</li> <li>• Problem Solving</li> </ul>
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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](http://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 **10 January 2022** to Email: [recruit@vn.msig-asia.com](mailto: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.**