



## 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 (Motor Claims) / 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><b>PURPOSE:</b></p> <ul style="list-style-type: none"> <li>• Handling and managing motor claims in Motor Team – Retail Claims Division (RCD)</li> <li>• In-house adjusters (IHA) for motor claims.</li> </ul> <p><b>CONTEXT:</b></p> <ul style="list-style-type: none"> <li>• Motor claims and 24/7 hotline for motor claims.</li> <li>• In-house adjusters. Managing the outsourced surveyors where applied</li> <li>• Recovery upon settlement</li> <li>• Motor claims analysis &amp; reports as required by Management</li> <li>• Relations with Dealers</li> </ul> <p><b>KEY OUTPUTS:</b></p> <ul style="list-style-type: none"> <li>• To handle motor claims as per the authority matrix.</li> <li>• To perform the loss adjusting assignment for proper claims settlement.</li> <li>• To join the required trainings to be delivered by on job training sessions, or others as required.</li> <li>• To use and manage the E-Claim System and its related tasks/projects in order to well support the motor claims services.</li> <li>• To comply with the guidelines of the Claims Manual and compliance requirements.</li> <li>• To set appropriate reserves within the authorized limit and report to authorized persons as required;</li> <li>• To follow up outstanding claims information and negotiate with claimants for settling of the claims;</li> <li>• To keep a good communication with customers (internal and external) to achieve greater customer satisfaction claims services;</li> <li>• To observe accuracy, completeness and timeliness when carrying out daily responsibilities;</li> <li>• To prepare reports, statistics for relevant internal meetings.</li> <li>• Contribute to the sales function of the Company;</li> </ul>	<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• University graduation / last year student with major in Motor or Mechanical Fields.</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</li> <li>• Influencing skills</li> <li>• Analytical and synthetical ability.</li> </ul> <p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• 2 years of working experience in related fields is preferred.</li> <li>• Fresh staff is acceptable for consideration.</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> </ul>

<ul style="list-style-type: none"> <li>○ 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>○ 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>○ Ensure that cases beyond 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> <ul style="list-style-type: none"> <li>● Timely and accurate reports as required;</li> <li>● Conduct subrogation and salvage recovery in cases where applicable.</li> <li>● In-house adjusters. Managing the outsourced surveyors where applied.</li> <li>● Motor claims analysis &amp; reports as required by Management.</li> <li>● Prepare and attend TaskForce meetings;</li> <li>● Managing and working with Merimen and dealers in the network to ensure the good services to the clients.</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 &amp; clients;</li> <li>● MSIG Vietnam staff and peers;</li> <li>● Industry peers &amp; 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 given by Management.</li> </ul> <p><b>KEY PERFORMANCE INDICATORS:</b></p> <ul style="list-style-type: none"> <li>● Customer Satisfaction;</li> <li>● Salvage &amp; Subrogation recoveries, adequate loss reserving and proper claim settlement;</li> <li>● Incurred claims ratio &amp; Claims processing turnaround time;</li> <li>● Other KPIs as agreed.</li> </ul>	<ul style="list-style-type: none"> <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 **16 July 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.**