

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 and Hung Yen 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 the following position:

Executive (Temporary) / Claims Division

Contract Status: Temporary

Report to: Manager

Location: Hanoi

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
<p>PURPOSE:</p> <ul style="list-style-type: none"> Handle and assist the handling of motor claims in Hanoi HO. Supervise the claims operations in areas of assignment. <p>CONTEXT: Motor claims and related work.</p> <p>KEY OUTPUTS:</p> <ul style="list-style-type: none"> To handle and assist the handling of motor claims as assigned. To comply with the guidelines of the Claims Manual To keep a good communication with customers (internal and external) to achieve a greater customer satisfaction claims service; To observe accuracy, completeness and timeliness when carrying out daily responsibilities; To assist the Managers in preparing reports, statistics and update the Claims Manual. Contribute to the sales function of the Company: <ul style="list-style-type: none"> 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; 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; 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 	<p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> Graduates; Good command of English. Japanese language is a preference. Female. <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. <p>EXPERIENCE:</p> <ul style="list-style-type: none"> Fresh.

<p>RELATIONSHIPS:</p> <ul style="list-style-type: none"> • Intermediaries / MSIG Vietnam staff and peers / Industry peers • Reinsurers/ 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 / Recoveries obtained / Adequate loss reserved • Incurred claims ratio /Claims processing turnaround time 	<p>COMPETENCIES:</p> <ul style="list-style-type: none"> • Applying Technical knowledge • Being Ethical and Compliant • Collaborative Relationships • Communicating with impact • Customer Focus • Developing Self, Direct reports and Others • Driving Results • Managing Execution • Problem Solving
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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 (telecommunication allowance, pocket allowance, special language allowance, risk surveyor duty allowance, hotline duty allowance...) 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 **10 October 2018** to Email: recruit@vn.msig-asia.com

Attn.: Human Resources Division, **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.