

Assistant Officer, Audit & Payment (Motor Department)

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Company: Gulf Insurance Group - Kuwait

Location: Kuwait City

Category: other-general

Job Summary

To assist in evaluating, investigating, and settling insurance claims.

To uphold the company's ethics, operating policies and conform with the department work instructions.

Main Duties and Activities

Receive, register, audit as per the terms/conditions of the policy/survey report and process the bills from garages and spare parts.

Ensuring the accuracy of the data in our system for cost optimization analysis.

Ensuring provision frequent statistics to the concerned department and upon request.

Resolve/ Address provider's complaints promptly and effectively.

Conduct business reviews to ensure service levels are maintained, escalating, and resolving areas of concern or dispute within the portfolio as well as providers.

Control Fraud, mistakes, and Leakages internally and externally by analyzing application of T&C and matching with any policies.

Provision of Credit/Debit notes to the finance department for further processing.

Generates Reports based on Officer and Team Leader Requirements.

Ensures co-insurers / re-insurers are intimated about the claim and provide them with supporting documents.

Evaluates merits of the claim and passes recommendations on the admissibility and quantum of claims.

Prepares claim settlement documents and informs co-insurer/ reinsurers.

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested by your line manager, appropriate to your grade and commensurate with the business need.

Prepare periodic and ad hoc reports.

Document and maintain records of activities and process workflows.

Adhere to Gulf Insurance Group's Kuwait policies.

Perform other duties as requested by management.

Qualifications and Experience Required:

Primary Qualification: Bachelor degree (12th Standard + 3 years or 4 years degree) or equivalent with 2 years of relevant experience

Alternate Qualification: Diploma (12th Standard + 2 or 3 years Diploma) or equivalent and 4 years of additional experience

Good Communication and Interpersonal skills

Well-organized with the ability to handle several tasks and to meet agreed deadlines

Good linguistic skills (Arabic & English) and good business writing

Good Computer Skills (Ms. Office)

Attention to detail.

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Cross References and Citations:

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