

Assistant Officer Claims

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Company: Gulf Insurance Group - Kuwait

Location: Kuwait City

Category: business-and-financial-operations

Receives the claims form garages and workshops and assign surveyors to check damaged cars.

Estimates parts and labor to repair damage, considering cost of spare parts and labor based on knowledge of automotive repair.

Reviews repair cost estimates with automobile repair shop to secure agreement on cost of repairs.

Reviews the report prepared by the company's surveyor on damaged vehicle to determine extent of structural, body, mechanical, electrical, or interior damage.

Register all the reports prepared by the company's surveyors on the claims system and report registered reports on a weekly basis to the Claim's line manager.

Evaluates practicality of repair as opposed to payment of market value of vehicle before accident.

Prepares contracts or other transaction documents.

Prepares salvage value on total-loss vehicle.

Coordinates with various automobile repair agencies to find the best solution that is cost effective as well as efficient for all parties involved.

Fills out various forms that are required as per the rules and regulations of the local state authorities or federal government.

Assist in the Auction of "Total Loss" cars as requested by management.

Negotiates the insurance claim amount with customers and the cost of repairs with the automobile repairing firm in order to minimize loss for the insurance company in the event of a claim.

Communicates with other departments of the insurance company such as the processing or claim approval committees and explaining their observations to the professional from these departments.

Liaise with Archiving Team to archive claim files.

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