



**WE ARE HIRING**

**Durban**



## CLAIMS ASSESSOR - TECHNICAL

Bidvest Insurance is a Short Term insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance is one of South Africa's fastest growing insurance companies and was founded in 1997. With the support of the larger Bidvest Group we have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

As one of South Africa's largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

### Position Overview

The Claims Assessor, under general direction, researches, collates, records and examines coverage information to make highly complex short term claim settlement determinations. The Claims Assessor will be responsible for gathering information required for accurate assessment and determining the correct payment for Value- Added Product Claims.

### What You'll Need



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



#### Positive Attitude

We believe in creating a positive work environment that is enjoyable to be a part of and we look to the individuals of the company to make a **positive contribution** to our culture

### Our Values

At Bidvest Insurance, we're all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We're enthusiastic in everything we do - our energy is infectious



We're committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

### Claims Processing

- ▶ Confirm that the claim information is correct and valid and captured accurately.
- ▶ Check the status of the policy & receipt of premium (current and up to date), to facilitate claim processing.
- ▶ Ensure that all the required supporting documentation is obtained to comprehensively assess the claim.
- ▶ Determine and record additional required information.
- ▶ Adhere to internal SLA's to ensure operational efficiency and achievement of agreed labour rates and customer service standards. Responsible for the administration relating to claims processing.
- ▶ Manage queries raised by policy holders, business partners and internal stakeholders relating to claims.
- ▶ Correspondence to clients with respect to claims outcomes.
- ▶ Responsible for assessing and authorizing claims as per the policy requirements documented in the policy wording.
- ▶ Facilitate the process of settlement payment and advise the relevant finance house of the payment.
- ▶ Ensure accuracy and completeness of system data relating to the claim to facilitate system generated claim settlement amounts.
- ▶ Assist with Ombudsman cases and collaborate with other stakeholders during the Complaints process.
- ▶ Responsible for achieving daily performance targets.
- ▶ Ensure that all interactions and developments are well documented on claims administration system.
- ▶ Assume overall responsibility for the content of the decision notification sent out to all relevant parties.
- ▶ Ad hoc related administration to technical products.

### Customer Service

- ▶ Provide supportive input and excellent service to policy holders and business partners in respect of Claims and customer complaints ensuring enhanced customer experience
- ▶ Liaise timeously and efficiently with policy holders regarding the status/outcome of their claim and keep them informed.
- ▶ Manage all telephonic queries in a professional and efficient manner.
- ▶ Ensure ongoing achievement of agreed service level standards with our business partners as per our SLAs.
- ▶ Ensure that principles of TCF are embodied in our assessment process/decision

### Qualifications

- ▶ Matric.
- ▶ FAIS Accreditation essential.
- ▶ Qualified as a Motor Technician, Trade test is essential.
- ▶ Approximately 2 to 4 years related work experience as a qualified motor technician.

### Knowledge & Skills

- ▶ An excellent understanding of financial concepts is required.
- ▶ Microsoft Office skills, i.e. Outlook, Excel and Word would be an advantage.
- ▶ Satisfactory communication skills (verbal & written)

#### Submissions:

Preference will be given to PDI candidates in line with our EEstategy.  
Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Bidvest Insurance is an authorised Financial Services Provider  
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