

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLAIMS LIAISON EXECUTIVE					
Sector	Financial Services				
Track	Sales, After Sales, Distribution and Relationship Management				
Occupation	Claims Liaison Executive				
Job Role	Claims Liaison Executive				
Job Role Description	<p>The Claims Liaison Executive is responsible for collecting and documenting relevant information for claims. He/She identifies any issues with claims and follows up to ensure corrective actions are taken. He generates claims loss ratio reports for customers. He is also responsible for monitoring any requests and queries received in order to effectively service customers.</p> <p>The Claims Liaison Executive possesses excellent organisational skills with strong attention to detail. He is meticulous and service-oriented, ensuring that claims are serviced effectively and handled promptly for customers.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Administer claims process	Key Tasks		
			Gather all relevant claims information and documentation ensuring proper presentation and completeness		
			Review new claims to understand coverage and determine appropriate action		
			Advise customers on claims matters including claims eligibility		
			Ensure all files are maintained and data captured are accurate		
			Identify issues interfering with claims settlements and requiring resolution		
			Obtain reserving, settlement and payment authority in accordance with authority level		
	Generate claims loss ratio reports for customers				
	Manage key business stakeholders	Monitor all customer requests and queries		Monitor receipt of claims and completion of coverage assessments	
		Communicate to customers on receipt of claims and completion of coverage assessments		Submit new claims and report to the relevant insurers within applicable Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)	
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)		
	Continuous Improvement Management	Level 3	Decision Making	Advanced	
	Customer Experience Management	Level 3	Service Orientation	Advanced	
	Data Collection and Analysis	Level 3	Problem Solving	Advanced	
	Ethical Culture	Level 3	Transdisciplinary Thinking	Advanced	
	Insurance Claims Handling	Level 4	Communication	Advanced	
	Product Advisory	Level 3			
	Regulatory Compliance	Level 3			
	Risk Management	Level 3			
Stakeholder Management	Level 3				
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services				

The information contained in this document serves as a guide.