

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLAIMS MANAGER				
Sector	Financial Services			
Track	Operations			
Occupation	Claims Officer			
Job Role	Claims Manager			
Job Role Description	<p>The Claims Manager is responsible for managing the claims team and execution of claims procedures and processes. He/She evaluates the performance of claims function and proposes recommendations for improvements. He also assesses technical and/or high-value insurance claims and manages disputed claims or those involving litigation. He ensures overall customer experience by conducting regular customer feedback analyses to ensure the achievement of high standards for claims operations.</p> <p>The Claims Manager is logical and analytical in processing and reviewing insurance claims. He also demonstrates the ability to listen, make quick judgements under pressure and negotiate with customers on insurance claims outcome.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Analyse and investigate insurance claims	Examine claims that are above the payment limits of team members or are technical and/or high-value in accordance with organisation policies and procedures		
		Collaborate with third parties involved in the incidents and/or other service providers to investigate technical and/or high value claims		
		Assess potential high-value fraudulent claims by evaluating documents and information collected against common indicators of frauds		
		Resolve escalated fraud claims by engaging relevant stakeholders in resolution		
		Determine if technical and/or high-value claims should be accepted based on results of claims analysis and reports from service providers		
	Administer claims process	Determine settlement amounts for technical and/or high-value insurance claims based on investigation outcomes		
		Negotiate with customers on settlement amounts, terms and recovery actions in accordance with organisation policies and procedures and applicable laws and regulations		
		Evaluate team's performance in terms of compliance to claims organisation's policies and procedures, basis of claims payment decisions as well as accuracy of assessment of terms, coverage and payment		
		Manage overall insurance claims handling processes		
	Manage customer communication and matters	Ensure claim matters are handled according to customer service standards and defined customer experience policies		
		Manage escalated complaints that are high-impact and/or high-risk to the organisation by facilitating effective discussions and negotiating with customers to reach an acceptable outcome		
		Provide oversight on the appeal processes in matters involving The Financial Industry Disputes Resolution Centre (FIDReC)		
		Analyse regular feedback and complaint trends from customers to minimise future complaints		
		Examine customer data to identify customer segments and service customers more effectively based on respective segment needs		
	Evaluate effectiveness of claims handling strategies and approaches	Review Key Performance Indicators (KPIs) relevant to each stage of the insurance claims process and propose recommendations to increase efficiency		
		Assess impact of internal factors affecting insurance claims process efficiency and effectiveness such as resource, duplication, systems and bottle-necks		
		Identify technology solutions in line with market best practice that could facilitate improved productivity and positive customer experience		
		Identify claim trends to propose product design enhancements		
		Determine appropriate modifications to business processes to ensure seamless transition and minimise resistance for claims handling		
Monitor claims attrition and leakage to maintain profitability of portfolio				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
Business Environment Analysis	Level 4	Interpersonal Skills	Advanced	
Business Negotiation	Level 4	Service Orientation	Advanced	
Business Process Re-engineering	Level 4	Problem Solving	Advanced	
Business Requirements Mapping	Level 4	Resource Management	Advanced	
Change Management	Level 4	Transdisciplinary Thinking	Advanced	

Skills and Competencies	Continuous Improvement Management	Level 4		
	Contract and Vendor Management	Level 4		
	Corporate Governance	Level 4		
	Customer Experience Management	Level 4		
	Data Collection and Analysis	Level 4		
	Data Governance	Level 4		
	Emerging Technology Synthesis	Level 4		
	Ethical Culture	Level 4		
	Fraud Risk Management	Level 4		
	Insurance Claims Handling	Level 4		
	People Performance Management	Level 4		
	Regulatory Compliance	Level 4		
	Risk Management	Level 4		
	Stakeholder Management	Level 4		
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.