

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLAIMS APPRAISER/CLAIMS EXAMINER/CLAIMS EXECUTIVE				
<b>Sector</b>	Financial Services			
<b>Track</b>	Operations			
<b>Occupation</b>	Claims Officer			
<b>Job Role</b>	Claims Appraiser/Claims Examiner/Claims Executive			
<b>Job Role Description</b>	<p>The Claims Appraiser/Claims Examiner/Claims Executive is responsible for examining, investigating and processing routine and non-routine insurance claims. He/She liaises with customers and other third parties on insurance claims and manages complaints from customers according to specified service standards. He is involved in analysing claims applications and executes claim procedures as defined by policy, escalating complex issues for further review and investigation as required.</p> <p>The Claims Appraiser/Claims Examiner/Claims Executive has strong reading comprehension and writing skills as the role requires him to go through various documents and prepare reports on the findings. He is logical and analytical and is able to derive judgement and insight based on available information. He possesses working industry knowledge on insurance claims and claims scenarios.</p>			
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Analyse and investigate insurance claims	<b>Key Tasks</b>	
			Act as the contact point for First Notice of Loss where customers make an initial report following a loss, theft or damage of an insured asset	
			Collate documents and/or information required for claims processing	
			Examine standard and non-standard insurance claims documents to determine the legitimacy and eligibility of claims	
			Engage third parties involved in the incidents and/or other service providers for investigations	
			Detect potential fraudulent claims by evaluating documents and information collected against common indicators of frauds	
			Resolve or escalate potential fraudulent claims in line with organisation policies and procedures	
	Determine if routine claims should be accepted based on the investigation and reports from service providers			
	Administer claims process	Review settlement amounts for routine and non-routine insurance claims		
		Resolve claims settlement disputes from customers by utilising various mechanisms such as arbitration and mediation		
		Prepare claims documentation in line with organisation policies and procedures and Service Level Agreements for more technical and/or high-value insurance claims		
		Input data and information into policy administration system for all insurance claims		
		Manage communication with third parties involved for claims pay-out purposes where applicable		
		Review reserve estimates and check for variations from standard claims payment		
	Manage customer communication and matters	Manage customers on routine and non-routine insurance claim matters		
		Manage escalated complaints from customers by facilitating effective discussions to reach an acceptable outcome or escalate accordingly if unable to resolve		
		Manage appeal process in matters involving The Financial Industry Disputes Resolution Centre (FIDReC)		
	<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>
Business Negotiation		Level 3	Interpersonal Skills	Intermediate
Continuous Improvement Management		Level 3	Service Orientation	Intermediate
Contract and Vendor Management		Level 3	Problem Solving	Intermediate
Corporate Governance		Level 4	Communication	Intermediate
Customer Experience Management		Level 3	Teamwork	Intermediate
Data Collection and Analysis		Level 3		
Data Governance		Level 3		
Ethical Culture		Level 3		
Fraud Risk Management		Level 3		

	Insurance Claims Handling	Level 3		
	Regulatory Compliance	Level 3		
	Stakeholder Management	Level 3		
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>			

The information contained in this document serves as a guide.