

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP – MARINE CLAIMS EXECUTIVE**

Sector	Sea Transport			
Track	Maritime Services			
Sub-track	Marine Insurance			
Occupation	Marine Claims Handler			
Job Role	Marine Claims Executive			
Job Role Description	The Marine 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.			
	The Marine 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.			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Analyse and investigate maritime insurance claims		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 ranging from hull, machinery to cargo	
			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	
			Determine if routine claims should be accepted based on the investigation and reports from service providers	
			Conduct trend analysis of incidents and on board injuries	
			Collaborate with stakeholders from operations and technical departments to reduce incidents and injuries based on trend analyses	
			Consolidate claims exposure data based on outputs from catastrophe (CAT) modelling team in the event of catastrophic occurrences	
	Manage customer communication and matters		Review settlement amounts for routine and non-routine hull and machinery, cargo and/or protection and indemnity (P&I) insurance claims based on terms set by insurer's policy	
		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		
		Support communications with clients, insurers, claims adjusters and other key stakeholders involved for claims pay-out purposes where applicable		
		Review reserve estimates and check for variations from standard claims payment		
		Manage clients on routine and non-routine insurance claim matters		
		Escalate complaints from brokers, cedants, and insured clients to the complaint management team		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	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 3	Communication	Intermediate
	Customer Experience Management	Level 3	Teamwork	Intermediate
	Cyber Security	Level 3		
	Data Governance	Level 3		
	Ethical Culture	Level 3		
	Marine Insurance Claims Handling	Level 3		
	Regulatory Compliance	Level 3		
Stakeholder Management	Level 3			
Programme Listing	For a list of Training Programmes available for the Sea Transport sector, please visit: www.skillsfuture.sg/skills-framework/sea-transport			

The information contained in this document serves as a guide.