

### Job Advertisement

Company Details	
Company Name	AIA International Limited
Company Description	<p>AIA Hong Kong and AIA Macau are subsidiaries of AIA Group Limited. AIA Group Limited established its operations in Hong Kong in 1931. We have more than 15,000 financial planners*, as well as an extensive network of brokerage and bancassurance partners who serve more than 1.8 million customers*. Our products range from individual life, group life, accident, medical and health, personal lines insurance to investment-linked products with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high net worth customers.</p> <p>* As of February 2016</p>
Location	San Po Kong
Classified Start Date	2 <sup>nd</sup> May 2019
Job Details	
<input checked="" type="checkbox"/> Non-sales Position (Back-office) <span style="margin-left: 200px;"><input type="checkbox"/> Sales Position (Front-line)</span>	
Position	Senior Claims Specialist
Department	Claims, Service & Operations
Job Category	Operations
Job Description/ Duties	<p><b>Position Summary</b></p> <p>Provides high-quality claims services on all line business, including Life, Accident &amp; Health and General Insurance which are in line with the Company and department goals.</p> <ul style="list-style-type: none"> <li>Carries out detailed assessments in line with established standards, procedures and guidance provided. Approves claims within designated authority level and makes recommendation to senior</li> <li>Handles enquiries and complaints from customers, agency force, other departments and other insurance regulatory bodies and recommend for improvement plan</li> <li>Assists team manager to handle regular claim reports in order to monitor the claims operational flow for SSM and HK and recommend for improvement plan</li> <li>Provide training / coaching for current and new hires (SSM and HK) for the use of system and assessment skills to ensure high-</li> </ul>

	<p>quality claim service delivery to our customers</p> <ul style="list-style-type: none"> <li>• Provides administrative supports in claim issues (SSM and HK) and participates in projects or assigned by immediate manager in order to meet business requirement</li> <li>• Provides claims training support agency, distributor and other working partners</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• University/College graduate plus 2 years of experience OR</li> <li>• Form 5 graduate plus 6-8 years related experience</li> <li>• Preferable to have achieved FLMI and ALHC</li> <li>• Knowledge of PC operation is preferable</li> </ul>
Application Method	<p>Interested parties, please send your resume with current and expected salary to <a href="mailto:hk.careers@aia.com">hk.careers@aia.com</a></p> <p>(Personal data will be collected for recruitment purpose only.)</p>
Application Deadline	31 <sup>st</sup> May 2019
Year(s) of Working Experience	2 years
Employment Type	Full-time permanent
Additional Benefits	