

## Claims Consultant

Hannover Life Re of Australasia Ltd is part of the worldwide Hannover Re Group, one of the world's leading reinsurance groups. Hannover Life Re of Australasia offers traditional reinsurance, group life and direct life insurance.

Led by a team of experienced claims professionals, Hannover Life Re of Australasia strives to exceed our client's expectations on claims management.

One of our main business strategies is to provide quality claims management support to our clients. Due to growth in our business, an opportunity has emerged for a Claims Consultant to join our team in Sydney.

### Key Responsibilities:

- Manage ceding clients and develop professional relationships.
- Assess all claim risk types found in the claims portfolio within agreed Service Level Agreement and in accordance with LICOP, claims philosophy, policy wording and claims procedure.
- Manage responsibilities of the role in accordance with the company's compliance and risk management requirements.
- Authorise & approve reinsurance recoveries.
- Consistently maintain quality of work to the required risk and compliance standards.
- Monitor and ensure compliance with company's customer service focus.
- Develop process improvements in claims management, internally and for ceding company portfolios.
- Client Training (when and where required).
- Participation in internal claims forums to discuss complex and sensitive cases.
- Special Projects from time to time.
- Ensure risks are managed within the approved Risk Appetite.

The role will involve both consulting work and being hands on, covering all types of Life Insurance products. This position requires a person who is a self-starter with strong technical skills as well as excellent communication and interpersonal skills.

We are looking for someone who can think outside the box with at least 8 years' minimum experience in Life insurance claims management. We require someone who is analytical, a decision maker who uses common sense in evaluating facts in making a decision and proposing well-rounded solutions.

If you would like to explore this role or would like to apply for the position, please contact John Kalfas, Head of Claims on 9251 6911 or e-mail your details in full confidentiality to [John.Kalfas@hlra.com.au](mailto:John.Kalfas@hlra.com.au).

We are located at Tower 1, Level 33, 100 Barangaroo Avenue, Sydney, and you may send your application by post if you prefer. Applications close 24 October 2019.

### Australasian Life Underwriting and Claims Association (ALUCA)

ALUCA has been asked to bring this notice to the attention of members. In respect of this, as of all other vacancies members are reminded that neither ALUCA nor the officers of ALUCA can accept any liability in relation to any appointment that may be made as a result of this notification.

**Jim Welsh, Chair**

**NB:** This advertisement has been placed directly by the company concerned. Individual applicants should apply directly to the company as indicated in the advertisement.

**Unsolicited approaches by recruitment companies are inappropriate.**