

## Claims Consultant

ClearView Wealth Limited is a reputable financial entity listed on the **ASX**, providing diversified services. We collaborate with financial advisers to empower Australians in realising their financial and well-being objectives, all while fostering a positive impact on our employees, community, and the environment.

As our business continues to grow, we are seeking experienced **Claims Assessors** to join our team. Your role will involve delivering a **personalised and empathetic service** to all Life Customers, taking charge of the **efficient management and assessment** of Life Claims within designated authority limits. Be a part of a close-knit, dedicated team and an organisation committed to keeping the customer at the forefront of its priorities.

With our **flat organisational structure** and **ongoing growth**, you have the opportunity to **advance your career** internally across various avenues and departments.

### Responsibilities Include (but are not limited to):

- Providing outstanding customer service and adhering to ClearView's Claims philosophy
- Proactively handle a diverse range of Income Protection and Total & Permanent Disablement claims
- Gathering and interpreting relevant information for effective claim management
- Following the Life Insurance Code of Practice (LICOP) and internal Service Level Agreements (SLA's)
- Delivering efficient case management to support robust claims strategies and positive customer outcomes
- Working seamlessly in a team environment, engaging with internal and external stakeholders, including Consulting Medical Officers (CMO) and Reinsurance partners.

### We are looking for someone with:

- Recent experience in Life Insurance claims management (essential)
- Previous experience in personal injury insurance, including Workers Compensation
- Familiarity with relevant legislation and governing principles in Life Insurance
- Tertiary Qualifications and/or background in Allied Health Nursing, Law, or Accounting would be preferred
- Strong written and verbal communication skills, capable of building rapport, displaying empathy, and managing expectations clearly.

### Why ClearView?

At ClearView, we embrace the idea that achieving our goals requires a diverse team of individuals with unique experiences, thoughts, and beliefs. We celebrate the diversity of our employees, fostering an inclusive culture. Our commitment to equal opportunity extends to everyone, regardless of background, beliefs, or identity.

ClearView nurtures a creative environment that rewards innovative thinking, allowing us to provide optimal outcomes for our customers and partners. Our values - Integrity, Persistence, Authenticity, and Collaboration - are ingrained in every decision we make and every action we take.

### Some of our benefits include:

- **Workplace Flexibility:** Hybrid remote-working model for a balanced career and personal life.
- **Employee Referral Program:** Earn \$1,000 for successfully referring a friend.
- **Extended Parental Leave:** 16 weeks paid Parental leave cover
- **Additional Leave:** We offer up to another full week of annual leave
- **Volunteer Day:** 2 days of paid leave annually for community volunteering.

- **IPAC Rewards:** Extensive rewards program with discounts and cash-back deals at 350+ retailers.
- **Employee Assistance:** Free and confidential counseling services for employees and their families.
- **Study Assistance:** Financial support and time off for approved learning and exams.

For further information on this opportunity or to explore your future at ClearView, please reach out to [recruitment@clearview.com.au](mailto:recruitment@clearview.com.au). Alternatively, apply to be considered.

*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.*

– ALUCA 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.