

## Position Vacant

### Claims Officer (X2)

Southern Cross Assurance is a leading insurance provider in Papua New Guinea, offering affordable and comprehensive insurance solutions for private, small business, and corporate clients. With a commitment to superior client servicing and efficient claims settlement, SCAL supports its offerings with robust reinsurance programs organized through their Lloyds accredited reinsurance broker. Located in Port Moresby, SCAL aims to be one of the most trusted and preferred insurers in the Pacific region, providing tailored insurance products and services to meet the unique needs of their clients.

### Job Expectations & Key Responsibilities

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The Claims Officer is responsible for the efficient and accurate processing of general insurance claims, ensuring timely and fair resolutions while adhering to company policies and regulatory requirements. This role involves investigating claims, assessing validity, preparation of claims settlements, and maintaining an excellent customer service throughout the entire claims process. The roles and responsibilities of this role includes, but is not limited to:

- Receiving and registration of new claims submitted by Policyholders
- Determine if claims covered by the policy and investigate dubious claims.
- Gather all relevant information from other departments and from the Insured (or via Broker) verify claims.
- Maintain professional and timely communication with all key stakeholders
- Prepare settlement recommendations for claims, and notify Claimants of claims decisions
- Prepare and coordinate payments to Claimants.
- Maintain accurate and tidy records of claims transactions throughout the process

### Qualifications and Work Experience

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- Bachelor's degree or Diploma in Business Administration, or related field preferred
- Minimum 2 - 4 years of work experience in insurance claims handling, preferably in General Insurance
- Excellent customer service and communication skills
- Familiarity with relevant legislation principles, policy interpretation and claims handling

### Apply Now

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**Southern Cross Assurance Limited** provides genuine career opportunities with attractive salary and remuneration packages for the right candidate. The successful candidates must have relevant experience in the roles; seeking long term commitment, be proactive and have personal integrity. These positions are open to citizens only. If you have the skills, attitude and experience required for these positions, then submit your application to: [info@scal.com.pg](mailto:info@scal.com.pg).

Applications will not be accepted after COB **Friday 7th March 2025**. Letter of interest should be accompanied with a detailed Curriculum Vitae containing relevant experience, copies of qualifications, and details of three contactable professional referees.

**ONLY ELECTRONIC SUBMISSIONS WILL BE ACCEPTED**