

## Individual Claims Assessor

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Company: Undisclosed

Location: United Kingdom

Category: other-general

Title: Individual Claims Assessor  
Length: 3 months  
Rate: £389.00 P/D via Umbrella  
Location: Remote

What you need to know: Are you an experience claims assessor with an appetite for proving excellent customer service and a desire to support our vulnerable customers when they need it the most? If so, look no further for your next career challenge. Our client is looking to recruit an Individual Claim Assessor. You will have daily contact with customers, intermediaries and service providers both in writing and on the telephone.

Responsibilities: Manage Individual Protection claims from initial notification through to final settlement on a daily basis within an agreed level of authority and within service standards: Assessment of claims in line with the out client life claims philosophy and policy terms and conditions. Communicate with members, clients, doctors, service providers, intermediaries, reinsurers and FOS as necessary to: Obtain further information in relation to claims or potential claim enquiries Explain claims requirements and decisions Resolve appeals and complaints Build and maintain relationships with intermediaries and service providers Contribute ideas for the continuous improvement of the claims business process within our clients Life to ensure that our clients Life remains innovative and forward thinking – constantly challenge the status quo. Work closely with other areas within out client's Life (for example Group Claim Assessors, Underwriting, Actuarial, Client Services) to develop a thorough understanding of the business and contribute to best practice overall. Represent our clients Life at Industry meetings, including Focus, CAMPUS and the Health Claims Forum

Experience: Minimum GCSE's or equivalent Experience in Critical illness or Terminal Illness or Life claim Experience of medical

and financial claims assessment across a range of product lines Good computer literacy, sound numerical and verbal literacy skills Well developed and effective communicator both verbally and in writing. Confident, resilient, organised, approachable and dependable Desire to deliver excellent customer service. A demonstrable 'can-do' attitude with the ability to proactively manage workload. Desirable: Degree or equivalent CII qualification Previous use of an image and workflow system

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