



CLAIMS CLERK

NNAC is the country's largest empowered non-life insurer, with a diversified national footprint. We are looking for a claims clerk who wants to work in a fast-paced environment and add value by servicing policyholders efficiently.

We pride ourselves on our ability to provide superior service to our policyholders when they have suffered a claim, and to be "*people you can talk to*" when it comes to communicating with our brokers. The successful candidate must be energetic, hard-working and willing to learn.

OVERALL RESPONSIBILITIES

The candidate must be able to handle small claims (both Motor and Non-Motor) from start to finish, with the required supervision from a manager. This includes

- Registering new claims
- Providing advice on making a claim (including on the process involved)
- collecting accurate information and documents to proceed with a claim
- monitoring the progress of a claim
- liaising with assessors, panel beaters and suppliers
- providing feedback to brokers on the status of claims
- ensuring fair settlement amounts for valid claims
- where appropriate, communicating rejections and the reasons for these rejections
- ensuring that Treating Customers Fairly (TCF) principles are always adhered to in the handling of claims, such that policyholders are always fairly treated
- the ability to report weekly to managers

REPORTING LINES

- The successful candidate will report to Claims Manager for Durban.

QUALIFICATIONS AND WORK EXPERIENCE

- Technical knowledge of the insurance industry evidenced by a minimum 3-5 years' experience, including working without direct supervision in domestic and commercial Lines
- Product knowledge is a must

SKILL REQUIREMENTS

- Good understanding of domestic and commercial classes of business including policy wordings, claims management and legal
- The ability to work to a deadline
- Attention to detail – you will need to ensure that all conditions of a claim are met to ensure that the claim can be processed and validated.

LOCATION

Durban-based, and the candidate must be able to have own transport.

Interested parties, please forward your CV to nadhia@nnac.co.za and riaz@nnac.co.za

Closing date: September 15 2022

The Company follows a meritocratic selection process