

MAWDY

Travel Claims Handler

At **MAWDY** we've grown consistently in recent years to become a market leader in insurance and assistance products. Our objective is to continue this profitable growth by providing the world-class customer service that our clients have come to expect.

Our company is a market leader in providing claims handling services, assistance services and speciality risk products. We are looking for an enthusiastic, motivated, team driven individual to join our claims department as a Claims Handler. As a team, and individually, we are expected to meet targets set by the Company to ensure we are providing our clients and customers with a first-class service. The successful candidate for this role will be working on their own initiative, have some autonomy in their role, be involved in investigating claims and developing an interest in macro environment issues and individual cases.

Ideally, the Claims Handler should have some experience working in an insurance claims environment, and full APA accreditation is a distinct requirement for this role.

Working hours: Core business days are Mon-Fri, 9am-5pm, 35 hours a week, with a 1 hour unpaid rest period for lunch. These hours may change if required in order to meet business requirements.

What you'll do:

- Assess claim circumstances as per the policy terms and conditions and communicate the claim decision to the customer in writing.
- Handle customer calls and correspondence politely, meeting standards of customer service excellence in accordance with the KPI's set by the Team Leader.
- Refer claims that fall outside of the individual authorization limit, in line with the Company's escalation procedure.
- Ensure fair outcomes of valid claims.
- Provide advice on policy coverage.
- Identify potential complaints and refer them to complaints officer,
- Investigate potentially fraudulent claims.
- Identify and follow up on all recovery avenues.
- Interact with cross functional team as needed to ensure quality customer support.
- Assist trainer in onboarding and training new colleagues.
- Liaise with external providers and clients to gather relevant information in order to complete claims assessment.
- Positively contribute to the team's effectiveness, continuous improvement and overall success.
- Adhere to the Company's procedures and policies.
- Ensure work is carried out in accordance with the Consumer Protection Code, Data Protection regulations and all other relevant legislation

What we're looking for:

- Successful candidate must have APA qualification.
- Minimum of 1 years' claims experience preferable.
- Commitment to continuous learning.

- Ability to use their own initiative and make good decision when under pressure in the best interests of both the customer and business.
- Excellent written and verbal communication skills.
- Good planning and organisation skills in order to meet timescales.
- Good numerical skills and literacy skills including Microsoft Office suite.
- Technical knowledge of typical insurance products a distinct advantage.
- A good knowledge and understanding of the insurance market, the basic insurance principles and regulations, is preferred.

Qualifications:

Any appointment will be conditional on the company being satisfied that the appointee meets the requirements as set out in the Fitness and Probity Standards issued by the Central Bank of Ireland. This requires the company to complete due diligence to assess the appointee's fitness and probity.

What we offer you:

- Service days.
- Time and attendance quarterly rewards.
- Free Motor Rescue and European Travel Insurance.
- Health insurance discount.
- 20% discount on all other travel insurance outside Europe.
- Sports & social club.
- City centre office location, handy for public transport.
- Bike to work scheme.
- Travel Pass.
- Opportunity to work with a global company based in over 27 countries.