

PR/097472 | Motor Claims

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1605535

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Singapore

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 18:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Native Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Motor Claims Executive / Claims Officer

Key Responsibilities

- Manage and process motor insurance claims efficiently, accurately, and fairly within established service standards, authority limits, and operational guidelines.
- Ensure claim reserves are reviewed and updated promptly to reflect current claim exposures.
- Identify, investigate, and escalate suspicious or potentially fraudulent claims when necessary.
- Handle enquiries via phone, email, and in-person interactions, providing professional customer service at all times.
- Coordinate with internal teams, external service providers, business partners, and other stakeholders to facilitate claim resolution.

- Provide guidance and support to administrative team members in their daily duties.
- Review existing workflows and recommend process improvements to enhance operational efficiency and service quality.
- Monitor recovery opportunities and follow up on outstanding recovery matters to ensure timely resolution.
- Conduct regular claim file reviews to ensure accuracy, compliance, and completeness.
- Perform additional duties and projects as assigned by management.

Requirements

- Diploma, CGI qualification, or an equivalent insurance-related certification.
- Fresh graduates with a keen interest in insurance claims are encouraged to apply.
- Prior experience in motor claims handling will be an advantage but is not mandatory.
- Strong interpersonal and communication skills.
- Ability to multitask effectively, work collaboratively in a team environment, and adapt to new challenges.
- Detail-oriented, responsible, customer-focused, and professional in dealing with stakeholders.
- Proficient in Microsoft Office applications, particularly Word, Excel, and Outlook.

What's on Offer

- Competitive remuneration package commensurate with experience and qualifications.
- Opportunities for career development and professional growth within the insurance industry.
- Supportive and collaborative working environment.

#LI-JACSG
#countrysingapore

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Company Description