



**Allianz General Lao (AGL)**, the leading insurance company in Laos, was established in 1990. AGL is a joint venture between the Ministry of Finance of Lao PDR (MoF) and Allianz SE, the world leading insurance and financial services provider. With over 25 years experience in Laos, the AGL enjoys a very good reputation among local and international customers. We provide friendly working environment, mixture of different culture and competitive salary. Now, we are looking for dynamic employee to join with us in Headquarter office in Vientiane as below position:

## **Claims Adjuster (1 position)**

### **Duties and Responsibility**

- Standby and prepare necessary tools and documents for accident surveying ;
- Prepare oneself at all time (while on-duty) to be ready for receiving accident declaration from Helpline (Note: while having status as Off-duty the adjuster maybe still requested to assist in case there are too many accidents or accident happen very near to the adjuster residence);
- Provide assistance by addressing to the accident site immediately and collect all required information for opening claims i.e. Compensation Agreement, Photos, Policy, etc;
- Verify the validation of the insurance and clarify terms and condition to the insurance policy to the insured. Assist the insured to negotiate and mitigate the dispute may have with adversary aiming to deliver an agreement as well as providing appropriate technical advices to the insured where necessary (e.g. legal issues, traffic rule issues, etc);
- Contact police to the accident site in case of serious accident e.g. huge damages, wound and/or decease, etc for police actions in order to obtain information that relates to criminal issue;
- Prepare note of accident declaration to report Helpline;
- Determine responsibility involved by the parties and assist the customer as well the adversary to settle the conflict and mitigate the claim (if any);
- Forward claim that ended with no agreement from the site to Legal Division to pursue the case on Police Office, Court, Tribunal, etc;
- Do necessary actions to prevent further loss may have and protect the right and benefits of the insured as well as AGL;
- Prepare report for Helpline to open the claim file;
- Perform other tasks as advised by Adjuster Supervisor, HoD.

### **Qualifications & Skills requirements:**

- Minimum Bachelor Degree in Law or related filed;
- At least 2 years experiences in legal or similar nature of work;
- Strong knowledge on Traffic Road Law
- Experience in the field of Traffic Safety or similar responsibilities will be considered as a plus;
- Male between 25-30 years old with good health
- Be able to travel and work outside office (surveying accident site);
- Good command of written and spoken English;
- Minimum basic computer skills e.g. MS Word, MS Excel, MS Outlook (Email), etc;

- Negotiation and communication skills
- Good personality, willing to learn and be able to work in team;
- Be able to work in a dynamic & under pressure environment;
- Good presentation, Polite & Friendly as to work with multicultural clients and colleagues.

**AGL offers:**

- **Competitive salary**
- **Great career progress opportunities**
- **Comprehensive on job training**
- **A friendly and supportive work environment**

Only Laos Nationality is eligible to apply. Interested applicants meeting the above requirements should submit their resume including a recent photo in passport size with cover letter describing your suitability for the role, career aspiration and salary expectation, and copied certificates to AGL Human Resources Department.

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