



Discovery – Insure

Claims Assessor Specialist – Short Term Insurance

About Discovery

Discovery's core purpose is to make people healthier and to enhance and protect their lives. We seek out and invest in exceptional individuals who understand and support our core purpose, and whose own values align with those of Discovery. Our fast-paced and dynamic environment enables smart, self-driven people to be their best. As global thought leaders, Discovery is passionate about innovating in order to not only achieve financial success, but to ignite positive and meaningful change within our society.

About Discovery Insure

Discovery Insure is committed to creating a nation of great drivers. Our commitment is backed up by our innovation and a driving program that really works.

At Discovery Insure, we offer comprehensive car and home insurance with no excess on theft, hail, hijacking and malicious damage. With our driver behaviour program, Vitalitydrive, clients get great rewards and benefits for driving well.

Discovery Insure is an environment of individuals who are committed to dazzling clients, innovation and great people.

Key Purpose

To investigate and validate motor claims to determine validity based on the Insure contract. To correctly quantify and validate losses and serve as a mediator between clients and/or brokers. Provide feedback and support to claims consultants and foster good relationships between brokers and clients.

Areas of responsibility may include but not limited to

- Motor claims investigation and validation including settlement, rejection and repair within service level agreement.
- Turn around time and predetermined mandates.
- Loss adjustment by correctly quantifying losses and/or verifying claimed amounts. Mediation between Insure client and/or broker.
- Reporting on all assessed claims and making recommendations.
- Analyse client behaviour to determine legitimacy of claims.
- Investigate and report on fraudulent claims.
- Perform administrative tasks and meet strict deadlines.
- Make recommendation to prevent fraud.
- Analyse, collecting, evaluating and handling of evidence.
- Claims forum presenting of claims.

Education and Experience

- Matric (Essential)
- 4 years' short-term insurance vehicle (motor) claims validations and investigations (Essential)
- Interviewing techniques (Essential)
- Regulations relevant to the short term insurance industry e.g. road traffic acts (Essential)
- Investigation terminology (Essential)
- Tertiary qualification relating to investigations and interviewing e.g. Certified Fraud examiner (Advantageous)
- Hold a valid driver licence
- Willing to travel

EMPLOYMENT EQUITY

The Company's approved Employment Equity Plan and Targets will be considered as part of the recruitment process. As an Equal Opportunities employer, we actively encourage and welcome people with various disabilities to apply.