

- Position:** Group Claims Assessor | **Job No:** 5103
- Location:** Remote Working from UK, ideally London based
- Type:** Contract (outside IR35)
- Duration:** 6 Months + potential extensions
- Start:** ASAP
- Language:** English
- Rate:** Up To £270 daily + VAT
- Currency:** GBP/£

Job Description

Are you an experienced claims assessor with an appetite for providing excellent customer service and a desire to support our vulnerable customers when they need it the most? If so, look no further for your next career challenge. We are innovative in our approach, customer focused and determined to make a positive difference to our policyholders and members.

As a Group Claims Assessor, you will provide fair and balanced claims decisions within industry guidelines and the Client's Life philosophy. Speed and quality claims decisions are essential using the appropriate amount of evidence necessary. Our product range includes Life, Death in Service Pensions, Critical Illness and Income Protection.

You will have daily contact with customers, intermediaries and service providers both in writing and on the telephone.

What we're looking for:

- You will have proven working and higher level knowledge of Group Protection claims for the following benefits:
Income Protection – essential
Critical Illness – desirable
- Use sound decision making skills and ability to risk manage and escalate where appropriate.
- You will communicate with employers, members, clients, doctors, service providers, intermediaries, reinsurers and FOS as necessary to:



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- o Obtain further information in relation to claims or potential claim enquiries
- o Explain claims requirements and decisions
- o Resolve appeals and complaints
- Build and maintain relationships with intermediaries and service providers
- Contribute ideas for the continuous improvement of the claims business process within Life to ensure that Life remains innovative and forward thinking – constantly challenge the status quo.
- Work closely with other areas within Life (for example Individual Claim Assessors, Underwriting, Actuarial, Client Services, Sales) to develop a thorough understanding of the business and contribute to "best practice" overall.
- Provide training, coaching, support and advice to less experienced members of the team and Client Services. This may be either on an ad hoc or more formal basis depending on the individual requirements.
- Candidates must be eligible to work as a Contractor via their limited company otherwise will be paid on PAYE basis after deduction of N.I. and Tax contributions.
- Candidates must be eligible to work without need for sponsorship support, which is not available.

Please express interest by email to sanjay@frs-online.com adding Job No.5103 in the subject line and provide required information for the 5 numbered points below:

- 1. CV with full contact details (email, telephone) + Current Location:
- 2. Availability (earliest start date / notice period):
- 3. Expected Daily Rate (Currency: GBP/£):
- 4. Nationality:
- 5. If not UK citizen what is your visa type & expiry date for working in the UK: