

Client Services Analyst

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Company: Saphunt

Location: Kuala Lumpur

Category: office-and-administrative-support

The Offer

Join a well known brand within Insurance

A role that offers a breadth of learning opportunities

Work in a company with a solid track record of performance

The Job

Your responsibilities will include:

Following procedures to processing new business/plan application, enter detail and accurate information, and create account accordingly in the company Software Tools.

Performing and ensuring the risks are assessed in accordance with the company guidelines and Anti-Money Laundering (AML) requirements, and determine whether to accept, modify or decline the application.

Evaluating all products by assessing the risks according to company guidelines and regulations.

Investigating all information and ensures timely escalation of alerts to the appropriate parties for further review.

Liaising with Regulatory Compliance Officer for advice and other business units for information where required.

Advising clients on the progress of their applications/requests.

Following up the request on rider added from existing clients.

Performing any incoming changes request.

Applying or adapting knowledge (obtained from training) to the task at hand.

Assisting general inquiries from client or broker via phone or written in a professional and courteous manner.

Performing other responsibilities and duties periodically assigned by supervisor/manager.

The Profile

You possess at least a Degree/Diploma in Accounting, Finance, Business Admin or a related field qualifications.

You have at least 2-3 years relevant hands-on experience in client services, insurance industry, banking and financial institution.

You have experience specialize in Anti-Money Laundering, Customer Due Diligence and Know Your Customer (AML/CDD/KYC) will be added advantage.

Fresh graduated are encouraged to apply, training will be provided.

You are computer literate, especially in Excel / Word.

You have excellent command of written and spoken in English and Japanese or Russian to be able to liaise effectively to different stakeholders across the region.

Permanent Resident Pass, Residence Pass, spouse visa or dependents visa will be an added advantage.

You have sense of responsibility and patience.

You demonstrate strong analytical skills, data literacy, and attention to detail.

The Employer

Our client is the global brand representing the ITA Group of companies. Our client is an

international group of insurance companies and subsidiaries in multiple jurisdictions around the world which aims to supply investors with access to the global markets through an array of unit-link investment products.

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