

The Insurance Authority (IA) is the independent statutory body whose principal function is to regulate and supervise the Hong Kong insurance industry to promote its stable development and to protect existing and potential policy holders.

We are looking for talents who share the same vision to join us!

IA now invites applications for the following position:

### **Manager (Market Conduct – Complaint Handling & Assessment) (1-year contract)**

Reporting to the Senior Manager (Market Conduct), the Manager will undertake the following:

#### **Key Responsibilities**

- Handle telephone and written complaints against insurers and intermediaries professionally
- Carry out assessment and prepare assessment reports on alleged complaint and non-compliance cases
- Communicate and follow up with complainants, insurers and intermediaries professionally
- Manage the Complaint System
- Prepare monthly management information on complaints
- Conduct trend and root cause analyses on complaints to identify any industry issues
- Communicate regulatory considerations / expectations with insurers and intermediaries
- Liaise with other regulatory bodies on complaint and non-compliance cases

#### **Requirements**

- A Bachelor's degree, professional qualification in finance, insurance, economics, laws, accounting, or related disciplines
- Relevant work experience at least 5 years in complaint handling / audit / compliance / risk management with insurance companies, other regulatory organizations or financial institutions
- Knowledge of local regulatory requirement, preferably in the insurance sector
- Excellent written and verbal communication skills in English and Chinese; proficiency in Putonghua will be a definite advantage
- Strong analytical skill; self-confident and empathetic skills in dealing with stakeholders including complainants, insurers and insurance intermediaries
- Self-motivated, mature, patient and able to work under pressure
- Strong interpersonal skills and be a good team player

This is a contract position for a term of up to 1 year.

#### **Remuneration Package**

A competitive remuneration package commensurate with the successful candidates' experience and qualifications will be offered.

#### **Application**

Review of the applications will start as soon as possible and continue until 12 June 2024, or until the post is filled. Interested applicants may send a letter of application quoting the reference number in the heading, together with a full resume stating current and expected salaries by clicking "[Apply Now](#)".

*The Insurance Authority is an equal opportunities employer. Applicants not invited for an interview within 2 months from the closing date may assume their applications unsuccessful. Applications may be considered for other suitable positions within IA. All applications will be handled in strict confidence and the information collected will only be used for recruitment purposes. All information on non-shortlisted applicants will be destroyed after 6 months from the close of applications.*

