

JOB DESCRIPTION
(Effective Date: Nov 2024)

Company Name:	Shinhan Life Vietnam
Position Title:	Officer, Policy Service
Team / Function	Policy Service – Customer Service
Reports to:	Manager, Policy Service – Customer Service
Band/Grade	2
Work Location:	Ho Chi Minh
Geographical Responsibilities:	Ho Chi Minh
Position Objective: <i>This statement should be a general summary of the responsibilities listed in the next section.</i>	<ul style="list-style-type: none"> - Proceed the customer requests for policies: payment, policy change, reinstatement, premium collection. - Do the reconcile with Accounting team and partner for payment request. - Work with IT to data fix production issue/enhance system - Other tasks assigned
<p>Roles and Responsibilities <i>Describe specific key functions of the position or the essential areas of responsibilities, listing the most important first.</i></p> <p>Begin each statement with an action verb <i>Describe what, how, and why role/responsibility is performed.</i></p> <p><i>Indicate average percentage of time</i></p>	<ul style="list-style-type: none"> - Proceed the customer requests for policies: payment, policy change, reinstatement, premium collection (75%) <ul style="list-style-type: none"> o Receive the customer request from customers, CS, partners o Process system for valid cases or/and work with CS, partners for invalid cases. o Print the letters then send to customer via post. o Scan and store the docs into Document Management System o Work with Actuarial team for some cases o Prepare and update the procedures of PS team (if needed) - Do the reconcile with Accounting team and partner for payment request (15%): Monthly, PS user does the reconciliation for the payment policies which has been processed in the previous month. - Work with IT to data fix production issues/enhance systems (5%) - Other tasks assigned: (5%)

<i>each responsibility takes.</i>	
Communication Requirements Internal External	Internal: IT, New Business and Underwriting (NBU), Claim, Accounting, Actuary, Legal & Compliance, Strategy & Planning. External: Vietnamese (00%), Korean & Singapore (10%)
Minimum Job Requirements:	<ul style="list-style-type: none"> ❖ Education: Bachelor degree ❖ Experience: At least 1 years in Finance (Life Insurance be preferred) ❖ Skills required: <ul style="list-style-type: none"> - Logical thinking - Communication & negotiation skill - Able to solve difficult issues - Able to work independency with highly effective as well as work in a team - Good at English (listening & speaking)

Prepared by:

Agreed by:

[Hiring Manager's signature]

[Employee's signature]

Date:

The above statements are intended to describe the general nature and level of work being performed by incumbent assigned to the job. They are not intended to be an all-encompassing list of all responsibilities, duties and skills required of incumbent so classified. Reasonable accommodations to essential functions of the job will be made if appropriate.