

## Policy Servicing Associate



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Apeiron Group is the leading international resource for Professionals serving High Net Worth (HNW) Individuals in wealth allocation, protection, and succession advisory. With more than 2 decades of experience in the International Ultra/HNW Life Insurance distribution and advisory sector, Apeiron is now driving the industry forward through creation and implementation of insurance technology, a first of its kind in our area of practice.

The Policy Servicing Associate is part of the International Team and takes care of all the active policies. This position works with clients, partners and insurance carriers. The Policy Servicing position requires a proactive and meticulous approach to ensure that service requests are handled on time and information is provided in a detailed and clear manner. Good process knowledge, good interpersonal skills and the ability to be a team player is required to efficiently perform in this position. Position will be based in Singapore. This position works with the Policy Servicing Manager.

### Duties and Responsibilities

- The Policy Servicing Associate will grow to have an in-depth understanding of the policy servicing process and procedures
- Policy servicing includes but is not limited to the following: claims, loans, withdrawals, surrenders, change of ownership, change of beneficiaries, updating due diligence documents, premium financing servicing, change of premium payment schedules, and premium notices
- This position requires updating all customer's details and policy documents into the company's CRM system and client self-serve portals
- The Policy Servicing Associate will need to be able to handle general servicing request process and requirement inquiries

### Qualifications/Requirements:

#### Education:

- Bachelor Degree Certificate is preferred

#### Experience:

- At least 1-3 years of administrative experience
- Competent business IT skills

#### Personal requirements:

- High degree of numeracy and an eye for detail
- Able to work with tight deadlines, producing efficient work in a multi-task environment
- Highly organized and pro-active in following up cases and daily work
- Good interpersonal skills
- Desire for continuous improvement and willing to help and engage team members

#### Language Ability:

- Apeiron is an English-speaking environment, proficient spoken and written English is mandatory.
- Ability to read and write in Mandarin is always a good value.

Apeiron Group is an Equal Opportunity Employer.

This job description is not intended to limit the responsibilities on an employee assigned to this position to those duties listed above.

The employee is expected to follow any other instructions and perform any other duties requested by the immediate supervisor or company management. The level of involvement may vary based on company and individual capabilities.

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