



Executive / Assistant Manager - Bancassurance Life Retail Sales & Bancassurance Department

DO YOU EMBRACE
PERSEVERANCE, DISPLAY
RESILIENCE, AND BELIEVE THAT
COLLECTIVELY

we can foster growth and progress together?



You should ideally;

- possess overall 6-8 years of experience in relevant field
- possess proven experience in insurance, customer service, coordination, recovery or related roles
- have strong communication and interpersonal skills
- possess ability to analyze data and develop actionable insights
- have proficiency in WPS/ MS Office Software excel/ word/ powerpoint
- possess customer-focused mindset with a proactive approach to problem-solving
- conducting follow-up communications via phone, email, or in-person meetings/branch visit

You will be responsible for;

- ensuring the continuity and retention of existing insurance policies within the Bank
- engaging with Branch Network & Insurer to address issues to address issues leading to policy lapses, providing support & solutions to maintain active coverage
- implementing strategies to enhance customer satisfaction and loyalty
- monitoring and analyzing policy lapses and cancellations
- developing and implementing strategies to retain and renew lapsed policies
- working closely with underwriting and claims departments to resolve policyholder issues
- assisting in negotiating renewal terms with policyholders when necessary
- conducting follow-up communications via phone, email, or in-person meetings/ branch visits
- facilitating to providing personalized solutions to meet policyholder needs and prevent future lapses
- managing the policy renewal process to ensure timely and accurate renewals
- communicating with policy holders regarding upcoming renewals any changes in terms or premiums
- collaborating with branch network, sales, customer service and Insurer to provide a seamless experience for policy holders

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency irrespective of other characteristics that make our employees unique. Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates. Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by 19 January 2025.

Chief Human Resource Officer (Human Resources) DFCC Bank PLC, 73/5, Galle Road, Colombo 03