

You'll Enjoy Our Company



Case Management Coordinator

Are you ready for a dynamic role on a close-knit team which is building an international investment-linked insurance business?

If you are enthusiastic, thrive on variety, enjoy using your expertise and initiative, and have a passion for service excellence with international high net worth customers, then you are a good fit for supporting the Argus Group's goals of diversification and growth.

As a part of the vibrant International Life division, which provides investment-linked insurance products and services, your role will include:

Core responsibilities include:

- Taking ownership of our international high net worth customers' experience
- Coordinating of cases from application stage through policy issue and ongoing servicing
- Arranging medicals for customers in international locations and liaising with reinsurers
- Complying with Know-Your-Customer and Anti-Money Laundering regulations
- Coordinating client statement production via liaising with internal clients
- Ensuring databases of contacts, forms, procedures and contracts are accurate and current
- Identifying and implementing enhancements to the customer experience

Qualifications and experience required:

- Recent two or more years experience in case management and servicing of life insurance/annuity policies for high-net-worth ("private banking" type) customers
- Life insurance industry designations such as FLMI, CLU
- Knowledge of Fund Accounting and investment structures would be an asset
- Working knowledge of medical and financial underwriting requirements
- Strong knowledge of insurance administration procedures and terminology
- High aptitude of reviewing and understanding legal documents, trust and corporate structures
- General knowledge of international cultures and languages would be an asset
- In depth knowledge of Microsoft Office, particularly Excel and Word, and an aptitude for quick learning of database and workflow software
- Willingness to work overtime to meet deadlines

Closing Date: Friday, February 10, 2012

Send your resumé to: **Human Resources Department,
The Argus Group, 14 Wesley Street, Hamilton, HM 11 or,
The Argus Group, P. O. Box HM 1064, Hamilton HM EX
tel: 295-2021 • fax: (441) 292-6763 • email: resume@argus.bm • www.argus.bm**

Argus strives to provide complete customer satisfaction by recruiting, developing and retaining the very best people who are committed to offering our customers exceptional service. Argus is an equal opportunity employer.

