

# Customer Service Representative

## Colonial Medical

**About Us** – A leading player in the retail insurance sector, Colonial Group International, with over 280 employees and offices in Bermuda, The Bahamas, the British Virgin Islands and the Cayman Islands, offers a complete range of premier financial and insurance services to our individual and corporate clients. We know that our products make a real difference to our clients and their families.

**The Role** – Will be responsible for ensuring our clients' understanding and satisfaction of their medical benefits through the consistent application of service delivery standards, facilitating resolutions to queries, and participating in client presentations. The understanding of policy contracts and the application of the contract, relationship management with key stakeholders and sound decision-making is required.

**The Person** – A minimum of 2 years relevant work experience in a service oriented environment preferably in health insurance, and familiarity with ICD-9 (Diagnosis) and CPT coding along with a firm understanding of medical terminology would be a distinct asset. Superior communication and organizational skills are essential.

**The Benefits** – We offer an attractive salary and benefits package.

**To Apply** – Please send your resume/cv and current salary details to our Group HR Manager at  
[hr\\_manager\\_bm@colonial.bm](mailto:hr_manager_bm@colonial.bm)

**Closing date** – September 7, 2012.



## COLONIAL

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A member of Colonial Group International  
Insurance, Health, Pensions, Life



COLONIAL GROUP  
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Colonial Group International is  
rated A-(Excellent) by AM Best.