

Animal Friends Insurance Ltd - Job Description

Job Title	Customer Resolution Investigator
Reports to	Compliance Manager
Company Location	Animal Friends Insurance, No.1 The Crescent, Sun Rise Way, Amesbury, Wiltshire, SP4 7QA
Principal Responsibilities	<ul style="list-style-type: none"> • To be fully familiar with the company's products and policies. • To investigate fully complaints received by the business. This will involve getting to the root of what has happened in each case in a methodical manner in order to make a judgement on what needs to happen and under the direction of the Compliance Manager, to share the outcome with the policy holder in an appropriate way. • To prepare well drafted and articulate acknowledgements of complaints, interim letters where required and final company decisions to policy holders in writing following investigation of complaints. • To make contact with policy holders by telephone and have the ability to converse in a polite and appropriate manner when investigating and/or advising complainants in relation to the resolution of complaints. • To assist with the complaints mailbox enquiries from the company underwriters and/or policy holders and other teams across the business. • To assist in day to day administrative tasks such as maintenance and updating of the complaints log, file collection and scanning. • To work to targets to ensure compliance within FCA guidelines. • To be fully familiar with the company's software systems to ensure these are used correctly to maintain accurate records of all stages of the complaints process. • To demonstrate an excellent knowledge of the FCA complaints handling rules and guidance and to remain updated on general changes to regulation. • To demonstrate an excellent knowledge of the FOS complaints processes and to keep updated with trends in responses provided by the FOS to complaints within the pet insurance industry. • To carry out other duties consistent with the post as may be required.
Required Skills, Qualifications & Experience	<ul style="list-style-type: none"> • Strong analytical approach and problem solving skills. • Excellent Verbal and written communication skills with attention to detail. • Ability to demonstrate good decision making skills in relation to complaint outcomes • A background with veterinary knowledge. • Good IT skills
Desired	<ul style="list-style-type: none"> • Previous complaint handling experience within an insurance environment • Knowledge of FOS complaints regulations and processes • Understanding of TCF/conduct risks and their role in complaint resolution • Knowledge of the Dispute Resolution: Complaints (DISP) of the FCA handbook.