



FBD Insurance plc



#JOB-2411662



Fbd House, Naas Road, Dublin 12, D12 Y0HE



No of positions : 1



Paid Position



37 hours per week



34000.00 Euro Annually



11/09/2025



09/10/2025

## How to apply

### Application Method :

Not available



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online



## Claims Handler – DSM

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

To efficiently and cost effectively handle; negotiate and settle claims within designated authority and agreed services standards.

#### Responsibilities:

Handling all claims from notification through to closure within agreed authority limits and service standards, in order to obtain optimum settlement for the company and customer;

Assist Management team where required, to monitor workflow, (to include telephony, electronic correspondence, mail) outstanding caseloads, processes, tasks and distribution of new claims;

Be a point of contact and support for colleagues;

Handling all incoming telephone and written communication from customers / policyholders, their representatives and all other interested parties in a pro-active manner and within SLA's;

Provision of excellent claims customer service to customers; their representatives; brokers; service providers and interested parties in a friendly, courteous and professional manner; ensuring a positive supportive customer experience throughout the claim process;

Ensuring that critical detail is captured at all stages of the claim, as comprehensively and accurately as possible, to ensure that; All claims are handled appropriately; and the data captured in respect of fraud indicators is directed to the Team Fraud Coordinator and/or Claims Investigation Team, to ensure maximum detection of fraudulent or exaggerated claims.

- Dealing with all issues in terms of Policy indemnity and liability in the appropriate manner and manage each claim to a satisfactory conclusion, maximising customer satisfaction and minimising cost to FBD. Fair to the customer, fair to FBD;

- Establish and maintain adequate claims reserves (ensuring prudent reserving policy is adhered to);

Ensure best practice handling behaviour that supports attention to detail, challenge to service provider views, independent decision making, a proactive philosophy to information gathering, investigation and evaluation and availing of every opportunity to settle in the most cost effective settlement channel, with particular focus on the development and improvement in the FNOL process to deliver a premium customer and employee experience in line with strategic goals;

Authorisation of claims payments within agreed authority levels;

Provide technical advice to customers (claims process and what next steps are in relation to their claim); Loss Adjusters; Solicitors;

Ensure personal understanding of regulatory framework and compliance with regulatory standards for claims handling;

The ability to work proactively to ensure that personal and team objectives and targets are met;

Reflect the Claims Department strategy of the customer centric approach;

Undertake project work as required;

Actively participate in training and identifying training needs for team.

Requirements:

Candidates will ideally be Qualified Certified Insurance Practitioner (CIP) in General Insurance;

Claims handling expertise, ideally a minimum of 2 years handling motor damage claim.

- This vacancy is suitable for Remote/Blended working
- **Sector:** financial and insurance activities

### **Career Level**

- Experienced [Non-Managerial]