

LEAD . GROW . SUCCEED



As we continue to scale and evolve, we are committed to acquiring top talent, who can drive transformation, shape the future and elevate our journey. If you have the vision and expertise to make a lasting impact, the opportunity to lead and grow within our organization is yours.

Assistant Manager – Life Health Claims (Cashless Operations)

Key Responsibilities

- Ensure 24/7 smooth operation of cashless hospitalization claims, including pre-authorization, resource allocation, enquiry handling, and liaising and negotiating with related parties such as policyholders, TPAs, hospitals, and sales teams.
- Oversee the assessment and settlement of health claims accurately and in a timely manner.
- Ensure adherence to quality standards and customer service benchmarks.
- Identify and investigate potentially invalid or fraudulent claims by analyzing inconsistencies in documentation and reporting.
- Prepare and review periodic MIS reports and present findings to management.
- Handle claimant correspondence and customer inquiries effectively.
- Support process and system improvement initiatives.
- Coordinate with internal departments and external stakeholders, including hospitals and TPAs.
- Supervise, coach, and guide claims staff to ensure a customer-centric operation.

Experience & Qualifications

- GCE A/L with part qualifications in Insurance (SLII / III / CII); a Bachelor's degree will be an added advantage.
- Minimum 4–5 years of experience in Life Operations, with supervisory or executive-level exposure.
- Strong knowledge of life and health claims management, including medical and legal aspects, with hands-on experience in life health claims.
- Fair knowledge of life insurance operational aspects, including product knowledge, medical underwriting, and customer experience management.
- Strong attention to detail, fraud detection capability, and analytical skills.
- Excellent communication skills in English and Sinhala; proficiency in Tamil will be an added advantage.
- Proficiency in MS Office applications.
- Strong customer relationship management skills.

If you believe you are the right person we are looking for, forward your complete resume together with contact numbers and the names of two non-related referees to reach us within 10 days of this advertisement by email to careers@hnbassurance.com (State the position applied on the subject line).

