



VACANCY NOTICE

MSIG Insurance (Vietnam) Company Limited (“MSIG Vietnam”) is a part of the Mitsui Sumitomo Insurance Co., Ltd. network in Japan and a member of MS&AD Insurance Group.

MS & AD Insurance Group was established in April 2010 following the alliance of Mitsui Sumitomo Insurance Group, Aioi Insurance Company and Nissay Dowa General Insurance Company, MS&AD Insurance Group is one of the largest general insurers in the world, with presence in over 41 markets globally, 16 of which are in Asia. Based in Japan, MS&AD Insurance Group is active in five business domains, namely domestic Japanese general insurance, life insurance, non-life insurance, financial services and risk-related services.

MSIG Vietnam with 100% foreign wholly owned company is the first Japanese General Insurer in Vietnam with Head Quarter in Hanoi, Branch in Ho Chi Minh City, and Representative Offices in Hai Phong City, Da Nang City, Hung Yen Province and Vinh Phuc Province.

We help consumers and businesses cope with risks to protect what they care about. We support individuals, communities and society to get back on their feet and minimize disruption to their daily lives during unforeseen circumstances. We offer a wide range of non-life insurance products to both enterprises and individuals, including property, marine cargo, liability, engineering, and other classes of casualty business in the commercial insurance line, and home and contents, motor, personal accident and travel in the personal insurance offerings. From individual customers to commercial businesses, the range of insurance products, solutions and services are flexible in responding to challenges from evolving market conditions.

MSIG Vietnam is seeking to recruit a well-qualified Vietnamese citizen with competitive compensation and benefits for opening position:

Executive (Telesales) / Retail Business Division

Contract Status: Permanent

Report to: Deputy General Manager

Location: Hochiminh City

Brief description of the duties and responsibilities:

| NEED TO DO | NEED TO KNOW |
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| <p>1. <u>Customer service</u></p> <ul style="list-style-type: none"> - Make outbound calls to customers nearing policy expiry to remind them of renewal deadlines and explain the benefits of maintaining active coverage. - Provide solutions to common renewal obstacles (e.g., payment methods, premium adjustments). - Build and maintain strong customer relationships to ensure repeat business. - Follow up with customers to update about the policies/coverage and ensure satisfaction and address any concerns. <p>2. <u>Sales and Target Achievement</u></p> <ul style="list-style-type: none"> - Understand customer needs and offer tailored solutions. - Close sales and achieve monthly targets. - Identify opportunities to recommend add-ons or upgrades during the renewal conversation. <p>3. <u>Business Administration:</u></p> <ul style="list-style-type: none"> - Accurately record customer interactions and sales in system. - Prepare and submit daily/weekly sales reports. - To report any unusual problems to direct management | <p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> - University Graduation - Good at English <p>EXPERIENCE:</p> <ul style="list-style-type: none"> - At least 2-year working experience - Marketing, sales, admin background. <p>SKILLS/KNOWLEDGE:</p> <ul style="list-style-type: none"> - Customer Focus: Ensures customer satisfaction is a priority. - Phone skills, including familiarity with complex or multi-line phone systems - Resilience: Ability to handle rejection and keep a positive attitude. |

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| <p>4. <u>With concerned divisions/departments:</u></p> <ul style="list-style-type: none"> - To cooperate with Claims Divisions to follow client’s queries in compliance with the company’s procedure. - To coordinate with the Digital Business Development Division to follow up with client’s request and update system. - To coordinate with other related Divisions for all related jobs or in closed coordination with other divisions/departments for special events organized by the Company. <p>5. <u>Other tasks assigned by line managements.</u></p> | <ul style="list-style-type: none"> - Persuasion: Strong ability to influence and convince customers. - Time Management: Efficient in handling multiple calls and tasks within a day. |
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Our company package includes but not limits to:

- Attractive and competitive remuneration package: attractive monthly salary Guaranteed Bonus, Short-Term Incentive Bonus, various types of allowances and subsidies (telecommunication allowance, pocket subsidy, special language subsidy, risk surveyor subsidy, hotline duty subsidy, clothes support subsidy, lunch support subsidy, transportation subsidy...) and long service award.
- Premium healthcare insurance package including health and accident insurance in addition to basic insurances regulated by the Labor Code to employees and their entitled families’ members (depends on level of employees).
- Training opportunities sponsored by the Company (on-job-training, soft skills, professional knowledge and certificate (ANZIIF, CII, ACCA, Actuary...), technical exchange seminar...).
- Minimum of 15 annual leave days; Annual health check-up at high standard level.
- International and professional work environment with high ethic and compliant culture.
- Annual company summer vacation and parties with teambuilding activities and talented performances.
- Company’s Top Management always communicates to all employees about Company’s strategy, development plan and new opportunities for employees to reach higher performance.
- Employees are engaged and taken care by the company via various Trade Union activities.

Details of job description and selection requirements of this position are posted at www.msig.com.vn

Starting date: As soon as possible

Written application in English, stating why you are suitable for the post, together with full curriculum vitae should be sent by **6th Mar 2025** to Email: recruit@vn.msig-asia.com

Attn.: Human Resource Department, **MSIG Vietnam, 10th Floor, Corner Stone Building, No. 16, Phan Chu Trinh Street, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi, Vietnam**

* Note: Only short-listed candidates will be contacted. Applications will not be returned.

Applications will be on first come first serve basis.

MSIG is an equal opportunity employer.