



## Wai Thim Wong

Assistant Manager at Tokio Marine Life Insurance Berhad

(+60) 0125110186 | waithim6022@gmail.com | 29 years old | PUCHONG, Selangor

Experience 7 years  
Previous Claims Specialist  
Prudential Assurance Malaysia Berhad  
Education Management & Science University (MSU)  
Bach Degree, Medical Science (2007)  
Nationality Malaysia

## Experience

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Sep 2011 - Present  
(2 years 9 months )

### Assistant Manager

Tokio Marine Life Insurance Berhad

Monthly Salary MYR 5,022

Job Functions:

- Assessment and Approval of Minor Claims (Hospital & Surgical Claim)
- Assessment and Approval of Major Claims (Death, TPD, Critical Illness Claim)
- Establish Claims Investigation and handle Appeal Cases
- Liaison with legal advisor, consultant doctor, medical institution, relevant government bodies and other insurers to determine validity and liability of the Company
- Review and provide recommendation for Group medical insurance underwriting
- Draft and review of medical questionnaire
- Provide Technical Support to marketing team in product development & policy wording review

Managing Role:

- Supervise the work team in their daily operations, and monitoring of Daily TAT
- Prepare materials and conduct workshop of staff training, business partners and associates
- Responsible for work control and supervision of staff performance, tardiness and leaves
- Review process to propose guideline, rules & requirement, procedures and system enhancement for operational efficiency and effectiveness
- Responsible for timely submission of management reporting
- Assist the Department Head in target setting, performance appraisal and identification of staff's needs and development plans

Project:

- E-payment (Auto Credit)

Sep 2010 - Aug 2011  
(11 months )

## **Claims Specialist**

**Prudential Assurance Malaysia Berhad**

Monthly Salary MYR 3,300

- Assessment & Approval of Medical Claims (Hospital & Surgical Claim)
- Conduct Claims Investigation and handle Appeal cases
- Improvement of Process Workflow and Standard Operating Procedure in Claims Department
- Supervise and Coaching the team members (Executive and Junior Executive) in Claims Department

Jun 2007 - Sep 2010  
(3 years 3 months )

## **Claims Executive**

**Asia Assistance Network**

Monthly Salary MYR 2,600

- Approval of Guarantee Letter for Hospital & Surgical Claims
- Assessment of Medical Insurance Claims
- Handle of Customer Enquiry
- Provide Claims recommendation to Insurance Companies

## **Education**

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2007

### **Management & Science University (MSU)**

Bachelor's Degree in Medical Science | Malaysia

CGPA 2.87/4

2013

### **LOMA**

Professional Certificate in Finance/Accountancy/Banking | Malaysia

Major Insurance  
Grade Pass/Non-gradable

## **Skills**

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Advanced  
Intermediate

Hospital & Surgical Claim  
Medical diagnosis & terminology, Major Claim (EB & BANCA)

## **Languages**

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*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written	Relevant Certificates
Bahasa Malaysia	8	8	-
Chinese	8	8	-

English	8	8	-
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## Additional Info

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Expected Salary	MYR 5,500
Preferred Work Location	Selangor, Kuala Lumpur, Perak

## About Me

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Gender	Male
Address	C-17-03A, BLOCK C, PANGSAPURI KOI KINRARA, 47190, PUCHONG, Selangor, Malaysia