

## CREDITOR CLAIMS

### Who are we?

We are the Creditor Claims teams. We are supported by a number of specialist staff, including in-house medical advisers and an external chief medical officer, who is a Harley Street consultant by profession.

### What do we do?

Our task is to validate and process a variety of claims (such as unemployment, sickness, life, etc) to ensure that they meet the standards set by our clients. Underpinning all we do is our commitment to deliver the highest quality service possible. We have achieved ISO 9002 certification, the international quality standard, and are committed to action all incoming correspondence within three days of receipt. That's just one of the exacting targets we've set ourselves!

To help us achieve and maintain this high standard, Cardif Pinnacle developed a computer system that is tailor-made for Claims Administration - the Cardif Pinnacle Policy Processor and Administrator - or PIPPA for short. PIPPA helps our administrative staff to assess the validity of a claim before authorising payment. In fact, PIPPA won't allow a claim to be paid unless it meets each policy's terms and conditions!

### Who are our clients?

We administer schemes on behalf of a wide range of clients, many of whom are household names, for instance: Lloyds, Alliance & Leicester, Vauxhall Finance, Nissan Finance and Nationwide Building Society are just some of them.

### What sort of people are we looking for?

Working as a Cardif Pinnacle Claims Administrator involves using the PIPPA system to validate and pay claims - so you need to be computer literate, have fast, accurate keyboard skills combined with excellent written and verbal communication skills. You must also be a team player with a "Can Do" attitude with the strength of character to make decisions and stick by them.

