Felicity Rahman

Insurance Policy Processing Specialist

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Policy processing results

412 endorsements — Processed for commercial property policies over six months.

7.8% to 3.1% — First-pass rework rate in successive quarterly samples of 128 transactions each.

Education

Diploma in Business Administration

Bukit Laman Business College

2020

Summary

Insurance policy processing specialist handling commercial property endorsements and renewals. Checks broker requests against approved terms and keeps the issued schedule and internal record aligned.

Experience

Policy Processing Specialist

Aster Reach Insurance Services

2022-05 – Present

- Checked the effective date, insured parties and schedule changes against approved broker requests. Escalated missing approval records before releasing endorsements.
- Introduced a pre-issuance checklist and reviewed reworked cases each week. Updated the checklist when an avoidable error type recurred.
- Reconciled issued terms and document versions against the policy system. Logged corrections and requested approval when a change affected coverage.

Policy Administration Assistant

Saffron Quay Insurance Services

2020-03 – 2022-04

- Prepared renewal notices and maintained the document register so the service team could match each request to the issued schedule.
- Checked client and broker details for new records and sent unresolved discrepancies to the processing lead.

Skills

Policy endorsements · Renewal administration · Document registers · Transaction quality checks

Languages

Malay · English