

At Sun Hung Kai Financial, we serve with professional integrity. More than a claim, this describes the way we do business. We are committed to being a world-class financial services provider and delivering superior solutions to our clients. Our people act effectively in the global investment landscape to make this possible. Renowned as one of the leading financial institutions in Hong Kong, Sun Hung Kai Financial Limited (“SHKFL”) has been established with a solid foundation and history of excellence since 1969. Through its two core businesses, Wealth Management and Brokerage, and Capital Markets, the company has an extensive network of branches and offices in Hong Kong, Macau and Mainland China, which offer customised wealth management and investment solutions for retail, corporate and institutional clients. Backed by Shanghai-listed Everbright Securities Company Limited (SSE: 601788) and Hong Kong-listed Sun Hung Kai & Co. Limited (SEHK: 86), we have the pedigree to deliver a steady return on equity, while remaining profitable.

Now an exciting opportunity has arisen for a high-calibre professional to join our dynamic team for a rewarding career:

## Senior Associate, Personalized Services Team

Ref: SAPST/MM/IN

### Responsibilities

- Conduct portfolio review with clients and provide quality aftersales services of ILAS, Life Insurance (Insurance) and MPF business
- Report to department head of the Insurance Personalized Service Team and work closely with frontline and insurance specialists to generate new businesses
- Explore new business opportunities for insurance, MPF and investment products by providing excellent customer services
- Handle internal and external enquiries as well as customer complaints

### Requirements

- Diploma or above in related disciplines
- Minimum 2 years' work experience in insurance industry, preferably with sound knowledge on ILAS and Insurance
- Holder of CIB licenses, SFC licenses would be a plus
- Good experience in handling customer enquiries and complaints. Prior experience in customer service hotline and complaint handling would be an advantage
- Proficiency in MS Office applications
- Good command of both written and spoken English and Chinese. Fluency in Putonghua is highly preferable

Candidate with less experience will be considered as **Associate**

We offer a competitive remuneration package to the right candidate. If you are interested in the post, please send your resume together with your **present and expected salaries** through online application by clicking the “QUICK APPLY” button.

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For more information about our company, please visit [www.shkf.com](http://www.shkf.com).

*We are an equal opportunity employer and welcome applications from all qualified candidates. All applications will be treated in the strictest confidence. Personal data provided will be used for recruitment purposes only. The job applicant will assume all or any risks arising out of or in connection with the job application transmission process prior to our actual receipt of the same including but not limited to accidental or unauthorized loss or disclosure of personal information, to which we will not be responsible in any way.*

*Under the Personal Data (Privacy) Ordinance, you may request access to, and / or correction of your personal data in relation to your application. If you wish to do so, please email to [hr@shkf.com](mailto:hr@shkf.com).*