



OMBUDSMAN FOR FINANCIAL SERVICES

OMBUDSMAN PERKHIDMATAN KEWANGAN

*We Listen. We Mediate. We Resolve.*

# CASE MANAGER

## RESPONSIBILITIES

- To investigate and assess disputes filed by eligible complainants against members of the Financial Ombudsman Scheme (FOS) based on available evidence.
- To resolve disputes through mediation and fairly and impartially.
- To issue an appropriate recommendation if the parties to a dispute failed to reach an amicable settlement.

## MINIMUM JOB QUALIFICATIONS

Candidate must possess:

- A degree in Law, Finance, Business or any other related discipline; and
- Work experience in banking, insurance, capital markets or payment instrument sector

## OTHER REQUIREMENTS

- Strong analytical skills
- Ability to work independently and efficiently
- Dynamic and outcome-driven
- Well-versed with computer programmes i.e., Microsoft Office (Word, Excel, PowerPoint)
- Strong communication skills (written and oral) in English and Bahasa Malaysia

## REMUNERATION

- Salary is negotiable

## BENEFITS & PERKS

- Group Hospitalisation Scheme
- Group Personal Accident
- Medical Benefits

Submit your resume by **06 November 2024** to [career@ofs.org.my](mailto:career@ofs.org.my)

**HUMAN RESOURCES DEPARTMENT  
OMBUDSMAN FOR FINANCIAL SERVICES**

14th Floor, Main Block, Menara Takaful, No 4 Jalan Sultan Sulaiman, 50000 Kuala Lumpur

[www.ofs.org.my](http://www.ofs.org.my)