

MILOŠ MILANOVIĆ

PROFILE

Experienced insurance professional with over 18 years in the industry. Proven expertise in claims management, risk assessment, and regulatory compliance. Skilled in leadership, organizational management, and strategic planning. Specializes in traffic and motor insurance, international claims settlement, and cross-departmental collaboration. Demonstrated success in streamlining operations and driving business growth.

WORK EXPERIENCE

Dunav Auto

2020 - PRESENT

Chairman of the Board of Directors

Responsibilities:

- Directing operations of technical inspection stations
- Supervising operational car rental services
- Conducting various testing and calibration activities for approximately 1800 vehicles

Dunav Insurance Company

2019 - PRESENT

Board Member

Responsibilities:

- Oversight of claims compensation, product development, and portfolio management
- Management of reinsurance and co-insurance
- Board representation for subsidiary companies
- Non-life insurance sales since May 2020

Dunav Pension Fund Management Company

2018 - 2019

Chairman of the Supervisory Board

until appointment as Board Member

CONTACT

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EDUCATION

GYMNASIUM NOVI PAZAR

- Science and Math program

FACULTY OF LAW, UNIVERSITY OF BELGRADE

Completed the Judicial Exam administered by the Judicial Examination Board in Belgrade

SKILLS

- Legal Expertise
- Insurance Industry Knowledge
- Claims Handling
- Regulatory Compliance
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English
- Spanish

Dunav Insurance Company

2014 - 2019

Director of the Claims Department

Responsibilities:

- Management, organization, and supervision of the Claims Department's activities, including subordinate units and staff.
- Development and implementation of work plans for insurance claims compensation.
- Oversight of court representation for judicial compensation and debt collection.
- Analyze business results for various types of insurance claims.
- Coordinate internal and external audits related to claims processing.

Dunav Insurance Company

Mar 2014 - Sep 2014

Supervisor at Claims Department, Compensation Sector

Responsibilities:

- Managed complex tasks in traffic insurance compensation.
- Provided expert guidance and decision-making on compensation matters.
- Liaised with regulatory authorities and contributed to policy development.
- Oversaw complaint resolution processes and chaired the recourse debtors commission.
- Participated in second-instance decision-making for claims resolution.

Dunav Insurance Company

Mar 2013 - Mar 2014

Senior Specialist at Claims Department, Compensation Sector

Responsibilities:

- Processed complex and atypical claims from various insurance categories.
- Prepared expert opinions on claim validity and amount.
- Provided expert assistance and supervised claims settlement processes.
- Contributed to internal policy development and amendment of insurance terms.
- Harmonized internal procedures and facilitated adoption of new insurance terms.

Dunav Insurance Company

Aug 2008 - May 2013

Claims Adjuster at Claims Department with Foreign Operations

Responsibilities:

- Processed and settled claims from compulsory traffic insurance involving foreign operations.
- Handled claims to foreign insurance companies under correspondent cooperation agreements.
- Managed claims for obligations of Dunav Insurance Company arising abroad.
- Processed claims of foreign individuals and entities for obligations of Dunav Insurance Company within Serbia.

- Trained in the Insurance Department for registration and realization of recourse claims.
- Received training in the Transport and Credit Branch for:
 - Risk assumption
 - Contract conclusion for cargo insurance
 - Transportation vehicle insurance
 - Carrier liability insurance
 - Claims settlement from transport insurance

PROFESSIONAL PAPERS

- "Application of the Fourth and Fifth EU Directive in Motor Insurance" (2009)
- "Law on Compulsory Traffic Insurance and Harmonization with EU Directives in the Field of Motor Liability Insurance" (2010)
- "Accession of the Republic of Serbia to the Subsystem of Registration Plates (Multi General agreement)" (2012)
- "Legal Aspects of Bonus-Malus System Application in Motor Liability Insurance (Issues and Specifics)" (2013)
- "Traffic Accidents Caused by Unknown Vehicles (Legal Aspects of Compensation and Impact of Traffic-Technical Expertise in Proving the Involvement of Unknown Vehicles in Traffic Accidents)" (2014)
- "Compensation for Goods in Transport" (2015)
- "Settlement of Compensation and Nullification of Settlement Agreements" (2016)
- "Mediation of Disputes in Economy" (2017)
- "Concept of Using Motor Vehicle in Liability Insurance" (2018)
- "Concept of Minor Material Damage in the Road Traffic Safety Law and its Role in Tort Law" (2019)