



SOMPO INTERNATIONAL

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance, established in March 2017 as the result of the acquisition of Endurance Specialty Holdings Ltd. by Sompo Holdings Ltd. (Sompo).

Sompo's core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. In addition, Sompo is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation and a wholly owned subsidiary of Sompo, which trades on the Tokyo Stock Exchange. Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, marine and energy, and casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. At Sompo International, a shared commitment to integrity, teamwork, agility, execution, and excellence define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking a **Claims Examiner IV** for our **Claims** team. Global Risk Solutions offers comprehensive risk management services targeted at select industry verticals. Servicing middle market and large accounts domiciled in the U.S., we work through a network of retail brokers who share our commitment to long-term partnerships built on white glove service. This position will be based out of **Charlotte, NC** and will be supporting the U.S. Japanese Interest Accounts vertical.

The **Claims Examiner IV** will be responsible for the oversight of Commercial Auto and General Liability claims with incurred values in excess of \$100,000 that are handled by a Third Party Claims Administrator (TPA) as well as general program oversight of these lines of business. This position will also have primary responsibility for seeing that the TPA adheres to and follows the Claim Handling Guidelines / Best Practices agreed upon between Sompo International and the TPA. In addition, the Claims Examiner IV may directly handle a small volume of claims by exception. This position will also act as back up for the Property line of business.

Duties and Responsibilities:

- Reviews claim files for reserve and settlement authority as needed in excess of TPA Authority
- Addresses Coverage issues that arise during the course of TPA claim handling
- Monitors TPA claim handling for adherence to workload standards, best practices and claim handling guidelines
- Addresses customer concerns about TPA service or handling practices
- Coordinate/conduct/report on a minimum of 4 Claim File Audits of TPA handled files to measure quality of claim handling against claim handling guidelines and best practices.



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- Work with other HOC Claim staff in support of measuring and monitoring Auto and GL claim results and programs associated with handling such claims.
- Maintain professional training and licensing as required including: (1) Adjuster licensing in state of residency and other states as required; (2) annual completion of all required compliance programs in a timely manner; and (3) Maintaining necessary CE Credits for active Adjuster Licensing.
- Performs other duties as assigned (back up of Property claim handling).

Qualifications

- Minimum of eight (8) years of experience in handling claims with a carrier or TPA including experience adjusting claims of the same type for the position in question is required.
- Claim handling involving multiple jurisdictions and high value claims is preferred
- Experience with interpreting and applying coverage involving Commercial Auto and General Liability policies is preferred
- Adjuster License required at least for state of residence with the ability/ eligibility to obtain adjuster licensing in other states
- Superior Customer Service Skills required.
- Negotiation and Analytical skills required.
- Excellent written and oral communication skills required.
- Demonstrated proficiency in use of Microsoft Word required and basic use of Excel and PowerPoint is preferred.

Sompo International offers a competitive compensation and benefits package commensurate with experience. The minimum salary for this position: \$60,000. For consideration; please e-mail your resume along with your Minimum Salary Expectations as well as your Minimum Total Compensation Expectations to: dturney@sompo-intl.com.

Sompo International is an equal opportunity employer committed to a diverse workforce.

M/F/D/V

Visit our website at www.sompo-intl.com