



### **Claims Handler, Marine Cargo**

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 Handler, Marine Cargo** for our insurance company in **Germany** (office relocation from Düsseldorf to Cologne in the second half of 2021).

#### **Responsibilities include:**

- Check of coverage, independent correspondence and settlement of national and international Marine Cargo Claims including related lines of business within the given authority
- Set up claims in the claims system, advise clients and brokers how to use automated claims system
- Maintenance of electronic claim files
- Cooperate with the Underwriting and Accounting teams to clarify the policy wordings and bookings
- Liaise with customers, brokers and fronting insurers in claims issues
- Liaise with department manager in claims exceeding the own settlement authority
- Follow up special approval/referral process with Claims Managers in London in high valued claims
- Start recovery action, follow up recovery proceedings in line with our external recovery offices/recovery lawyers
- Pursue to achieve the Branch strategy as a team.
- Co-ordination/Co-operation with colleagues on any operational issues
- Support Branch/Department Management in any other issues.

- Certified Training in Insurance (e.g. “Versicherungskaufmann/Versicherungsfachwirt”) or equivalent
- Excellent knowledge and understanding of international Marine Cargo Insurance Conditions and good knowledge in related classes of business
- Extensive experience in settlement of Marine Cargo Insurance Claims
- High level of social competency
- Very good communication skills (verbal and written)
- Excellent understanding of end to end claims and recovery process in order to identify issues and to offer problem solutions
- Fluent in written and spoken English and German.
- Ability to work independently and in a team environment
- Flexibility and adaptability to new tasks/ad hoc assignments
- Willingness to learn skills in Property Insurance and Freight Forwarders Liability Insurance
- Strong organizational skills, setting own priorities and ability to perform well also under pressure
- Very good knowledge of MS-Office and IT skills in general

*Sompo International offers a competitive compensation and benefits package commensurate with experience.*

***Sompo International is an equal opportunity employer committed to a diverse workforce. Visit our website at <http://www.sompo-intl.com>***