

Specialty Senior Claims Examiner

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 **Specialty Senior Claims Examiner** to join our **Claims** department.

The role involves the active negotiation of settlements, attendance at market meetings and authorisation of claims. The candidate will have good knowledge of the London Insurance Market and processes. The handler is required to assist in the development/training of other colleagues to enhance their knowledge on Accident & Health claims, specific accounts and to develop effective working relationships with brokers. As well as adhering to all internally set Key Performance Indicators, the handler must comply with all regulatory requirements and the Lloyd's Minimum Standards.

The handler is required to make reserving judgements of potential anticipated losses in a timely and professional manner to meet levels of service expected by internal and external customers. The role requires that the handler recognises contentious issues and where appropriate informs claims management to discuss legal obligations and/or remedies and take appropriate action.

Responsibilities include:

- Examining claim data and underwriting documentation to ascertain validity of losses notified against cover provided and establish premium payment status for both the Company (SIIE) and Lloyd's (EAL - in run-off) platforms.
- Undertaking leader obligations responsibly, thereby preserving and protecting the SIIE/EAL image as a respected leading underwriting entity.



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- Assisting with claims reviews and audits at the offices of Coverholders, ceding companies, TPAs and other Insurers and to report on their compliance or otherwise with terms and conditions of risks written and their overall claims handling service.
- Establishing adequate reserves for the estimated amounts of anticipated loss and/or adjustment and coverage expenses.
- Negotiating settlements and authorise claim payments in a professional and timely manner to meet the levels of service expected by the market, our customers and other stakeholders.
- Validating, circulating and/or responding to claim transactions through ECF and/or other systems in accordance with defined procedures.
- Recognising contentious issues and, where appropriate, inform claims management to discuss legal obligations and/or remedies and take appropriate action.
- Informing claims management for onward reporting of any large or unusual losses in order that financial exposure can be fully evaluated, and future corrective measures can be determined. This includes the drafting of Large Loss Notices in a timely manner for distribution around the business and the maintaining and updating of the Company Claims Watclist.
- Manage and monitor the performance of outsourced Coverholders and TPA's where appropriate to ensure that customers are receiving a good level of service from both our external and internal claims handlers.
- Maintain files and documentary evidence to create an audit trail of claim values into the computer system and through the books of the Company.
- Providing regular data and written reports where required.
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- Conducting regular reviews of the claim portfolio to assess the adequacy of reserves being carried.
- Attending internal meetings, market meetings and seminars and to represent the company as and when required.
- Communicate with Underwriters on losses of significant value and losses with issues of note where appropriate.
- To consider and comply with the Lloyd's Minimum Standards where appropriate.
- To ensure that appropriate 'soft skills' are utilised in order to communicate with people internally and externally in an effective and professional manner, to actively encourage teamwork within both the Claims Department and the business as a whole and to aid in successful conflict resolution.

Desired Skills & Experience:

It would be desirable for the candidate to:

- Be technically proficient and have a proven track record of successfully handling Accident & Health claims.
- Have a good understanding of the insurance industry and be capable of handling dual-platform losses (Company and Syndicate).



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- Have a good understanding of the London Insurance Market, Lloyd's processes and minimum standard requirements.
- Be an effective and efficient communicator both orally and in writing.
- Willing to support Junior Members of the team and advance/enhance their technical skills
- Participate in team discussions and help foster a collaborative team approach.
- Support Managers, Senior Members of the Company in advancing Sompo business wide goals.
- Be flexible in relation to business travel.
- Adhere to existing procedures and think of creative and efficient ways to streamline our processes and procedures.
- Have experience of managing delegated authority claims.
- Claims handling skills in Aviation would be beneficial.

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 www.sompo-intl.com