

### **AVP, Senior Claims Examiner – Professional Lines (Management Liability)**

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market.

Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, aviation, marine and energy, financial and political risks and casualty and other specialty and catastrophe lines of insurance and reinsurance. Headquartered in Bermuda, we currently also have offices in the United States, the United Kingdom, Continental Europe, Latin America, the Middle East and Asia.

Sompo International is a company driven by its core values, a carrier that holds promise, trust and the commitment to protect at the center of everything we do. We recognize that our success is derived directly from those who matter most: our people. Our culture is defined by a commitment to integrity, teamwork, agility, execution, and excellence; 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 **AVP, Senior Claims Examiner** to join our **Professional Lines Claims Team** team.

The role will be based in our London office. It involves the examination, analysis, negotiation and settlement of complex Management Liability claims from cradle to grave, including: reviewing claims data and underwriting documentation to ascertain validity of losses notified; adhering to internal and external Key Performance Indicators and regulatory requirements; establishing appropriate reserves and resolution strategies in a timely and professional manner to meet levels of service expected by internal and external customers.

The successful candidate will have an excellent knowledge of the London Professional Lines Insurance market, be able to recognise contentious issues/potentially significant claims at an early stage in their lifecycle and ensure they are dealt with appropriately (including informing claims and underwriting management about them). They will be expected to lead discussions around claims trends and the Management Liability book's performance within the claims team and with other stakeholders in the business, including underwriters and actuaries.

The successful candidate will be required to assist in the development/training other colleagues (inside and outside of claims) to enhance their knowledge on Professional Lines claims and specific accounts. They will be expected to develop and own effective working relationships internally and with brokers and service providers as well as assisting in building Sompo's profile in the claims market.

#### **Responsibilities include:**

- Confidently and competently handling all aspects of complex, multi-faceted international Management Liability claims, including:
  - Examining claim data and underwriting documentation to ascertain validity of losses notified against cover provided and establish premium payment status
  - Undertaking claim handling obligations responsibly, thereby preserving and protecting Sompo International's image as a respected leading underwriting entity
  - Establishing, reviewing and updating appropriate resolution in a timely manner
  - Negotiating settlements and authorising claim payments in a timely manner to meet the levels of service expected by the market, our customers and other stakeholders

- Confidently driving the Watchlist process and understanding the importance of IBNR
- Ensuring their files are adequately documented and fully up to date at all times
- Managing and monitoring the performance of service providers (including Coverholders, ceding companies, TPAs, panel lawyers and loss adjusters) and other Insurers and reporting on their compliance or otherwise with terms and conditions of risks written and their overall claims handling service.
- Recognising contentious issues, large or unusual claims and trends/patterns and where appropriate, informing claims, underwriting and actuarial management of the same
- Conducting regular reviews of the claim portfolio to assess the adequacy of reserves being carried.
- Attending and lead internal claim meetings, market meetings and seminars and to represent the company as and when required.
- Leading communications with Underwriters and actuaries on losses of significant value and losses with issues of note where appropriate.
- Ensuring 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:**

The candidate needs to:

This role requires a handler of at least 7 years' experience in the insurance industry handling international third party Professional Lines claims. The candidate needs to:

- Be extremely technically proficient and have a proven record of successfully handling complex, multi-faceted Management Liability claims
- Have an excellent understanding of the insurance industry, particularly the London and Lloyd's insurance markets and their claims systems (e.g. ECF2, the IMR and Writeback)
- Be a highly effective and efficient communicator both orally and in writing
- Be willing to support/develop junior members of the team and advance/enhance their technical skills
- Lead discussions around claims trends and patterns within the claims team and with underwriters and actuaries and help foster a collaborative team approach
- Support managers, senior members of the company in advancing Sompo business wide goals
- IT/PC skills to include Word, Excel and Powerpoint
- Adhere to existing procedures and think of creative and efficient ways of streamlining processes and procedures
- Be able to network and establish relationships effectively with brokers, service providers and internal stakeholders

It would be desirable for the candidate to:

- Have experience of handling Financial Institutions, Professional Indemnity and/or Cyber claims
- Have a legal background/qualifications
- Have experience of managing individual reports or teams

#### **The Sompo International Claims Philosophy**

The Sompo Board is committed to providing an outstanding claims service that delivers -

- Fair and appropriate outcomes for our Insureds
- Efficient service – timely responses and fast payment of agreed claims
- Value-added expertise from client facing



*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](http://www.sompo-intl.com)*