



Claims Examiner – Casualty (6 month FTC)

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 **Claims Examiner** to join our **Casualty Claims Team** on a full-time basis and on a 6 month contract. The role will be based in our London office and involves the examination, analysis, negotiation and settlement of claims from cradle to grave. This includes the review of claims data and underwriting documentation to ascertain validity of losses notified and establish premium payment status. The handler is required to establish adequate reserves and 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 inform claims management to discuss legal obligations and/or remedies and take appropriate action, therefore ensuring that only valid claims are paid.

The position will be actively involved in the negotiation of settlements, attending market meetings, and authorisation of claims. Therefore the candidate must have good knowledge of the London and Lloyd's insurance markets and be able to develop effective working relationships with brokers. As well and adhering to all internally set Key Performance Indicators, the handler must comply with all regulatory requirements and with the Lloyd's minimum standards.

Responsibilities include:

- Examine claim data and underwriting documentation to ascertain validity of losses notified against cover provided and establish premium payment status for both the Company and Lloyd's platforms. Be experienced and confident in the management of complex coverage issues and policy declinatures.
- Undertake claim handling obligations responsibly, thereby preserving and protecting Sompo International's image as a respected leading underwriting entity.



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- Comfortably handling complex open-market and delegated claims valued in excess of USD500,000 in different jurisdictions (experience of Australia, Canada and Ireland would be particularly helpful).
- Establish adequate reserves in a timely fashion for the estimated amounts of anticipated loss and/or adjustment and coverage expenses. Ensure accurate recording of reserves on Sompo claims systems.
- Conduct reviews of their claim portfolio to assess the adequacy of reserves being carried. Demonstrate a comprehensive understanding of watchlist processes and recording of reserve volatility.
- Demonstrate full control and oversight of all stakeholders in the claims process, including lawyers, loss adjusters, technical and medical experts. Be prepared to challenge advice and review evidence / recommendations critically.
- Negotiate economic 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.
- Recognise contentious issues and, where appropriate, inform claims management to discuss legal obligations and/or remedies and take appropriate action.
- Inform 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, and maintaining/updating the Claims Watchlist, in a timely manner.
- Provide claims management with feedback on performance of outsourced Coverholders and TPAs.
- Ensure ongoing financial accuracy of outsourced claims reporting and validation of financials on Sompo claims systems. Effective understanding and management of claims bordereaux and able to analyse and understand bordereaux financials and movements.
- Maintain accurate and presentable claims files, which contain all necessary documentary evidence, communications and files notes. Files will demonstrate ownership of claims strategy and reserve.
- Experienced in the use of a range of London market claims systems.
- Attend internal claim meetings, market meetings and seminars as and when required.
- To ensure that appropriate 'soft skills' are utilised in order to communicate with people internally and externally in an effective and professional manner.

Desired Skills & Experience

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

- Be technically proficient and have a proven record of successfully handling primary and excess lead Casualty claims (i.e. EL/PL/Property Liability and Product Liability) valued at in excess of USD500,000 in several jurisdictions, ideally Australia, Canada and/or Ireland
- Have a proven track record of handling referrals of such claims from TPAs/Coverholders pursuant to outsourcing arrangements when the claims are referred to Sompo International under the TPA/Coverholder's delegated claims authority



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- Have a good 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 an effective and efficient communicator both orally and in writing
- Participate in team discussions 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 processes

It would be desirable for the candidate to:

- Have experience of handling claims on multiple lines of Casualty business (EL/PL/Product Liability/Property Liability)
- Have experience of handling such claims Australia, Canada and Ireland
- Have a legal background/qualifications

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

Sompo International is an equal opportunity employer committed to a diverse workforce. M/F/D/V.

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