

Claims Adjuster, Professional Lines

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 properties 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 Adjuster to join our London Market Professional Lines Claims team. The role involves the examination, analysis, reserving, 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 must have good knowledge of London market and Lloyd's processes. 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 claims data and underwriting documents to determine validity of notifications received against cover provided and establish premium payment status for both the Company and Syndicate platforms.
- Undertake leader obligations responsibly, thereby preserving and protecting EAL/EWIL/SIIE's image as a respected leading underwriting entity.
- Assist with claim reviews and audits at the offices of Cover holders, 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.
- Establish adequate reserves for the estimated amounts of anticipated loss and/or adjustment and coverage expenses.
- Negotiate 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 in a timely manner for distribution around the business and the maintaining and updating of the company Claims Watchlist.

- Manage and monitor the performance of outsourced Cover holders and TPAs 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.
- Conduct regular reviews of the claim portfolio to assess the adequacy of reserves being carried.
- Attend internal claim 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 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:

- Be technically proficient and have a proven record of successfully handling professional & financial lines claims. Experience should include Professional Indemnity claims handling work. Management Liability and Financial Institutions (and other third-party claims) experience is desirable but not essential.
- Have a good understanding of the insurance industry and be capable of handling dual-platform losses (Company and Syndicate).
- Have a good understanding of Lloyds processes and minimum standard requirements.
- Be an effective and efficient communicator both orally and in writing.
- Participate in team discussions and help foster a collaborative team approach.
- Support managers and senior members of the company in advancing Sompo's business wide goals.
- Adhere to existing procedures and think of creative and efficient ways of streamlining processes and procedures 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