

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.

The role 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 handler will be actively involved in the negotiation of settlements, attending market meetings, and authorization of claims, therefore must have good knowledge of the London market and Lloyd's processes.

The handler is required to assist development/training other colleagues to enhance their knowledge on Aviation and A&H claims and specific accounts.

As well and adhering to all internally 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 (SIIE) and Lloyd's (EAL) platforms.

- Undertake leader obligations responsibly, thereby preserving and protecting the SIIE/EAL image as a respected leading underwriting entity.



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- Assist with claim 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.
- 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 Coverholders 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:

- Experience in the insurance industry handling third party claims. The candidate needs to:
- Be technically proficient and have a proven record of successfully handling third party claims, particularly professional lines claims
- 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
- Be 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



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- Support managers, senior members of the company in advancing Sompo business wide goals
- Adhere to existing procedures and think of creative and efficient ways of streamlining processes and procedures

It would be desirable for the candidate to:

- Have experience of handling claims on multiple lines of insurance business
- Have a legal background/qualifications
- Language skills preferred but not mandatory.

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.

Visit our website at www.sompo-intl.com