



**Senior Claims Examiner – Marine**

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, aviation, 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 is headquartered 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 Senior Claims Examiner for our London Marine Claims team. This candidate will report directly to our Aviation & Marine Claims Manager.

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 informs 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 relevant processes. As well as adhering to all internally set Key Performance Indicators, the handler must comply with all regulatory requirements.

**Primary Responsibilities:**

- Review and handle claims reported to the London Marine team.
- Take a lead role in reviewing and handling claims reported to the UK Retail Marine class of business.
- Ensure adequate reserves are established and that claims are settled promptly.
- Liaise with Brokers (or directly with insureds) regarding claims progress and adjustment progress.
- Manage relationships with service providers, including TPAs, outsource providers and panel lawyers and adjusters.
- Support Underwriting colleagues with the development of the Marine lines of business and attend marketing meetings to showcase the Sompo claims offering.
- Attend internal claim meetings, market meetings and seminars and represent the company as and when required.



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- 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.

### **Accountabilities:**

- Claims settlement and reserving at case and portfolio level.
- Overseeing adjusting process.
- Claims market interface as required representing either individual cases or whole company.
- Development of marketing materials, claims proposition and supporting Underwriters in building the Marine Retail portfolio and profile within the UK market.

### **Qualifications/Competencies:**

- Proficient knowledge of international Marine market.
- Educated to degree level desirable but not essential.
- High degree of technical claims expertise.
- The ability to actively participate in tasks while also leading, taking responsibility and using own initiative.
- Sound working knowledge of Microsoft Office.
- Excellent organisational skills with attention to detail.
- Problem solving skills.
- Excellent interpersonal and written communication skills.
- Ability to work within a collaborative, team-oriented environment.

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

*Sompo International is an equal opportunity employer committed to a diverse workforce.*

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