

Senior Delegated Claims Examiner, AVP

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.

We are seeking an **Delegated Claims Analyst** - to join our **specialist Delegated Claims** team. To provide operational and analytical data analysis and support to the Delegated Claims Manager. The role involves the oversight and data management of Delegated Claims Authorities (DCA's) across multiple lines of business and territories. This will require close liaison with other functions to ensure smooth delivery. A key part of the role is to review DCA performance data submissions for quality and consistency to build Performance Dashboards.

The successful candidate will be responsible for overseeing managing DCA MI, Performance and Conduct submissions to drive centralised oversight and reporting. They will identify data trends that illuminate under performance and/or excellence and provide solutions to address issues. Creating, implementing and producing insightful Management Information and the production of packs for the Oversight meetings forms a key aspect of the position.

Another key part of the role will be to design, build, implement and own a DCA Performance Dashboard utilising the various data held within systems and DCA reports to deliver an aggregated view of the Delegated Claims portfolio.

The role holder will therefore lead discussions on these matters with internal stakeholders (principally the Underwriting, Delegated Underwriting Team, Claims, Claims Operations and DCA's). This position reports to the Delegated Claims Manager, who is based in London.

Project work will also be a part of the role, requiring close collaboration with internal and external stakeholders. Communication with DCA's will be required.

The Delegated Claims Team is expanding and it is an exciting time to be joining the team. The location of the role is flexible, however, London presence will be required.



Responsibilities include: .

- To review, analyse and interrogate DCA claims data and SLA/KPI management, working with the Delegated Claims Team to revise key performance metrics where appropriate
- To review DCA Performance MI report templates and adherence to templates to drive data quality
- Working closely with for example, DUT, IT, finance, Claims operations to ensure the right data capture method is utilised
- Design, build and implement a DCA Performance Oversight tool that delivers an aggregated insight into the Delegated Claims book, along with oversight and performance metrics that identifies trends
- Identify opportunities to enhance performance and efficiency across delegated claims processing
- Liaison with DCA's in reconciling data submission queries and data collection
- Production of relevant delegated claims MI, including Loss Fund reporting
- Enhancing data capture and analysis within claims
- Participate in ad-hoc project work within the claims team
- Working closely with the Delegated Claims Manager in building the the delegated claims proposition, reviewing key documentation, reporting functionality and attendance of internal oversight meetings where appropriate. Project work will also be involved
- 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
- Travel where required.

Desired Skills & Experience:

The successful candidate needs to:

- Be technically proficient in building Power BI dashboards and analytical interrogation of data to easily identify performance trends in addition to clear identification of risks that require escalation within an organisation
- Be experienced in data management and reporting – process improvement; data standardisation; insightful analysis
- Have a good understanding of regulatory reporting requirements in relation to third parties - desirable but not essential.
- Be an effective and efficient communicator both orally and in writing
- Be an effective team player who is able to foster a collaborative team approach and work cross – functionally
- Strong computer skills (MS, Word, Outlook, Excel – Pivot tables; Visio, Power BI and various database systems – Guidewire, BinderCloud (or similar) is a plus)
- 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 -



SOMPO INTERNATIONAL

- 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