



Senior Claims Handler Accident & Health – Practice Lead

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 experienced **Senior Claims Handler** to join our growing **European Claims Team** to handle a broad portfolio of Accident & Health ("A&H") external service providers and claims. The role is based in our Milan office, reporting to our Head of Claims Italy. A key requirement of the role will be to assist in managing relationships with internal and external stakeholders (including MGAs, brokers, outsourced service providers and co-insurers) and support Delegated Authorities Department in the assessment/due diligence and (where appropriate) onboarding of new business and TPA's. Control over Bordereau and loss funds and KPIs will also be a key duty. General claims data analysis and feedback will be provided to management and underwriting as and when required. The role also involves the examination, analysis, negotiation and settlement of a wide portfolio of A&H claims, including: reviewing claims and underwriting documentation to ascertain validity of losses notified; adhering to internal and external KPIs and regulatory requirements; establishing appropriate reserves and resolution strategies in a timely and professional manner to meet levels of service expected.

The successful candidate will have good working knowledge of the A&H Insurance market, be able to recognise contentious issues/potentially significant claims at an early stage and ensure they are dealt with swiftly and appropriately (including informing claims and underwriting management about them). They will be expected to identify and knowledgeably discuss claims trends within the claims team and with other stakeholders in the business.

The successful candidate will be required to assist in the development/training of other colleagues (inside and outside of claims) to enhance their knowledge on A&H claims and specific accounts.

Responsibilities include:

- Confidently and competently handling a broad portfolio of A&H claims, including:
 - Critically scrutinising referrals received from outsourced service providers and providing appropriate and timely guidance and instructions on reserves and resolution strategy
 - Undertaking claim handling obligations responsibly, thereby preserving and protecting Sompo International's image as a respected leading underwriting entity
 - Establishing, reviewing and updating appropriate resolution strategies and reserves in a timely manner, including critically scrutinising bordereaux and KPI MI received from outsourced service providers and addressing any issues arising appropriately
 - Understanding the importance of volatility and IBNR
 - Ensuring their files are adequately documented and fully up to date at all times
- Managing/monitoring the performance of service providers (including Coverholders, brokers, TPAs and other external vendors) and co-insurers and reporting on their compliance or otherwise with terms and conditions of risks written and their overall claims handling service.
- Managing relationships with service providers, including TPAs /MGAs/DUA, outsource providers, panel lawyers and adjusters
- Oversight and checking of TPAs /MGAs/DUA to ensure authority is not breached, claims reporting is accurate and timely, consumer and customer service is compliant, quality auditing, and general monitoring of reserving and loss exposure
- Monitoring service providers' KPIs
- Recognising contentious issues, large or unusual claims and trends/patterns and, where appropriate, updating claims management, underwriting and actuarial of the same
- Conducting regular delegated claim portfolio reviews to assess the adequacy of reserves being carried and appropriateness of resolution strategies.
- Attending and contributing at internal claim meetings, market meetings and seminars and to represent the company as and when required.
- Discussing their portfolio with Underwriters and actuaries and explaining their strategic and reserving decisions on significant losses and notable issues where appropriate.
- Ensuring 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 5 years' experience in the insurance industry handling A&H claims and portfolios.

The candidate needs to:

- Provide A&H technical oversight as well to other countries taking up a **A&H Claims Practice Leader** role for Continental Europe
- Be technically proficient and have a proven record of successfully handling a broad portfolio of A&H claims
- Experience of managing external TPAs or service providers
- High degree of technical claims expertise across all A&H products: Accident (Group & Individual), Travel Accident (Group & Individual), Private Medical Insurance (Group & Individual)
- Be an effective and efficient communicator both orally and in writing

- Support/develop junior members of the international team and advance/enhance their technical skills
- Actively participate/contribute in discussions around claims trends and patterns within the claims team and with underwriters and actuaries
- Support managers, in advancing Sompo business-wide goals
- IT/PC skills to include Word, Excel and Powerpoint
- Adhere to existing procedures and think of creative and efficient ways of streamlining processes and procedures
- Be able to network and establish relationships effectively with brokers, service providers and internal stakeholders
- Be able to effectively prioritise in order to meet deadlines consistently

It would be desirable for the candidate to:

- Have experience of handling European or global A&H claims in different territories
- Fluent in Italian and English
- Additional language skills will be of advantage: French, German or Spanish

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

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.

Visit our website at www.sompo-intl.com