



**SOMPO  
INTERNATIONAL**

### **Senior Claims Counsel – Financial Lines/Professional Lines Europe**

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 property 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 **Senior Claims Counsel – Financial Lines/Professional Lines** to join our **Spanish Claims** team in Barcelona. The candidate will be integral in spearheading the growth plans of Sompo International's Professional Lines business. This will include building our Professional Lines claims service, managing relationships with vendors, brokers and clients and other third parties, and working closely with Sompo underwriters and internal business functions.

The successful candidate will also liaise with the wider Sompo corporate group internationally on issues related to Professional Lines business and claims.

The role will involve 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. The individual 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 successful candidate will be actively involved in the negotiation of settlements, attending market meetings, and authorisation of claims, therefore must have good knowledge of London market processes. As well and adhering to all internally set Key Performance Indicators, the handler must comply with all regulatory requirements.



**Desired Skills & Experience:**

- Proficient knowledge of the French and ideally other European insurance market(s).
- French native speaker or excellent French skills, both orally and written.
- Legal qualification desirable.
- Ideally, expertise in Financial Lines/Professional Lines claims.
- High degree of technical claims expertise.
- Excellent organisational skills with attention to detail.
- Strong problem solving skills.
- Ability to work in a fast-paced, dynamic environment with changing priorities.
- Excellent interpersonal and written communication skills.
- Ability to work within a collaborative, team-oriented environment on a global basis.
- Excellent English skills, written and spoken.
- Sound working knowledge of Microsoft Office.

**Responsibilities include:**

- Manage and monitor the performance of the Professional Lines claims book and present the same to Sompo management and other business units.
- Undertake leader obligations responsibly, thereby preserving and protecting Sompo's image as a respected leading underwriting entity.
- Examine claims data and underwriting documents to determine validity of notifications received against cover provided and establish premium payment status.
- 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 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.
- 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.



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The Sampo 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

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

*Sampo International is an equal opportunity employer committed to a diverse workforce M/F/D/V.*

Visit our website at [www.sampo-intl.com](http://www.sampo-intl.com)