

### **UK Conduct Lead**

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.

Sompo UK is a large, established London Market Specialty player with aspirations to materially grow its UK Commercial Lines division. Accordingly, the business is now entering into the realm of Conduct Risk and Consumer Duty.

Reporting to the UK COO, the remit of this pivotal, newly created role has three key responsibilities: Conduct / Conduct Risk management, Consumer Duty and Complaints management. Sompo UK is a large yet rapidly growing business – you will have the ability to shape the strategy and approach to Conduct, Conduct risk management and Consumer Duty from the beginning. You will create, shape and lead operating models, philosophies, processes and requirements as volumes grow. This requires an enterpreunerial approach and an energetic, hands on leader who wants to make a genuine difference and build an operation from the ground up.

### **Conduct / Conduct risk management**

1. Review and develop conduct risk appetite statements and tolerances, and ensure that Sompo UK / EWIL remains within risk tolerance
2. Continue to develop suite of Conduct / Conduct risk MI for reporting through to the UK Exec and Board that accurately reflects conduct risk exposure and can be used to manage conduct risk
3. Lead the development of a new Conduct Risk committee, producing accurately and timely reports and papers that enable the committee to discharge its duties

### **Consumer Duty**

1. Own the Consumer Duty framework, which will help ensure risk owners are satisfied that Sompo UK is delivering good outcomes for customers
2. Attend various committees through the governance framework acting specifically as the voice of the customer to challenge risk owners so that we are ensuring good customer outcomes across the business
3. Continue to develop Consumer Duty MI for reporting through to various governance committees and the EWIL board which tracks the delivery of customer outcomes



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**Complaints**

1. Own the complaints function and activities, thereby having direct oversight of a key aspect of conduct risk and customer outcomes
2. Handle open market complaints end to end, including FOS referrals and working with legal where complaints may be litigated
3. Develop a framework, operating model and processes to oversee complaints handling for all delegated business, developing a governance framework that enables management to assess the quality of customer outcomes in this area

**Desired Skills & Experience:**

- Thorough UK General Insurance knowledge, preferably within Commercial Lines
- Comprehensive Conduct Risk, Consumer Duty and complaints experience
- Presence and credibility to present at Exec and Board level and liaise, as required, with regulators
- Excellent stakeholder and people management skills and experience
- Excellent communication - verbal and written
- Excellent analytical skills

*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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