

Job Title:

Claims Broker/Technician

Role Holder:

Vacancy

Reports to:

Divisional Director – Marine Claims Division

Overall role:

To provide a claims service which:

- **Assists in the management of our clients' claims from notifications to settlement in a professional and efficient manner, achieving an optimum result.**
- **Complies with internal, regulatory and quality practice standards**

Key Accountabilities

Claims Settlement

Assist in the handling of claims through first advice, investigation, negotiation and settlement.

Claims Communications

Assist in the maintenance of client communications and liaise with insurers and third parties.

File and Diary Maintenance

Maintain and update paper and electronic records with correspondence and actions

Collection and Transfer of Settlement Funds

Assist in the processing and issuing of payments to clients

Wordings Advice

Assist placing colleagues by providing advice and interpretation on the claims implications of proposed wordings and terms.

Operational Compliance

Ensure compliance with legal, regulatory and internal standards.

Claims Information

Produce regular claims statistics to monitor performance

Claims Broking

Assist in the negotiations and settles complex, key client or high value claims. Broking claims to first advice to settlement.

Market Relationship

Develop and maintain market relationships to facilitate claims settlements.

Competence Indicators

- Process Lloyds and Company market claims using ECF in accordance with the London Market Group protocols.
- Notifies all appropriate layers and connected reinsurance to reduce the risk of rejection.
- Makes timely and accurate diary notes for file action.
- Enter data and records into CLASS, LORS and TWINS promptly and accurately.
- Hard copy and electronic files demonstrate a complete audit trail.

- Produces documentation to support the presentation of a claim for payment.
- Ensures prompt credit control, collection and transfer of funds with any appropriate third party notification.
- Gives Claims management timely advice of problems and emerging issues.
- Complies with Legal, market, regulatory and Best Practice Manual requirements in all claims handling.
- Investigates, negotiates the settlement of claims to ensure an optimum client result and long-term client loyalty.
- Maintains technical and document standards to achieve quality, minimal rework and minimal E & O exposure.
- Maintains confidentiality in systems and procedures
- Provides Divisional Management Information (MI) on Claims statistics.
- Complies with claims process controls to reduce the risk of money laundering/financial crime.
- Identifies and reports suspicious financial circumstances or transactions directly to Financial Crime Reporting Officer

Supervision Responsibility: Direct Reports

N/A

Internal Relationships

Placing and Wordings teams, Accounts, Compliance

External Relationships

London Market and international (re)insurers, clients, lawyers and loss adjusters

Desirable Experience

1 - 2 years London or international market claims experience in either a broker or (re)insurer. Preferred exposure to large international corporations.

Generic Knowledge and Skills

Market and industry structure and operation, including regulation and market reform
 Lloyd's Introductory Test, or equivalent experience
 Technical insurance to Cert CII, or equivalent experience
 Electronic market claims systems
 Sector specific risks and insurance products/solutions
 Commercial/contract law and litigation (English and international)
 Client servicing
 Negotiation Skills
 Verbal and written communication
 Time management and prioritisation
 IT literacy in Word, Outlook and Excel (Basic)
 Accuracy and thoroughness

UIB Knowledge and Skills

FSA – Insurance Conduct Of Business and Money Laundering/Prevention of financial crime
 UIB Claims process
 Core IT systems. TWINS: can enter and retrieve information
 UIB Products and Services

