

Claims Adjuster

Location: City of London - hybrid working model of home and office

Start date: Immediately

Reporting into: Claims Manager

The Opportunity:

If you want to join an exciting and expanding insurance business, with an energised leadership team and a top-flight tech platform, revolutionising the way DUA business is transacted through the Lloyd's and London market, then read on.

We are looking for someone to provide effective adjustment of delegated claims within the relevant portfolio via referrals and claims handling arrangements with DCAs, ensuring that the best outcomes for our policyholders and for Carbon are achieved consistently, and that all policyholders and claimants are treated fairly throughout the lifecycle of the claim. Assisting the Claims Manager to report on complex delegated losses to senior management and underwriters. Dealing with coverholder's on claims issues when appropriate, whilst effectively liaising with brokers and third parties in the adjustment of claims in line with company strategy and regulatory and legal compliance.

About Us:

Carbon Underwriting is a new approach for the market. We are a specialist, independent, class agnostic Managing General Underwriter (MGU) writing to a mix of third-party capacity and our own Syndicate CBN 4747. We set out in 2018 with a mission to transform the world of delegated underwriting and with a vision to set a global benchmark. We are a young, dynamic company and recognise the importance of embracing modern technology to deeply enrich our offering.

The Role:

- To apply common terminology and context in standard situations.
- To provide explanations to customers and brokers/intermediaries
- To handle all claims, with due consideration of any potential subrogation and tight costs control, as referrals or via DCAs and to manage all DCAs to required standards.
- To manipulate data and provide analysis of claims to highlight trends, performance issues, leakage, costs spend, litigation and fraud.
- Management and bordereau and loss funds.
- Collaborate continuously with underwriters and client meetings to help underwriters gain and retain profitable business.
- To identify deficiencies in information and understand the justification for capturing specific information.
- To apply the company reserving policy and the standard policy conditions and exclusions where necessary.
- To investigate where appropriate the circumstances under referral.
- To handle standard claims in line with authority limits and investigate applicable law and regulatory issues.
- To apply basic principles of good practice.
- Respond effectively to customer requirements, acquiring feedback from customers and brokers/intermediaries.
- To create effective reports, selecting essential, relevant criteria and information to provide to Claims Managers and Underwriters

- To interpret financial reports and insurance performance measures.
- To work in line with company strategy, values and objectives
- Provide technical support to new colleagues and guidance in respect of the referrals process.
- Effectively negotiate with both internal and external parties to a claim.
- To maintain and develop internal and external customer relationships.
- To maintain accurate claims records with regulatory implications.
- To undertake any ad hoc or project work as necessary

Decision making responsibilities:

- To recommend improvements to the claims processes and procedure.
- To appoint approved independent experts as appropriate.
- Identify a maximum settlement figure and negotiate with the claimant in order to settle the claim.

Education, qualifications, knowledge, skills & experience:

- Good overall standard of education
- International claims experience preferred
- Property & Casualty Experience essential
- ACII or equivalent or progression towards qualification
- A commitment to continuous personal and professional development
- Knowledge of London Market DA Claim operations/ procedures
- Knowledge and understanding of product features, benefits, exclusions and warranties and application to various situations.
- Understandings of the legal principles giving rise to subrogation
- Basic knowledge of principles of risk management.
- Effective prioritisation and organisational skills in order to meet timescales.
- Advanced literacy and numeric skills
- Excellent interpersonal and communication skills
- Advanced IT skills, including Microsoft Office with the ability to learn new systems
- Excellent persuasion, influencing and negotiation skills
- Solid claims handling experience gained

Company Benefits

- 30 days holiday per calendar year pro rata
- Birthday off
- Hybrid working
- 50% monthly gym membership contribution
- Private Health Insurance through AXA
- Generous pension contribution