



Job Role: Claims Adjuster

Reports to: Claims Director /Claims Manager

Role Definition

A Claims Adjuster is required to further strengthen CFC's claims team and to ensure that CFC continues to deliver a high quality claims service to policyholders, brokers, underwriters and capacity providers in connection with its £150m premium book of business written across diverse classes (including PI, D&O, EPLI, GL, IP, Cyber, Tech, Media, Property) and worldwide jurisdictions such as the USA, Canada, Australia, UK and Europe.

The role of the Claims Adjuster will involve working closely with CFC colleagues within the Claims team as well as within the Underwriting, Finance, IT (NERD) and Products teams whilst being subject to all relevant legal and statutory (including FCA and Lloyd's) requirements and obligations.

Key Responsibilities & Accountabilities

- Ensure CFC's claims department continues to act as an effective TPA for its capacity providers in accordance with binding authority SLAs & claims handling agreements, with adherence to Treating Customers Fairly (TCF) and Conduct Risk.
- Proactively handle all types of claims on behalf of CFC's capacity providers from first notification of loss (FNOL) to settlement (including coverage, legal liability and quantum analysis) within the scope of CFC's delegated authorities and within a 'never be chased' culture.
- Foster good relationships with policyholders, brokers, underwriters and capacity providers, and drive excellent customer service.
- Ensure that there is prompt and accurate reserving, identifying and pursuing relevant third party recoveries and seeking to reduce claims leakage.
- The ability to prioritise where necessary, identifying deadlines such as those stipulated within lawsuits, demand letters and in addressing claims queries.
- Work closely with CFC's panel of service providers to ensure a quality and value for money service is provided/received within required timeframes.
- General ad-hoc administrative duties such as email filing and payment requests, and the production of management information.



JOB DESCRIPTION

- Support to the Claims Director and claims team on an ongoing basis; and working closely with underwriters providing feedback on claims issues/trends and the Products team concerning the development of CFC's products and wordings.
- Identify and escalate claims related issues to the Claims Director where necessary.

Skills & Abilities

- Good verbal and written communication skills and attention to detail.
- Excellent organisational skills and ability to operate under pressure.
- Willingness to learn and challenge the status quo.
- Positive and enthusiastic attitude.

Knowledge & Experience

- At least 2 years experience of claims handling within the Lloyd's / London market.
- A good understanding of international considerations relating to claims and the relevant laws in different jurisdictions, particularly with regards to Canada, the USA and the UK.
- Previous experience of working with Lloyd's binding authorities, Lloyd's Managing Agents/syndicates.
- Good understanding of insurance policy wordings - liability/PI wordings a particular advantage.
- Good computer skills (including Microsoft Outlook, Word & Excel), and use of ECF an advantage.

Professional Qualifications (preferred)

- Educated to degree standard
- Lloyds and London Market Introductory Test (LLMIT)
- Cert CII or equivalent