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| Job Title:       | <b>Claims Processing Technician</b>   |
| Employment type: | Full-Time   Permanent   |
| Reporting To:    | Claims Director   |
| Working Hours:   | 9.30am – 5.30pm (Monday to Friday)  |
| Location:        | 85 Gracechurch Street, London EC3V 0AA  |
| Salary:          | £ Competitive   |
| Bonus:           | Discretionary Bonus Plan  |
| Benefits:        | 25 days holiday, Private medical insurance, Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership and Employee assistance programme. |

### About CFC:

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We are the largest independent Managing General Agent (MGA) in the UK. Our focus is speciality lines, niche markets and emerging risks, and we have the largest cyber insurance underwriting team in London. CFC is backed by more than 30 Lloyd's syndicates and delivers insurance to over 60,000 businesses in more than 60 countries. We're privately held and growing faster than any of our competitors and the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast paced working atmosphere that is friendly, supportive, and fun.

### Role Definition

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CFC's claims team currently consists of twenty claims professionals and is expanding rapidly in line with the overall growth of the business. A processing resource is required to allow our claims adjusters to focus on their primary adjusting role within a structured and closely-managed environment.

The successful candidate will have experience of technical claims payment processing, preferably in a London Market environment, with strong excel and analytical skills. The successful candidate must demonstrate an ability to prioritise and meet strict deadlines with a willingness to enforce best-practice procedures.



## CLAIMS PROCESSING TECHNICIAN: JOB DESCRIPTION

The successful candidate will also liaise with various teams within CFC such as claims and finance as well as external parties which would include Binding Authority Brokers and Lloyd's Syndicates to ensure CFC continue to provide the highest standard of claims service.

### Key Responsibilities & Accountabilities

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- To take ownership and responsibility of claims payments. This will include manually logging adjuster payment requests, conducting sanction checks, checking information provided is correct, updating CFC's internal claims system (NERD) with the payment, reducing the reserve accordingly, filing relevant correspondence and investigating and responding to queries posed by CFC's finance team. From time to time, this role will require the Claims Processing Technician ('CPT') to request payments on behalf of the adjusters.
- To manage the bordereaux function from processing to reconciliation. This will include investigating, responding and rectifying any queries received from the Binding Authority Brokers and/or Carriers.
- To manage together with CFC's finance team loss funds which CFC maintain on behalf of their carriers. The successful candidate will be responsible for reviewing the loss fund balances, overseeing the reimbursement of funds owed, keeping the Claims Director apprised of depleting funds and addressing this as necessary.
- To liaise where necessary with CFC's claims and finance teams as well as Binding Authority Brokers and/or carriers.

### Skills & Abilities

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- Ability to meet tight deadlines and to prioritise workload.
- Ability to investigate queries and respond in a clear and concise manner.
- An ability to implement and demonstrate a high standard of claims procedures.
- Strong IT skills, including Microsoft Excel, Word and Outlook.
- Strong numerical skills.
- Attention to detail.
- Analytical minded.
- An understanding of the functional requirements of a best-of-breed claims system.
- Passionate about achieving optimal efficiencies in an operation.
- Passionate about delivering excellent assistance to all stakeholders.

### Knowledge & Experience

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- Experience with the processing and operational side of a claims / finance function in the London Market.
- Knowledge of Lloyd's, FCA and PRA compliance procedures.
- Working knowledge of Lloyd's market systems (such as ECF), processes and procedures.
- Knowledge and experience of claims systems.
- Understanding of the IBA function.



## CLAIMS PROCESSING TECHNICIAN: JOB DESCRIPTION

### Professional Qualifications

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- At least A Level educated.
- Up to two years' experience within the Insurance Industry.
- Professional qualifications would be an advantage.

### Interested?

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Please email your CV to our recruitment team: [recruitment@cfcunderwriting.com](mailto:recruitment@cfcunderwriting.com)

Please note we will only accept applications from candidates with the right to work in the UK.