



JOB TITLE: Claims Broker/Technician
DEPARTMENT: Claims
REPORTS TO: Claims Manager

BASIC DUTIES:

- To present paper claims files to the market in a timely fashion either by regular or ad-hoc appointments.
- To follow up on ECF entries and arrange meetings with (re)insurers where necessary.
- To assist in the presentation of non-proportional treaty accounts to required London markets.
- To promptly follow up with (re)insurers on files deposited with them for their review.
- To develop close working relationships with external claims personnel.
- To review and monitor incoming claim notifications on all accounts for which responsibility has been allocated.
- To provide cover for accounts allocated to colleagues in periods of absence due to holiday, illness, etc.
- To process the advice of Marine and Non Marine (re)insurance claims and ensure that the reinsurers are notified.
- To process Marine and Non Marine (re)insurance claim settlements requests and ensure that these are paid promptly.
- To use the AHJ systems to generate all necessary documentation, accounts records where necessary, set up electronic records for bureau markets and use the in-house tracking systems to monitor the progress of the collections & notifications.
- To create such electronic records on ECF, CLASS, LORS and / or other such systems, where required, in order that underwriters can agree reinstatement premiums, claims, refunds and outstandings.
- To use the Claims Monitoring and Claims For Windows in-house computer systems to track the movement of files to and from underwriters, keeping such notes that will ensure the prompt settlement and notification of reinstatement premiums, claims, refunds and outstandings.
- When all the markets are agreed, to liaise with the accounts department to ensure that the client is paid as the (re)insurers settle their proportions.



- To maintain continuing professional development in terms of qualifications and awareness of market initiatives as necessary in order to satisfy FCA Training and Competence requirements as set by Company.
- To ensure the timely resolution of queries raised by (re)insurers, either through own market knowledge or by reverting to the client. All communications should be copied to file, tracked on Claims For Windows and relayed to the relevant party promptly.
- To report to the Claims Manager any problem issues as soon as possible.
- To attend and contribute to regular Claims Department meetings.
- To liaise with colleagues in relevant production departments regarding their clients' claims, including provision of necessary reports for visits and renewal meetings.
- To deal with telephone enquiries from clients and reinsurers in professional and efficient manner.
- To ensure all electronic messages are dealt with in a timely, professional and efficient manner.

ESSENTIAL SKILLS AND EXPERIENCE:

Good educational standard in Maths and English

Sound working knowledge of Outlook, Word and Excel software (or equivalent packages)

Ability to undertake training and development courses as required.

Minimum 5 years claims experience or equivalent.

DESIRABLE SKILLS AND EXPERIENCE:

Progress or willingness to work toward professional qualifications (e.g. CII courses)

Previous London Market claims work at a broking or underwriting firm

Experience in Excess of Loss Claims and/or Coverholder Binding Authority facilities.

Please note that this job description is not an exhaustive list. Other similar duties may be required from time to time.