

## Job Description

<b>JOB TITLE:</b>	Claims Adjuster
<b>DEPARTMENT:</b>	Ambridge Partners LLC, Property/Casualty Claims
<b>JOB HOLDER:</b>	
<b>REPORTS TO:</b>	Casualty Claims Team Leader, Casualty Claims
<b>ROLE CLASSIFICATION:</b>	Exempt, as described in the US Employee Handbook

### Purpose of the Job:

To provide the effective adjustment of Ambridge claims. Communicating with clients, collaborating with underwriters on claims issues when appropriate and effectively liaising with brokers and third parties in the adjustment of claims, consistent with company strategy and regulatory and legal compliance.

### Principal Accountabilities:

#### Claims Intake and Triage

- Responsible for registering new claims in Ambridge internal system on behalf of claims team including review, acknowledgment, and assignment of claims.
- Review claims and determine appropriate open or close status.

#### Technical Claims Handling

- Operate within your approved claims authority at all times.
- Adhere to Ambridge Claims Guidelines and Lloyd's Minimum Standards for Claims Management, with deviations occurring only with prior authorization by the relevant Head of Claims, Head of Operations Group Claims, or the Group Head of Claims.
- Ensure claims are being set up timely, accurately, and acknowledged according to claims guidelines.
- Ensure claims are handled in accordance with local law/jurisdiction.
- Ensure strong working knowledge of Ambridge policy forms and understand underwriting intent.
- Adequately gather and analyse sufficient information to make an appropriate liability decision.
- Ensure that potential recoveries from third parties are investigated and pursued.
- Ensure reserves for outstanding claims are set on a timely basis and based on best efforts and estimates, the appreciable facts and information available at the time and the likely outcome of the claim.
- Ensure that documentation is consistently contained in the file and adequately supports the loss and expense payments made.

#### Strategic Claims Handling

- Properly monitor defense counsel, including the quality and timeliness of reports and appropriateness of defense strategy.
- Develop a pathway to resolution, obtain necessary settlement authority and effectively pursue settlement opportunities.

#### Third Party Management

- Ensure TPA's for which you have oversight responsibility adhere to applicable Claims Guidelines and Lloyd's Minimum Standards.
- Ensure assigned TPA's consistently satisfy reporting requirements.
- Ensure adherence to BGS Syndicate 2987 Appointing & Monitoring Claims TPA Process, including section 6.1 Monitoring TPA's.
- Continually evaluate the performance of assigned client SIR and BGS-selected TPA's and take action where appropriate.

#### Collaboration with Underwriters

- Develop an understanding of market and underwriting strategies for each underwriting team.
- Provide feedback to underwriting on claims trends, development and impact on their book.
- Suggest product/contract wording changes to avoid future losses based on prior experience.

#### Continuous Learning

- Participate in Peer Reviews as both a reviewer and reviewee.
- Maintain up to date expertise in claim handling, by among other things, reviewing recent case law, attending seminars and keeping abreast of any regulatory developments.
- Participate, as needed, in interviewing, hiring, training, and development of additional staff.

#### **Decision Making Responsibilities:**

- Review new claim submissions and determine open/close status and assignment of claims.
- Recommendation of improvements to the claims processes and procedures.
- Effective, independent, decision making and problem solving when dealing with technical claims scenarios.
- Appointment of approved independent experts as appropriate.
- Ability to analyze specialized external reports and recommend appropriate courses of action.
- Make judgements and tailor existing practices to new and emerging situations to offer effective solutions.

#### **Regulatory Conduct Rules**

- Act with integrity.
- Act with due skill, care, and diligence.
- Be open and co-operative with Lloyd's, the FCA, the PRA, and other regulators.
- Pay due regard to the interests of customers and treat them fairly.
- Observe proper standards of market conduct.

#### **Education, Qualifications, Knowledge, Skills and Experience:**

- 4 year college degree preferable.
- 3-5 years adjusting experience with ability to handle coverage issues and mid exposure claims.
- A commitment to continuous personal and professional development.
- 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 prioritization and organizational 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.

As a term of your employment you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.

This job description is intended to describe the essential job responsibilities associated with this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position.

Signed by the candidate.....

Name ..... Dated .....