



**Job Role:** CLAIMS ADJUSTER (SPECIALTY LINES)

**Reports to:** CLAIMS DIRECTOR / CLAIMS MANAGER

## Role Definition

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A PI 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. Seeking a conscientious and hardworking claims professional with experience in Professional Indemnity (PI) claims across multiple jurisdictions including the United States, Canada, UK, Australia and Europe.

The role of the Claims Adjuster will involve managing a caseload of worldwide PI claims throughout the claim lifecycle, also handling General Liability claims when required. They will work closely with CFC Claims colleagues 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

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- 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 PI claims in accordance with CFC Claims Handling Guidelines from first notification of loss (FNOL) to settlement (including coverage, legal liability and quantum analysis) within the scope of CFC's delegated authorities.
- 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 claims administrative duties such as electronic file management filing and payment requests, and the production of management information.
- 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 Claims Manager and Claims Director where necessary.



### Skills & Abilities

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

### Knowledge & Experience

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- Good working knowledge of PI claims, with at least 3 years' experience of adjusting such claims within the Lloyd's / London market. GL and casualty experience also useful.
- 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)

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- Educated to degree standard
- DIP, ACII or legal degree preferred.