

Job description

Job title	E&O Claims Adjuster
Employment type	Full-Time Permanent
Reporting to	Claims Manager
Working hours	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work and potential travel)
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

CFC Benefits include 25 days holiday, Private medical insurance (plus dental and Optical cashback benefit), Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership, 24/7 employee assistance programme and dress down Fridays. CFC social events include summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in 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

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. Seeking a conscientious and hardworking claims professional with experience with Errors

& Omissions (E&) / Professional Indemnity (PI) claims within the professions space (architects, engineers, miscellaneous professionals, accountants and design and Construction) across multiple jurisdictions including the United States, Canada, Australia, United Kingdom and Europe.

The role of the Claims Adjuster will involve working closely with CFC colleagues within the Claims, Underwriting, Finance, IT 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 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 and relevant attorney/adjuster guidelines.
- General claims administrative duties such as electronic file management filing and payment requests, and the production of management information.
- Support to the Claims Director and claims team on an ongoing basis; and working closely with underwriters, attending underwriting meetings as appropriate, 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 Manager and the Claims Director where necessary.

Skills & Ability

- 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 3-5 years insurer claims handling experience in the Lloyd's / London market.
- Previous experience of working with Lloyd's binding authorities, Lloyd's Managing Agents/syndicates.
- Good understanding of insurance policy wordings – E&O/PI wordings a particular advantage.
- Good computer skills (including Microsoft Outlook, Word & Excel), and use of ECF an advantage.

Education & qualifications

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

Our Core Values



CFC Core Values

- Passion & Perseverance**

We're passionate about what we do and it shows.
- Respect & Humility**

We treat everyone as we would want to be treated.
- Intensity**

We hold ourselves to the highest standards, always.
- One Team**

We show up as one team to achieve outstanding results.

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