

Job Description – Senior Claims Adjuster, Energy

BACKGROUND TO CATLIN:

Catlin Group Limited (CGL) is a Bermuda based leading global speciality insurer and reinsurer providing creative risk management solutions and excellent financial security to clients worldwide. Throughout its history, Catlin has strived to build a business for the future through a firm commitment to disciplined underwriting and a forward looking approach to managing underwriting cycles. Catlin's goal is to offer a consistent source of underwriting expertise and capacity through both hard and soft markets.

Catlin's four underwriting platforms provide the company with a presence in four major insurance markets:

- **Catlin Syndicate.** The Catlin Syndicate at Lloyd's (Syndicate 2003), long regarded as one of the most successful syndicates in the Lloyd's market, is now the largest. The Catlin Syndicate has market leader capability across property, casualty, marine and aviation classes of insurance and reinsurance.
- **Catlin Bermuda.** Catlin Insurance Company Ltd. of Bermuda began underwriting in 2002 and currently underwrites a diversified portfolio of both property treaty and casualty treaty reinsurance. The company also underwrites a number of speciality classes of insurance including medical malpractice, political risk and terrorism. Catlin Bermuda also offers structured risk insurance and reinsurance products.
- **Catlin UK.** The UK subsidiary of Catlin Insurance Company Limited was established in late 2003 and began underwriting with effect from 1 January 2004. Catlin UK writes property and casualty classes of insurance, primarily for smaller to medium sized organisations in the United Kingdom. Catlin UK also writes a wide variety of classes of business in parallel with the Catlin Syndicate.
- **Catlin US.** Catlin's newest underwriting platform further diversifies Catlin's risk portfolio by underwriting speciality property and casualty insurance and reinsurance for US clients that are largely uncorrelated with the business written by Catlin's other underwriting platforms.

Besides the four underwriting platforms, CGL has established a network of worldwide offices, which allows the Group to broaden its distribution network, further diversify its risk portfolio and develop closer relationships with local brokers and their clients. In most cases, the offices underwrite on behalf of one or more of the four platforms under binding authorities. Offices are located in the UK, the US, Asia, Europe, Australia and Canada.

CGL's origins date back to 1984 when CUAL was founded to manage a newly formed Lloyd's syndicate. Catlin's operations were greatly expanded in December 2006 when the company acquired Wellington Underwriting plc. Wellington managed one of the largest syndicates at Lloyd's and had established a significant presence in the US market. The combination of Catlin and Wellington has created the largest syndicate at Lloyd's for 2007 and has significantly increased the size and scope of Catlin US.

CGL is now a publicly traded company whose shares are listed on the London Stock Exchange (ticker symbol, naturally is CGL) following an initial public offering of stock in March 2004.

CGL now employs over 900 people worldwide. The Catlin Syndicate and Catlin UK underwriters in London trade from both the Lloyd's building in Lime Street and the Trading Floor in 3 Minster Court. Employees carrying out administrative support functions in London, including the finance, actuarial, legal, human resources, training, communications, compliance, IT and credit control departments, are located at the company offices in Minster Court.

More information on the company can be obtained by accessing our website www.catlin.com

JOB TITLE: Senior Claims Adjuster, Energy

DIRECT REPORTS: No

REPORTS TO: Energy Claims Manager

BUSINESS FUNCTION: Claims

CREATED ON: April 2008

PURPOSE: To assist the Claims Manager in actively handling and processing claims in order to provide a prompt and efficient service to the market.

KEY ACCOUNTABILITIES:

- Adjust claim files from first advice through to settlement via ECF/CLASS/LIRMA where appropriate and check accuracy of the applicable Claims Messages in order to ensure a consistently high standard of claims adjusting.
- Review third party audits of Insureds and Coverholders and provide an executive summary for Underwriters to ensure that a satisfactory level of service is being delivered from external sources and that Underwriters are kept informed of any issues.
- Ensure that the correct reserves are held on the system in order to provide accurate and meaningful data when required.
- Review the run off accounts and ensure audits have been performed and reserves are adequate in order to meet corporate claims objectives and targets.
- Undertake the management of a number of large losses including maintaining all relevant reporting criteria in order to meet corporate claims objectives and targets.
- Apply Catlin claims strategy and philosophy including setting reserves in consultation with the relevant Claims Manager in order to ensure that claims are handled consistently across the Group.
- Recommend payments where appropriate in accordance with pre-determined authority level in order to maintain an effective and efficient claims service.
- Liaise with Underwriting staff in respect of claims issues, preparing claims history and experience at renewal and whilst on risk to ensure value and insight and so that relevant and meaningful data and information can be offered.
- Assist the Claims Manager in the collation of data and production of reports to ensure that relevant records are maintained and valuable information can be presented.
- Manage lawyers and adjusters to agreed outcomes and pursuant to agreed budgets to ensure that the Company receives a satisfactory level of- and value-added service from third parties.

PERSON SPECIFICATION:**Education and Qualifications:**

- The role requires individuals with 5-10 years of experience within the Energy or U.S. Liability classes of business, or those of graduate calibre
- The role requires individuals who are fully/part ACII qualified

Knowledge and Skills: (including IT skills)

- Experience in and knowledge of Lloyd's/London Market practices and processes and significant experience of relevant claims.
- Up to date appreciation of policy wordings in common use in the relevant market.
- Track record of identifying and **analysing problems**, identifying & evaluating options, deploying sound **decision making skills**.
- Proven track record of knowing what it takes to provide a consistently first class **customer service** internally and/or externally
- Demonstrable evidence of **interpreting & manipulating data** clearly and accurately with the ability to extract & clearly articulate key points
- First class **report writing skills**, ability to develop and present ideas and reasoned arguments clearly and concisely to various audiences
- Demonstrates excellent **communication skills**, a confident and articulate presenter to internal/external audiences, exercising appropriate discretion in dealing with people from all levels of the Company
- Ability to **build effective working relationships** (internally/externally), establishing credibility amongst a wide and demanding client group (if applicable)
- Excellent **attention to detail** and a meticulous eye for identifying inconsistencies or inaccuracies in data entry or data outputs
- Able to organise self (and others if applicable) including effective scheduling, **prioritisation and time management skills**, completing tasks to tight deadlines. Demonstrates a 'can do' attitude
- Comfortable taking ownership for own work, identifying the need for action (**using initiative**) whilst working effectively within a team.
- Displays a **resilient and adaptable style**, track record of remaining calm in demanding circumstances, adjusting comfortably to changing conditions / priorities
- The role would suit highly driven **self-starters**, with a strong desire to challenge and deliver.
- Intermediate working knowledge of Microsoft Office programmes; Outlook, Word, Excel, Powerpoint
- A willingness to contribute to the continued development of the claims team.
- Ability to take an independent, investigative approach

SUMMARY OF BENEFITS:

- Bonus (discretionary)
- Pension (3% employee, 10% employer)*
- Season ticket loan*
- Private Medical Insurance (BUPA)*
- Critical Illness*
- Permanent Health Insurance*
- Lunch subsidy (£3.30 per day to be used at Neo's concession in Minster Court)
- Holiday entitlement – 24 days in addition to bank and public holidays. After 3 years continuous service one additional day is earned, and one further day for every subsequent year of service up to a maximum of 30 days per annum
- Death in Service (7 x salary)

*eligible on successful completion of 3 month probationary period.

** upon completion of the probationary period, the lunch allowance can be substituted for subsidised gym membership if preferred.