



FREISENBRUCH MEYER

Freisenbruch-Meyer Insurance Services Ltd., a local Bermudian agency providing insurance, pension and broking services to both the domestic and international marketplace, is seeking a highly motivated and organized Claims Adjuster to join their team in the P&C Department. Reporting to the Claims and Projects Manager, the Claims Adjuster will be responsible for evaluating, investigating, adjusting, and settling claims.

Claims Adjuster

Responsibilities:

- Respond to client contact within the Company's Service Level Agreements thus ensuring that a high level of Customer Service is delivered
- Receive, evaluate and investigate claims as per the appropriate Policy Wordings, Schedules and Endorsements
- Adjust and settle claims, including payment or declinature, whilst adhering to Department procedures, specific Settlement Authority, Best Practices and the Company philosophy
- Liaise with Underwriters and Managers about claims, e.g. give underwriters appropriate information about claimants to assist with underwriting those risks
- Ensure various reports are completed as required along with adhering to any Department requirements
- Conduct onsite surveys of claims and write reports on the same
- Ensure that the PURE computer system is promptly updated for claims
- Prepare for, attend and contribute to the monthly claims meetings
- Assist with the preparation of reports on a monthly and quarterly basis, for Senior Management and/ or other parties on claim activities as requested
- Offer ideas that would improve service to our clients to help them through the claims process or would offer other client related benefits
- Consider and offer continuous improvement ideas to the team and manager that could improve the department
- Any other duties as assigned

Qualifications, Experience and Skills:

- Minimum of five (5) years of insurance, underwriting or P&C claims experience
- P&C Insurance qualification preferred
- Solid grounding in all elements of direct P&C insurance (Property, Casualty, Marine, Motor and Cargo)
- Knowledge of local motor dealers, construction, maintenance, real estate and or marine practices is preferred
- Previous work experience in Customer Service
- Excellent analytical, interpersonal, written and verbal communication skills
- Ability to relate/interact with a range of clients and use diplomacy, tact and discretion when dealing with sensitive matters
- Ability to analyze problems, make decisions, and effectively resolve issues
- Excellent organizational skills with the ability to prioritize tasks and assignments
- A strong sense of urgency, practicality and integrity with the ability to handle and balance multiple priorities with excellent time management skills
- Must demonstrate attention to detail and thoroughness with a high degree of accuracy
- Proficient with Microsoft Office applications: Excel, Word & Outlook
- Own transportation preferred

Interested applicants should apply in writing to:

Ontru: Human Resources – Freisenbruch-Meyer Insurance Services Ltd.
91 Reid Street, Hamilton, HM 19
Or email hr@ontru.bm

All applications must be received no later than: May 4, 2021