



## Motor Claims Handler\_ Job Description

**Reporting to:** Motor Claims Team Leader

**The Role:** The overall aim of the role is to manage a case load of Motor claims within the Motor Claims Unit (MCU) to robustly control indemnity spend and recoveries on behalf of Indemnis clients; to settle motor claims quickly and efficiently in line with Indemnis claims strategies.

### **Responsibilities**

- Champion a pro-active, recognised 'best-in-class' service to Indemnis clients and their policyholders.
- Manage your workload to maximise productivity, and achieve agreed KPI's and SLA's.
- Control indemnity spend through the application of robust and innovative intervention /defence processes and strategies to prevent leakage and maximise recoveries.
- Achieve daily, weekly and monthly KPI's targets as agreed with the Motor Claims Team Leader.
- Maintain and apply a robust technical understanding of developments and relevant legislation within the Motor Claims sector
- Compliance with all regulatory and company codes of practice and policies.

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### **Champion a pro-active, recognised 'best-in-class' service to Indemnis clients and their policyholders.**

- Consistent delivery of a pro-active 'best-in-class' delegated Claims Handling service on behalf of Indemnis clients.
- To work collaboratively with the Motor Claims Team Leader to identify and secure new operational opportunities and improvements for Indemnis and its clients.

### **Manage your workload to maximise productivity, and achieve agreed SLA's and KPI's.**

- Ensure all New Claims within the MCU are actioned in accordance with SLA's.
- Ensure all incoming correspondence is dealt with in accordance with agreed KPI's.
- Ensure all claims are dealt with in accordance with the agreed Claims Handling protocols for each Indemnis client.
- Consistent compliance with client agreed reserve and closure philosophy.
- Utilisation of Indemnis supply chain instruction as required is expedited and appropriate.

### **Control indemnity spend through the application of robust and innovative intervention /defence processes and strategies to prevent leakage and maximise recoveries.**

- Operate a pro-active Third Party Capture (TPC) strategy and process.
- Secure agreed TPC KPI's
- Maintain a diligent and pro-active Fraud strategy.
- Operate cost preventative frameworks for Credit Hire and Third Party Property Damage costs.
- Minimise Third Party litigation costs in line with agreed KPI's.
- Robust compliance with Client agreed subrogated recovery process.
- Strictly adhere to Client agreed Large Loss protocols



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### **Achieve daily, weekly and monthly KPI's targets as agreed with the Motor Claims Team Leader.**

- Achieve agreed KPI's across the claims handling process.
- Maintain a robust understanding and visibility of daily, weekly and monthly KPI's.
- Support the wider MCU performance to deliver both individual and team KPI's.
- Maintain a pro-active outlook to Identify opportunities and process efficiencies to improve key performance areas.

### **Maintain and apply a robust technical understanding of developments and relevant legislation within the Motor Claims sector**

- Hold a robust understanding of current and new legislation relating to all areas of claims handling
- Ensure claims handling processes and protocols are maintained accordingly
- Adhere to regulatory and legislative operational requirements

### **Compliance with all regulatory and company codes of practice and policies.**

- Maintain to a comprehensive understanding of regulatory requirements and codes of practice
- Adhere to regulatory requirements and code of practice
- Comply with all Indemnity policies and procedures

### **Additional duties**

- Provide assistance to the Motor Claims Team Leader as and when requested.