

Role Profile

Position Title	Claims Administration Associate
Role Holder	
Reports To	Assistant Managers - Claims
PRA/FCA Approved Person Category(ies)	N/A
Date	August 2024

Overall role

- **To support the efficient adjustment, reserving and settlement of claims in accordance with company philosophy and guidelines**
- **To promote and embed best practice within the claims department**
- **Provide assistance and support for internal broker and reinsurance operations**
- **To embed Treating Customers Fairly (TCF) and Conduct Risk within the business**
- **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**
- **Continuous improvement of processes tools and productivity**

Key Responsibilities and Competencies

- To support the efficient adjustment, reserving and settlement of claims in accordance with company philosophy and guidelines
 - Facilitate payments of claims via bordereau or direct settlement
 - To ensure queries are prioritised and actioned effectively and escalated as appropriate to line management
 - Maintain claims triage and new claims process and escalate any issues to line management
 - Ensure accurate reserves are recorded appropriately in line with Hub procedures
 - Manage relationships with internal and external lawyers and adjusters
 - Complete and report on ad hoc projects/tasks allocated by Senior Management.
 - Maintain backlogs in line with Hub KPI's
 - Improve existing administrative tasks by eliminating duplication of work or adjustment of work due to internal process reviews.
 - Reconciliation and processing of ECF, Trax and manual bordereaux
 - Accurate processing of Precautionary notifications into PINS within KPI's
 - Management of all post indexing within ImageRight
 - Documentation of all new processes into the HUB for sign off by relevant department and Senior Management
 - Scanning and distribution within ImageRight of paper post



- To promote and embed best practice within the claims department
- Provide assistance and support for internal broker and reinsurance operations
- To embed TCF and Conduct Risk within the business
- Full knowledge of duties regarding treating customers fairly and Conduct Risk as set out in the TCF and Conduct Risk strategies
- Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulation
- Continuous improvement of processes tools and productivity

On a temporary or permanent basis you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile

Direct Reports

None

Internal Relationships

All departments including the US Office

External Relationships

External lawyers, brokers and cedants

Authority to Act for the Company

As detailed in the Claims Procedures Manual

Conduct Rules

- You must act with integrity
- You must act with due care, skill and diligence
- Except in relation to whistleblowing, you must be open and cooperative with the FCA, the PRA and other regulators in line with procedures agreed with your line manager
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable

Conduct Standards

All employees are expected to abide by the RiverStone Code of Conduct



RiverStone
International

Knowledge

- Company and departmental processes and procedures
- Company and market claims systems
- Law and practice relating to claims adjusting
- Lloyds Minimum standards

Skills

- Communication
- Negotiation
- Analysis
- Diligence
- Interpersonal
- Decision making
- Ability to sponsor improvements by constructively “Challenging the norm”

Confirmed as an accurate description of the function

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Role Holder

Date

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Manager

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Date