

# What does a Claims Handler do in an Insurance broker office?

Working on behalf of individuals or large companies in need of insurance compensation, you're there to get the claim processed quickly and correctly, ensuring the insurers hand over money if your clients are within their rights to claim it.

Working on the case throughout the whole process, claim handlers are there every step of the way, from the first notice to the insurance company right up the minute the cash is put into the claimant's bank account.

## ***Tasks will include:***

- \* Liaising with the claimant and advising them on any issues that arise
- \* Help the insurer investigate the claim to ensure its genuine
- \* Working with risk analysts, brokers and underwriters
- \* Ensuring a fair settlement and good customer service for the client

This role will be largely office based, although there may be visits to clients to discuss the case.

There's a lot of liaising in this job, so you'll need to enjoy working with others and be a great communicator in order to win a settlement for your client.

## ***Other useful skills include:***

- \* An analytical mind
- \* Good decision maker, even when under pressure
- \* Numerical skills
- \* Good at absorbing information
- \* Ability to hit deadlines
- \* Good negotiator
- \* Ability to use own initiative and still work in a team

Content supplied by Prospects