

Role Profile

Entity	RiverStone International Ireland DAC (“RIIDAC”)
Position Title	Senior Claims Adjuster - Ireland
Role Holder	New role
Reports To	Chief Claims Officer (CCO) - Ireland
CBI Approved Person Category	NA
Location	Dublin, Ireland
Date	April 2025

Overall Role

- Manage European claim portfolios to achieve prompt, accurate and consistent adjustment and reserving of claims liabilities
- Manage the relationship with the nominated DCAs (TPAs) to ensure appropriate controls, management reporting and SLAs are in place to monitor performance levels
- Identify and escalate loss drivers and adverse claims trends with appropriate strategic solutions
- Fully understand policy and coverage issues on complex claims and clearly present their recommended future strategy to senior management/ExCo representatives
- Work to achieve Company targets by deploying innovative claims strategies to drive value and reduce risk exposure
- Promote and embed best practice within the Claims function (in-house & external DCAs)
- Provide support and assistance on new acquisitions when required
- Comply with Treating Customers Fairly (“TCF”) and Conduct Risk strategies
- Act in accordance with Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations.

Key Responsibilities and Competencies

Claims Management:

- Supervision of all claims in line with authority process and escalation of claims above authority or where complex matters would benefit from wider discussion or “round tabling”
- Comply with all internal controls and procedures and confirm having read and understood the RIIDAC Claims Procedures and Policies on an annual basis
- Identify and make recommendations for the improvement of processes for adjusting and reserving claims and provide appropriate updates to the Claims Procedures and Policies
- Make recommendations regarding operational and financial targets for the Claims area with a key focus on application of Best Estimate reserving across all portfolios
- Track and report on financial performance against Plan
- Manage the day-to-day operations in line with regulatory and budgetary requirements
- Ability to travel across Europe as the need arises and to attend the RIIDAC Dublin office on a regular basis
- Provide support to the CCO and local CEO where required.

Employee Development and Coaching:

- If /when appropriate to facilitate the growth and development of your team members. This includes providing regular feedback, identifying their strengths and areas for improvement, and creating individual development plans. Help them acquire new skills and knowledge to excel in their roles.

Team Building and Engagement:

- If / when appropriate to build strong, cohesive teams by promoting collaboration, communication and a sense of belonging and motivation. Create a work culture that promotes employee well-being and job satisfaction.

Claims Knowledge and Internal Communication:

- Experience of handling and managing European claims or European based portfolios
- Expertise in the management of DCAs to understand key metrics to optimise performance and results
- Fully understand and influence, where possible, cost budget and cost benefit of any external third party relating to a claim
- Ability to lead negotiations on large exposures and complex claims
- Comprehensive understanding and experience of legal issues across multiple territories
- Seek to drive efficient commercial resolution of complex and non-complex claims, wherever possible
- Monitor and report on emerging risks or tranches of liability as required, including new claims, re-opened claims, emerging or new loss types
- Effective liaison with ceded reinsurance to assist timely notification to and maximisation of swift recovery from reinsurers
- Recommend/implement value creating process enhancements, ensuring consistency across all claims areas and always ensuring best and fair practice
- Identify, recommend and implement strategic initiatives to achieve RIIDAC's company goals.

Promote and embed best practice within the Claims Department:

- Lead by example in adopting RiverStone's established ways of working and spearhead future initiatives, providing continuous improvement ideas and driving practical solutions forwards
- Encourage adoption, monitor adherence and measure the effectiveness of claims initiatives against planned expectation
- To provide insight and feedback to the claims function on the effect of initiatives and continuously seek opportunities for improvement in process and practice.

Provide support on new acquisitions as required:

- Participate in the production of claims due diligence reports, where required.
- Co-ordinate the knowledge transfer/claims integration process post successful acquisition.

Support 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 Regulations

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

NA

Internal and Group Relationships

All departments and particularly Group, IT, Reinsurance, Legal, Actuarial and Finance.

External Relationships

Third party service providers, DCAs, third party administrators, claimants, legal representatives, auditors, liquidators, brokers, co-insurers and ceding companies.

Authority to Act for the Company

As detailed in the Claims Guidelines and authority levels as approved by the RIIDAC Board.

Conduct Rules

The Common Conduct Standards under the CBI's new Individual Accountability Framework include;

- To act honestly and with integrity
- To act with due skill, care and diligence
- Co-operating in good faith and without delay
- Acting in the best interest of customers and treating them fairly and professionally and
- Operating in compliance with standards of market conduct and trading venue rules.

Conduct Standards

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

Competence - Desirable Experience

- Fluent in a European language (French or Spanish) but not mandatory
- Insight to European claims markets and claims handling
- Legal or similar qualification
- ACII or equivalent or other training as appropriate.

Knowledge

- The operation of international or European insurance markets with regard to run-off
- Developments in insurance law
- Knowledge of major market territories
- Project management and risk management techniques including change management
- Law and legal practice in relation to claims adjusting.

Skills

- Generic IT knowledge and internal IT systems
- Organisational
- Negotiation
- Decision Making
- Leadership
- Communication
- Analysis
- Diligence
- Interpersonal
- Accuracy