



## **JOB POSTING: Claims Representative, Casualty Claims (Bodily Injury) Advance Your Expertise!**

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### **Ready to Tackle Complex Bodily Injury Claims and Drive Resolutions? Join the NLC Insurance Team!**

Are you an experienced and analytical claims professional with 3-5 years of expertise in handling bodily injury claims? NLC Insurance Companies is seeking a skilled **Claims Representative** to join our specialized **Casualty Claims Unit (Bodily Injury)** in Norwich, CT. This is a significant opportunity to apply your in-depth knowledge to manage complex claims, mentor others, and contribute to a respected team.

### **About NLC Insurance:**

For nearly two centuries, NLC Insurance Companies has been a pillar of trust and reliability for our customers. We are committed to providing exceptional service and fostering a collaborative environment where experienced professionals like you can thrive and make a tangible impact. At NLC, we value deep expertise and provide a platform for continued growth and leadership in the insurance sector.

### **Your Role:**

As a Claims Representative in our Casualty Claims Unit, you will be responsible for the full lifecycle management of third-party and some first-party bodily injury claims across our Homeowners, Auto, and Commercial lines. You will handle claims of moderate to significant complexity, leveraging your investigative, negotiation, and litigation management skills. This role operates with hybrid flexibility from our Norwich office.

### **What You'll Do:**

- Conduct in-depth investigations into complex bodily injury claims, determining coverage, establishing liability, and evaluating damages by analyzing medical records, police reports, and witness statements.
- Develop and execute effective negotiation strategies to achieve fair and timely settlements with claimants, attorneys, and other parties.
- Manage litigated files, including developing defense strategies, communicating with legal counsel, and attending mediations, arbitrations, and trials as necessary.
- Maintain meticulous and accurate claim file documentation in compliance with company standards and regulatory requirements.
- Provide exceptional customer service, guiding insureds and claimants through complex claim processes with professionalism and empathy.



## What We're Looking For:

- **3-5 years of direct experience handling casualty claims, with a strong focus on bodily injury (BI) claims across various lines (Auto, Homeowners, Commercial).**
- A bachelor's degree is preferred.
- Proven ability to investigate, analyze, and evaluate complex BI claims, including understanding medical terminology and injury causation.
- Strong negotiation and conflict resolution skills, with a track record of successful settlements.
- Solid understanding of insurance policies, relevant state laws, and the litigation process.
- Excellent written and verbal communication skills, with the ability to articulate complex issues clearly.
- Ability to work independently, manage a challenging caseload, and make sound judgments.
- State adjuster licensing in required states (or ability to obtain within a reasonable timeframe).

## Why Join NLC Insurance?

- **Challenging & Rewarding Work:** Handle complex and impactful claims that leverage your expertise.
- **Professional Growth:** Opportunities for continued learning, mentorship, and advancement within a stable company.
- **Leadership Potential:** Contribute your experience to team development and best practices.
- **Collaborative Environment:** Work with a dedicated team of experienced professionals.
- **Comprehensive Benefits:** We offer a competitive salary and benefits package including 401(k) with matching, dental, health, life, and vision insurance, flexible spending account, and paid time off.
- **Hybrid Work Model:** Enjoy the flexibility of working both remotely and in our Norwich office.

## Ready to Apply?

If you are a seasoned casualty claims professional ready to take on a challenging and rewarding role, we invite you to apply!

Please submit your application to: [employment@nlcinsurance.com](mailto:employment@nlcinsurance.com)

Application Deadline: Open Until Filled

## Location:

Norwich, CT 06360 (Hybrid work, must be able to commute to Norwich, CT. Occasional travel for litigation events may be required.)

*NLC Insurance is an Equal Opportunity Employer*