

Claims Representative Interview Questions

1. Share an experience when you applied new technology or information in your job. How did it help your company?

2. Describe a difficult claim you successfully settled. What methods did you use to settle it fairly and promptly?

3. Share an experience you had in dealing with a difficult person and how you handled the situation.

4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

5. Tell me how you organize, plan, and prioritize your work.

6. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

7. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

11. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

12. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

13. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the

Claims Representative Interview Questions

situation and outcome?
14. Would you consider analyzing data or information a strength? How so?
15. Provide an example when your ethics were tested.
16. Provide an effective technique you have used to ensure that adjusters follow proper methods.
17. Please share an experience in which you presented to a group. What was the situation and how did it go?
18. Share an experience in which you resolved a complex, severe exposure claim, using high service oriented file handling.
19. How do you effectively ensure that reserve activities are consistent with corporate policies?
20. What is the key to success when communicating with the public.
21. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
22. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
23. Provide a time when you dealt calmly and effectively with a high-stress situation.
24. Share an experience in which you found a claim which need further investigation in order to authorize payments. What methods did you use?
25. Provide an effective method you have used to ensure that claims are valid and that settlements are made according to company procedures.
26. Name a time when your patience was tested. How did you keep your emotions in check?

Claims Representative Interview Questions

27. Give me an example of when you thought outside of the box. How did it help your employer?

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28. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

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29. Tell me about your last experience documenting claim payments, reserves, and new claims. What is one thing you would like to improve?

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30. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

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31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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32. Provide an example of when you were persistent in the face of obstacles.

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33. How do you effectively implement sound litigation management and expense control?

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34. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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35. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

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36. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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37. What is the state of the records which you currently maintain? What is one thing you are trying to improve upon?

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38. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

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Claims Representative Interview Questions

39. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

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40. Share an experience in which your willingness to lead or offer an opinion helped your company.

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41. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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42. What is the most challenging part of budgeting for you?

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43. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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44. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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45. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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46. Share an experience in which you successfully presented a case in a committee meeting.

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47. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

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48. Share an experience in which communicating with reinsurance brokers helped you obtain necessary information.

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49. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

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50. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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51. Name a time when your creativity or alternative thinking solved a problem in your workplace.

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Claims Representative Interview Questions

52. Tell me about your last experience in preparing reports. What is one thing you would like to improve upon in your reports?

53. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

54. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

55. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

56. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

57. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

58. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

59. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

60. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

61. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

62. Describe a time when you successfully provided personal assistance to a coworker or patron.

63. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate,

Claims Representative Interview Questions

develop, and direct the worker(s)?