

## Claims Representative Interview Questions

1. Share an experience in which you accurately estimated parts and labor to repair damage. How about a time you were less accurate?

2. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

3. Describe a time when your attention to detail helped you accurately determine the extent of damage on a vehicle.

4. Share an experience in which you successfully negotiated a difficult cost agreement with an auto repair shop. What methods led to your success?

5. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

6. Provide a time when you dealt calmly and effectively with a high-stress situation.

7. Name resources you use to evaluate the practicality of repair as opposed to the payment of the market value of a vehicle before an accident. Share an experience in which you have effectively done this.

8. Tell me about your last experience preparing insurance forms.

9. How do you effectively determine the salvage value on a total-loss vehicle?

10. Share an experience in which your attention to detail and thoroughness had an impact on your last company.