

Claim Representative Interview Questions

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

2. How do you effectively determine insurance coverage?

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

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

8. Would you consider analyzing data or information a strength? How so?

9. 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?

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

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

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

13. Please share an experience in which you presented to a group. What was the situation and how did it go?

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14. 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.)

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

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

17. Share an effective method you have used to investigate and estimate property damage.

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

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

20. Describe an effective method you use to determine claim settlement, denial, or review. Provide an experience.

21. Provide an example when your ethics were tested.

22. How do you accurately determine the extent of liability?

23. Name a time when your patience was tested. How did you keep your emotions in check?

24. 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.)

25. 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.)

26. Tell me about a claim you negotiated which you were happy with. How about one you were not happy with?

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

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

29. What factors do you consider or what methods do you use when analyzing investigation information?

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