

Tokio Marine Kiln Group Claims Trainee Scheme

Tokio Marine Kiln is a leading international provider of specialist and corporate insurance for clients within the Lloyd's and Company markets. Formed in 2014 through the integration of Kiln Group and Tokio Marine Europe, Tokio Marine Kiln has been founded on empowered expertise and the strength of its relationships.

As part of one of the world's largest insurance groups, Tokio Marine Group, we empower more than 800 employees in 21 cities to protect customers against complex and ever changing risks.

We have four underwriting divisions focused on Property & Casualty; Marine, Special Risks & Aviation; Accident, Health & Life; and Reinsurance products, which are complemented by a first class claims team and an expert risk engineering service.

TMK Claims

The TMK Claims team are committed to providing a first class service to clients and brokers, which is reflected in their top quartile Claims service ranking in the 2015 Gracechurch Survey.

The Claims Trainee Scheme aims to provide each trainee with an opportunity to learn more about the objectives and values of the TMK Claims department and the organisation as a whole so that they can increase their insurance knowledge and develop the key skills and competencies required to be a successful Claims Adjuster at TMK.



Claims trainee programme details

The TMK Claims Trainee Scheme is a three year rotation programme across the speciality Claims divisions, including exposure to brokers, industry experts, third party providers and clients providing a thorough grounding in the core aspects of our business.

A series of six-month placements within Claims and shorter placements in Underwriting, Operations and Specialist Support Services offers defined learning and development. Trainees will have agreed placement objectives for each rotation that will be regularly reviewed through progress assessments with their manager.

Placements can include experience with teams in the following Claims divisions:

- Claims Operations;
- Property and Special Lines Claims;
- Marine & Cyber Claims;
- Motor Claims;
- Aviation Claims;
- Property Binders Claims;
- Casualty & Special Lines Claims;

At the end of the 3 year programme the trainee will have obtained the skills and knowledge required to begin their career as a TMK claims adjuster.

Mentoring programme

In addition to your line manager, who will meet with you regularly to talk through your rotation feedback and general progress, you will have a Claims Mentor to guide you through the TMK Claims new starter process and be there to support you through the three years on the Programme.

Professional studies

All TMK Claims professionals are expected to work towards Professional Accreditation through the Chartered Insurance Institute (CII). You are encouraged to tap into an invaluable network of employees who have studied, or are studying, the same modules. Generous study support is available to help you progress through your professional studies at a manageable pace over your three years on the programme, with the added incentive of study-related awards as you successfully complete modules.



Career management:

As you progress through the programme, your training and development will focus on different areas to support your career path through a mixture of internal and external training courses and networking events which will support you through each rotation.

Technical Claims

Including:

- TMK Claims Management Way
- California Regulations
- Broker Rotation

Linking in with the Claims Academy learning framework, technical training and exposure is provided on key Claims topics, principles and practices.

Communication

Including:

- Time Management
- Assertiveness & Personal Effectiveness
- Negotiation

A selection of training courses are selected in order to help develop a range of communication skills which are beneficial when working with internal and external stakeholders.

Networking

Including:

- Networking for Young Professionals – LMA Academy
- Quarterly Induction

How will you succeed at TMK? Do you have any burning questions or concerns? It is important to be aware of cultural differences and what this means in practice if you are going to visit one of our overseas offices.

Professional Study Support

Including:

- Exam and Study Technique
- CII Revision Days
- CII Course Materials

Revision days for CII modules and further study support may be requested as part of the professional study sponsorship agreement.



TOKIO MARINE
KILN

Personal Brand

Including:

- Current Reality and Future Goals
- Building Success at TMK
- 1:1 Consolidation of Learning
- Relationship Building

What does it mean to have a personal brand? Participants will be challenged to consider the “professional shadow” they cast.

Technical Insurance

Including:

- Applied Principles of Insurance
- Introduction to Lloyds & London Market
- LMA Academy Technical Updates

These general technical insurance training programmes will support you during the early stages of your career at TMK. They are designed to follow on from each other to build on the knowledge you have already gained.

Regulatory

Conduct and Compliance is fundamental to the work that we do in both the Lloyds and Company markets. It is crucial that you can show the PRA and FCA, as well as our clients, that you are up to date with the latest regulatory developments.

There will be regular Compliance updates held internally and externally.

Information Technology

Including:

- Microsoft Training
- Underwriting and Claims Systems

Training is provided on a variety of IT systems at all levels, which can be refreshed and built upon throughout the programme.



TOKIO MARINE
KILN

Working at Tokio Marine Kiln Group

We know that success comes through employing great people, so our objective is to recruit the best talent in the market place. We have a diverse workforce and our people can adapt to new challenges and changing situations.

Our continued success lies in our ability to attract and employ the very best people. We know that each one of our employees has a unique set of skills and talents and we aim to give everyone the chance to develop them fully. Wherever you work in our business there are certain things we look for in our employees; intellectual ability and good academic results, you will need to have a proven track record in your area of expertise and a real interest in our business.

Our culture

Our corporate culture makes it a place where people want to work. We live our values by empowering our people; the knowledge, experience and professionalism of our staff underpin our business. We work hard and responsibly to deliver the best service for our brokers and customers, from one end of our business to the other. We offer job satisfaction, career progression and great rewards to graduates and experienced people looking to take the next step in their career. All employees are encouraged to develop themselves to reach their full potential, whether this is a progression in their existing path, or making a well considered move to another area within the business. We believe that we have created an environment that encourages high performance and commitment at every level in the business.

Our people

We believe in service with integrity. We take great pride in our technical underwriting and operational ability, which is combined with a drive to keep customer service at the heart of what we do. To achieve this, we recruit the best people; we make a substantial investment in their training, and give them considerable authority, accountability and responsibility as soon as they are ready. This works effectively, thanks to the strong culture of teamwork that we foster throughout the business, allowing people to develop in both a supportive and challenging environment.

We see our customers – and their customers – as partners; we value long-term relationships. We aim to demonstrate creativity and flexibility in our approach to customers' requirements and we work closely with them to find effective solutions.

Quality underpins what we do. We aim to ensure that the experience of dealing with Tokio Marine Kiln reflects this commitment to quality regardless of market or location.

Our strength and values

At Tokio Marine Kiln, we strive to embody our core values of empowerment, fairness, innovation, excellence and teamwork in everything we do and we support the values held by our parent company, Tokio Marine. We provide strong, clear leadership and act responsibly in our marketplace, our workplace, our community and our environment. Our values reflect the way we work and behave, and are at the core of everything we do.



Empowerment

We empower our people to make informed decisions for which they take ownership.



Fairness

We do business the right way for our clients, colleagues and business partners, building on our trusted reputation and experience.



Excellence

We strive for excellence in all areas of the business to deliver the best service possible inside and outside the company.



Innovation

We develop innovative solutions that enhance our products, services and processes so that we add value to customers.



Teamwork

We work as a global team, building strong, productive relationships across geographical and divisional boundaries to share ideas and expertise for mutual benefit.