

# Hi, I'm Bruno

Claims, Rio De Janeiro



## MY ROLE AT GUY CARPENTER

I'm responsible for the entire claims process, including analyzing and processing new claims and updates, collections, or reconciliations of old cases; following up on all issues related to claims; providing information to clients when they have questions about reinsurance; organizing meetings with clients to show results; and providing support from brokers about claims.

## WHY I CHOSE A CAREER IN (RE)INSURANCE

The truth is reinsurance chose me. To be honest, I didn't know what reinsurance was until I started working in this industry. I've decided to stay on my career path because after being in reinsurance for a short time you find out how interesting and challenging it can be. Plus, I believe there is space in the industry for many different types of people. For example, if you are interested in sales, you can be a successful sales broker. If you aren't, there are so many other things you can do – underwriting, actuarial, compliance, finance, or claims broking.

## WHAT HAS SURPRISED ME THE MOST

I expected a purely operational role to be repetitive or even boring; however, claims is the exact opposite. Claims representatives deal with losses that directly impact client results, and therefore have to work with various functions within the organization, which creates lots of networking opportunities even for a mostly operational function.

Also, working in claims is like being in "reinsurance school" because you're able to gain exposure to different things and learn something new almost everyday.

**#CareerTrifecta, #InsuranceCareersMonth**

## MY BACKGROUND

I was 19 years old when I found a job opportunity at Cooper Gay in an office support role. After a few months, a broker asked me to begin supporting the operational team, which expanded to supporting multiple functions. After some time, I was able to work exclusively in the claims department. I worked at Cooper Gay for four years, then Willis Re for a year before finding my way to Guy Carpenter where I've been for almost four years. After nine years handling claims, my aspirations are to become more knowledgeable about the market and show the value a good claims broker provides to reinsurance operations.