

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLAIMS ADJUSTER

1	Tell me about a time when you had to investigate a claim.	1 2 3 4 5	
2	Describe a situation where you had to give critical feedback to a claimant.	1 2 3 4 5	
3	How would you calculate damages for an automobile accident?	1 2 3 4 5	
4	What do you think are the most common fraudulent claims?	1 2 3 4 5	
5	What is your experience with the claims process?	1 2 3 4 5	
6	Tell me about a time when you had to dispute a claim.	1 2 3 4 5	
7	What are some of the red flags that indicate a fraudulent claim?	1 2 3 4 5	
8	Tell me about a time when you had to manage a problematic claim.	1 2 3 4 5	
9	How do you handle claimants who are unhappy with the outcome of their claim?	1 2 3 4 5	
10	What do you think are the most critical skills for a Claims Adjuster?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	
Directional Fit A step forward, or backward, in their career?	1 2 3 4 5	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.