

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLAIMS SPECIALIST

1	What experience do you have with insurance claims?	1 2 3 4 5	
2	Have you ever handled a lawsuit?	1 2 3 4 5	
3	What is your understanding of liability?	1 2 3 4 5	
4	How would you go about investigating a claim?	1 2 3 4 5	
5	Can you provide an example of a time you had to dispute a claim?	1 2 3 4 5	
6	What is your understanding of the insurance policy?	1 2 3 4 5	
7	What do you think are the essential qualities of a Claims Specialist?	1 2 3 4 5	
8	Tell me about a time when you dealt with a demanding customer or situation.	1 2 3 4 5	
9	How would you handle a situation where you received a claim outside of your expertise?	1 2 3 4 5	
10	Describe how you would go about investigating a claim.	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.