

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · PROGRESSIVE CLAIMS ADJUSTER TRAINEE

1	What experience do you have working in the claims adjusting industry?	1 2 3 4 5	
2	How familiar are you with Progressive's insurance policies?	1 2 3 4 5	
3	Are there any specific areas of insurance that interest you most?	1 2 3 4 5	
4	What techniques do you use to improve customer satisfaction when handling a claim?	1 2 3 4 5	
5	Tell me about a time when your analytical skills were used to investigate an accident scene.	1 2 3 4 5	
6	How do you keep up with industry trends and changes?	1 2 3 4 5	
7	What strategies do you use when negotiating a settlement?	1 2 3 4 5	
8	Describe your approach to handling difficult customers.	1 2 3 4 5	
9	Are there any areas of claims adjusting that you feel need improvement?	1 2 3 4 5	
10	What strategies do you use to ensure accuracy when preparing reports?	1 2 3 4 5	
11	How would your previous colleagues describe your performance as a claims adjuster?	1 2 3 4 5	
12	What do you think sets you apart from other candidates for this position?	1 2 3 4 5	
13	How would you handle an unusually high volume of claims on any given day?	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	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

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.