



## Learnership Programme

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers, and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

### Position Overview

Responsible for gathering (telephonically or email) information required for accurate assessment Value Added Product Claims.

### What You'll Need



#### Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Energy

We operate with passion and excitement & thrive off a '**can do!- let's go!**' attitude. We believe in embracing new challenges and celebrating our wins!

### Our Values

At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We're enthusiastic in everything we do - our energy is infectious



We're committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

### Customer Service

- ▶ Provide policy holders with exceptional service and customer experience whilst dealing with all types of queries relating to claim and policy benefits etc.
- ▶ Responsible for capturing claims correctly and accurately.
- ▶ Confirm that the claim information is correct and valid.
- ▶ Check the status of the policy & receipt of premium (current and up to date), to facilitate claim processing.
- ▶ Responsible for ensuring that all the required supporting documentation is obtained and attached to the claims administration system to comprehensively assess the claim.
- ▶ Responsible for managing queries raised by policy holders, supplier and internal stakeholders relating to claims.
- ▶ Process refunds to clients, dealers or finance houses when required.
- ▶ Process payments to clients and suppliers when required.
- ▶ Correspondence to clients with respect to claims outcomes and requirements for future claims to manage claims.
- ▶ Ensure that all interactions and developments are well documented on the claims administration systems.
- ▶ Responsible for the timely resolution of queries that require intervention/correction.
- ▶ Update policy information on the system when information changes.
- ▶ Responsible managing all telephonic queries in a professional and efficient manner.
- ▶ Ensure the principles of TCF (Treating Customers Fairly) are embedded in all customer interactions.

### Qualifications

- ▶ Matric
- ▶ Computer Literacy is Essential

### Knowledge and skills

- ▶ General administrative experience.
- ▶ Customer service experience.
- ▶ Excellent communication and interpersonal skills.

#### Submissions:

Preference will be given to PDI candidates in line with our EE.

Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful.

Bidvest Insurance is an authorised Financial Services Provider

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