

Contact

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Top Skills

Diary Management

Customer Satisfaction

Pastoral Care

Languages

English

Sepedi

Certifications

Time Management: Working from Home

Sales: Develop a Service Orientation

Time Management Fundamentals

Empathy for Customer Service Professionals

Time Management Fundamentals with Microsoft Office

Matome Seabi

Experienced Non-life Insurance Professional | Strategic Business Management Skills | HR Diploma (UNISA) | Non-Profit Organization Leader in Toastmasters International

United Kingdom

Summary

With a focus on building robust client relationships, my role at Nedbank Insurance as a Relationship Manager revolved around delivering exceptional service levels and managing intricate non-life insurance claims. We have cultivated an environment where effective communication with insurers ensures clients receive the best possible rates and service.

My competencies, honed over years of dedicated service in the insurance sector, include technical underwriting expertise and a deft approach to claims management. Strategic capacity planning and a firm grasp of quote generation are part of our toolkit, enabling us to exceed client expectations and foster lasting partnerships.

Experience

Nedbank

6 years 11 months

Relationship Manager: Non-Life Insurance

November 2022 - July 2024 (1 year 9 months)

Polokwane, Limpopo, South Africa

As a Relationship Manager / Risk Advisor, I have been tasked with building the insurance book in Limpopo and to maintain sustainable relationships with existing clients and bankers, through giving relevant advice and offering intermediary service. In this time, the book grew by 15%, exceeding the set target by 5% in 2023, and as of July 2024, the book is above 90% towards target, with projections to exceed set targets again.

Non-Life Insurance Claims Management - Limpopo and Mpumalanga Provinces

August 2019 - November 2022 (3 years 4 months)

Polokwane, Limpopo, South Africa

As a Broker Claims Agent (Claims Handler), my job was to ensure that all commercial and personal lines insurance claims are registered and processed from notification stage (FNOL), then through to claim handling and settlement stages; Doing regular updates to clients and follow ups with stakeholders: the insurer, the appointed assessors / investigators, and service providers within agreed SLA's. negotiating and carefully examining settlement offers. Managing complaints and practicing conflict resolution. This job also included handling Third Party Claims, Property Claims and Liability Claims, in addition to Business, Motor, Engineering and Heavy Commercial Insurance Claims. Facilitating effective claims process beyond the client's expectation

Non-Life Insurance Underwriter

September 2017 - August 2019 (2 years)

Polokwane Area, South Africa

As Broker Support Agent (Commercial Insurance Underwriter). I was working on commercial and personal lines non-life insurance policies, ensuring endorsements are processed on time, doing policy renewals 45 days before renewal date, and policy administration.

Supporting the Relationship Manager mainly the Commercial lines Insurance Portfolio with Personal Lines Insurance as accommodating business.

Providing technical underwriting intermediary service, handling escalations with Specialist product knowledge, resolving client queries.

Liaising with both Insurers and Insurance Relationship Managers (Brokers), to ensure that the clients receive best rates and services.

Providing ad-hoc administrative assistance with progress reports.

Evaluating, Classifying and Rating Customer applications in terms of Underwriting standards

Examining proposal forms, claims history and risk profile to determine degree of risk to apply applicable rate on new non-life policies and endorsements to ensure safe and profitable distribution of insurable risk.

Identifying multi claimants & taking remedial action

Entering policies onto Websure system with completed endorsements and renewal terms

Communicating with customers on queries or changes to policies per regulation guidelines

Adhering to FAIS requirements at all times

Commrisk Insurance Brokers (Pty) Ltd

Non-Life Insurance Underwriter

May 2016 - August 2017 (1 year 4 months)

Polokwane Area, South Africa

Evaluating, Classifying and Rating Customer applications in terms of Underwriting standards

Examining proposal forms, claims history and risk profiles to determine degree of insurance risk

Using rating books, tables, code books, computer records and other reference materials to apply applicable endorsements to ensure safe and profitable distribution of risk

Identifying multi claimants & taking remedial action

Entering policies onto FlexiBroker system with completed endorsements & renewal terms

Communicating with customers on queries or changes to policies per TCF guidelines

Shira Risk Solutions (PTY) LTD, Insurance Brokers

Non-Life Insurance Policy Administrator

November 2015 - May 2016 (7 months)

Providing administrative services. Working on commercial and personal lines short-term insurance policies:

Processing endorsements on time

Processing policy renewal terms, and

Office ad-hoc duties for the Insurance Brokers

Regent Insurance

Heavy Commercial Vehicles Insurance Underwriter

June 2009 - February 2015 (5 years 9 months)

As Heavy Vehicles Insurance Underwriter, I was doing policy administration for Specialized Insurance in Regent Commercial Vehicle (RCV) Insurance division of the business, today known as Hollard Commercial Vehicles (HCV); working on insurance quotations and onboarding of new policies; processing large endorsements and renewals withing underwriting guidelines supporting Specialist Insurance Brokers and Administration or Underwriting Manager.

Bridge Contract Services

Site Supervisor

April 2008 - June 2008 (3 months)

Worked as a Site Supervisor, Managing contract workers at WARBURTONS Bread factory:

Contacts details for Bridge Contract Services: Address: Harborne Rd, Birmingham B17 9PU, United Kingdom Phone:+44 121 427 8885

Contact details for Warburtons Bread Factory in Leeds: Tuscany Park
Wakefield West Yorkshire WF6 2TZ Tel: +44 192 424 4100

Flex

Purchasing Administrator | HP Enchilada
January 2007 - March 2008 (1 year 3 months)

I worked in Flextronics Warehouse located at Stretton Green Distribution Park
Langford Way Appleton, Warrington WA4 4TQ

My direct office numbers were +44192 526 0093 and my work email address
was john.seabi@uk.flextronics.com

My duties was monitoring the company's inventory of supplies and process
purchase orders

Gathering and analyzing purchase requests and confirm that they meet
company standards

Negotiating prices, terms, and conditions of contracts with vendors

Coordinating and administering shipping and customs processes

Establishing and managing relationships with suppliers and coordinating
deliveries

Old Mutual South Africa

Financial Advisor
February 2006 - June 2006 (5 months)

As a financial advisor at Old Mutual, I was helping clients with Greenlight life
policy product with funeral policy products offered by the company.

I did that through assessing clients' financial situations, offering strategic
advice on various other financial products and services, where we could also
develop personalized financial plans.

I was also cultivating sustainable client relationships

Limpopo Treasury

HR Intern
November 2005 - February 2006 (4 months)

Persal Number: 82443246

I was learning practicals in all aspects of HR Management as part of
my National Diploma studies with UNISA where I learnt about Personnel
Management, Payrol, Labour Relations , Learning and Development, etc,

Education

University of South Africa/Universiteit van Suid-Afrika

National Diploma in Human Resource Management, Business Administration and Management, General. · (2005 - 2015)

Milpark Education

Bachelor of Commerce - BCom, Insurance · (2018 - 2026)

license to Skill

154 FAIS credits in Short Term Insurance, Insurance · (2017 - 2017)

FPI

RE5, Insurance · (2012 - 2012)