




DINEO NKOPANE

Senior Claims Investigator and Recovery Associate

ABOUT ME

Dineo Nkopane has ten years' work experience within the trade credit insurance. I specialize in debt recovery and rehabilitation of debtors. I am self-driven, very organized and have passion for excellence to provide clients with the best service whilst enabling further personal and professional development.

CONTACT

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Lindenidn@gmail.com

LANGUAGES

English (C2)

CERTIFICATIONS

- Member of the South African Restructuring and Insolvency Practitioners Association (SARIPA)
- RE5 Insurance Certificate
- Corporate Governance and Risk Management

SKILLS

- Strong interpersonal skills
- Analytical skills
- Advanced level proficiency on Microsoft Office
- Time Management
- Telephone and Email correspondence etiquette
- Team player
- Financial Analysis
- Negotiation skills
- Sound knowledge of Insolvency Act

WORK EXPERIENCE

International Advisers B.V.:

Senior Claims Investigator and Recovery Associate:

February 2021– Present

- Investigate and manage credit insurance claims.
- Report to clients in a timely manner.
- Conduct background-checks of companies (including registration information, legal status, financial information, industry reputation)
- Verify claim amounts and find out reasons for non-payment.
- Gather and analyze evidence/proof of counterclaims or dispute claims.
- Conduct shipment investigations.
- Handle of (judicial) debt collection.
- Preparing documents, including (but not limited to) recognition of debts, repayment plans, powers of attorney.
- Filing claims in business rescue and insolvencies proceedings.
- Revision of business rescue plans.
- Monitoring business rescue and insolvency proceedings.
- Handling incoming calls and other communications.
- Update and maintenance of data in CRM system.
- Coordinating, and supervise the daily activities of the team.
- Managing and monitoring deadlines and progress across the team.
- Work-travel training in Netherlands, Amsterdam.
- Strong people management experience.
- Coaching and developing the team.
- Team leader with the ability manage time effectively while setting the tone of the team through modeling and leadership.

Santam Structured Insurance Limited:

Mitigation Specialist

October 2017 – January 2021

- Risk management through administration of mitigation claims within set claim mandate.
- Attend any meetings or committees as and when required, telephone call/email to arrange visits.
- Initiate and approve any negotiations or settlement proposals within mandate and refer to manager if outside personal mandate.
- Accept payment arrangements and monitor adherence to the arrangements.
- Instruct panel debt collector / attorney to institute pre-legal / legal action where necessary against all liable parties and management of legal process until the matter is resolved
- Provide ongoing instructions to Attorneys inclusive of evidence required by court such as factual evidence, reconciliations and documentation.
- Maintaining of attorney panel including meeting with attorneys and debt collectors to build working relationships as well as adding new attorneys and removing of non-performing attorneys and debt collectors.
- Administration of business rescue matters, reviewing business rescue plans, and monitoring the execution.
- Administration of liquidation/sequestration matters and all actions involved in the liquidation collection process.
- Attend to and finalize all queries/disputes and complaints from clients within set timeframe.
- Manage own area of work, control and formulate the appropriate recovery strategy to recover as much as possible.

**Credit Guarantee Insurance Corporation of Africa:
Senior Mitigation Consultant**

January 2016 – September 2017

- Supervise staff, plan and organize workflow.
- Building and maintaining working relationships with clients.
- Working knowledge of Debt Collections leading to Litigation Process
- Experience in Insolvency Law and Business Rescue.
- Reviewing business rescue plans, monitoring the execution and actual engagements with clients.
- Managing and coaching the team.
- Accountability: Financial performance of assigned portfolio.
- Attend meetings, committees, and business rescue.
- Optimize recovery cash flow by implementing effective and timely action.
- Compiling and finalizing reports to management.
- Ensure that all avenues of recovery have been cost effectively investigated

**Credit Guarantee Insurance Corporation of Africa:
Claims Assessor**

April 2010 – December 2015

- Receive a daily workflow of claims to be authorized and reserved in accordance with policy terms and conditions.
- Reconciliations of accounts, claims reserves and administration of all incoming documentation.
- Capture all the relevant claim information accurately on the policy administration system.
- Personal attention to be given to problematic claims and formal letters for rejected claims must be prepared detailing the reasons to repudiate the claim.
- Assessing of claims and preparing a proposal for the Policyholder.
- Once the Proposed Settlement is accepted ensure that payment is processed by accounts unit.
- Liaising with all Service providers and ensuring that they act within their service level agreements.
- Continued management of the claims files and compile claims reports.
- Effectively build, maintain and manage relationships with independent brokers, service providers, colleagues and clients.

EDUCATION

University of the Witwatersrand

2020

Honors Degree in Business Administration

University of Pretoria

2016

Insolvency Law and Practice

Tshwane University of Technology

2015

Degree in Credit Management

REFERENCES

- Andre Freeman, Mitigation Manager at Santam Structured Insurance – **011 801 1306 / 082 459 6651**
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 - Gideon Bochedi, General Manager at Credit Guarantee - **011 889 7553 / 083 326 3662**
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